

ramco

RAMCO AVIATION SOLUTION
VERSION 5.9

USER GUIDE

SERVICE SALES MANAGEMENT

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ABOUT THIS MANUAL

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

WHO SHOULD READ THIS MANUAL

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

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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.

SERVICE SALE 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 notables 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 and preparing sale quotations.

Goods Inward 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.

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 Service Order** business component enables you to create and update customer orders, record the execution details, initiate the invoice release for a customer order and record additional charges.

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

The **Sale Quotation** business component enables you to keep a record of essential contract information. With the help of various tabs, you can record comprehensive information for a contract.

The **Service Sale Billing** business component enables you to process an invoice for a customer order that is routing the invoice release to the finance department, which in turn bills the invoice to the customer.

The **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.

2.1 CUSTOMER GOODS RECEIPT

You can record the goods received in the Customer Order or even without reference document like Direct Customer Goods.

2.1.1 MANAGING THE GOODS RECEIPT

1. Select the **Manage Goods Receipt** under **Goods Inward** business component. The **Manage Goods Receipt** page appears. See Figure 2.1.
2. Use the **Ref. Document #** drop-down list box to select the reference document for which you wish to create goods receipt. Select the reference document type from the adjacent drop-down list box. The drop-down list box displays the following reference document types: "Purchase Order", "Customer Order", "Release Slip", "Repair Order", "Direct Customer Goods Receipt", "Regular Purchase", "Repair Receipt", "Customer Goods Receipt" and "Receipt without Ref. Doc. #".
3. Select the as **Direct Customer Goods Receipt** then click **Go** pushbutton.

 *Note: Likewise you can also select "Customer Order" in the Ref. Document Type in which case enter the Customer Order # mandatorily.*

4. In the **Receipt Info.** group box, use the **Receipt #** drop-down list box to select the receipt # with which you wish to work. The drop-down list box displays all the receipts created against the reference document that you have selected in the "Select Ref. Doc. #/ Receipt #" group box. The receipts are displayed along with the short code of their status in the drop-down list box. Receipt # and status short code suffix. If some pending quantity exists in the Customer Order, then the value 'New Receipt' shall be loaded in this drop-down and this value can be selected to record a new receipt.
5. Enter Receipt Date, Way Bill # and Way Bill Date.
6. Use the **Receipt Priority** drop-down list box to select the priority defined by the user for the receipt document.
7. Enter the **Packing Slip #** and **Packing Slip Date** for the delivery note that is received from the supplier.
8. Use **Receiving Location**, **Receiving Warehouse #**, and **Receiving Area** drop-down list boxes to select the appropriate details for the goods to be received.
9. Enter **Supplier #** and/or **Customer #** identifying the customer.
 *Note: The Customer # or Supplier # or both should be entered when a receipt is created for an invalid reference document.*
10. Enter **Ref. Doc#** to indicate the reference document against which parts were received.

In the **Additional Details** group box, enter the following:

11. Enter the **No. of Packs** in which the material has been packed.
12. Enter the Consignment Weight and Consignment Comments pertaining to the consignment.
13. Enter the **Received By**, who is the user receiving the consignment
14. Enter the Gate Pass # and Gate Pass Date for the gate pass.
15. Use the **Receipt Category** drop-down list to select the category of the receipt document defined by the user.
16. Use the **User Status** drop-down list to select the user status of the receipt document defined by the user.
17. Enter **Cancellation Comments** in the event of cancellation of the goods/repair receipt.
18. Enter **Remarks** pertaining to the receipt document.

Figure 2.1 Managing goods receipt

19. Select the [Part Details](#) tab for recording the details of the part.
20. Select the [Serial/ Lot Details](#) tab for recording the serial/ lot details of the part.
21. Select the [Work Requested – Customer Parts](#) tab for recording the work requested on customer parts.
22. Select the [Supplementary Info](#) tab for recording the additional details of the receipt / part.
23. Select the [Movement Details](#) tab for recording details of the part movement.
24. Select the [Reports](#) tab for generating or printing report details of the part.
25. Select the **Update Inspection** check box to enable automatic inspection of parts at the time of receipt of delivery.
 - Note: 1) The “Update Inspection” check box is selected by default, if the process parameter “Default ‘Update Inspection’ check box” under the category Goods Inward in the Set Inventory Process Parameters activity of the Logistics Common Master component is ‘1’. Alternately, the check box appears deselected, if the process parameter is set as ‘0’. However, if required, you may select/deselect the check box,
26. Check the **Move Parts** check box to automatically move those parts to the warehouse that does not require inspection.
 - Note: The “Move Parts” check box is selected by default, if the process parameter “Default ‘Move Parts’ check box” under the category Goods Inward in the Set Inventory Process Parameters activity of the Logistics Common Master component is ‘1’. Alternately, the check box appears deselected, if the process parameter is set as ‘0’. However, if required, you may select/deselect the check box,
27. To confirm the receipt of a part, select the part in the multiline and then click the **Confirm Receipt** pushbutton.
 - Note: However, the part you wish to confirm must hold the “Pending Receipt Confirmation” line status. If you have selected both the Update Inspection and Move Parts check boxes, the system automatically updates the inspection and movement details for the received part and, moves the part

to the Receiving warehouse. To confirm the entire receipt, all the parts in the receipt must hold the "Pending Receipt Confirmation" line status. On movement of a 'Capital' part procured through an Exchange/PBH-Exchange the asset ID/tag of the issued part is shifted to the received part. However, this occurs only if the login OU is linked to Maintenance Asset Tracker.

28. Click the **Confirm Receipt** pushbutton to confirm the receipt document.

Note: Receipt can be confirmed only if the line in the receipt is in "Fresh" status.

29. Click the **Cancel Receipt** pushbutton to cancel the receipt document.

Note: Receipt can be canceled only if all the lines in the receipt are in "Draft" or "Fresh" status.

A receipt with invalid reference document # can also be cancelled.

In the **Record Additional Receipt Info** group box:

- ▶ Select the Record Hazmat Compliance link at the bottom of the page to record the Compliance details for Hazmat parts in the document.
- ▶ Select the **Record Inspection Information** link at the bottom of the page to record the inspection information of the received part number.
- ▶ Select the **Upload Documents** link at the bottom of the page to upload the documents for goods receipt.
- ▶ Select the **Request New Part / Part Attribute Change** link at the bottom of the page to request new part or to change the attribute of the existing part.
- ▶ Select the **Maintain External Stock Allocation** link at the bottom of the page to maintain external stock allocation details.

In the **View Records** group box:

- ▶ Select the **View GR List for Ref Doc #** link at the bottom of the page to view the details of the goods receipt raised for a reference document.
- ▶ Select the **View Associated Doc. Attachments** link at the bottom of the page to view the associated document attachments for goods receipt.
- ▶ Select the **Inquire New Part/ Part Attribute Change Request Status** link at the bottom of the page to view the new part / part attribute change.

Record Part Details

1. Select the **Part Details** tab for recording the basic details of the part. See Figure 2.2.

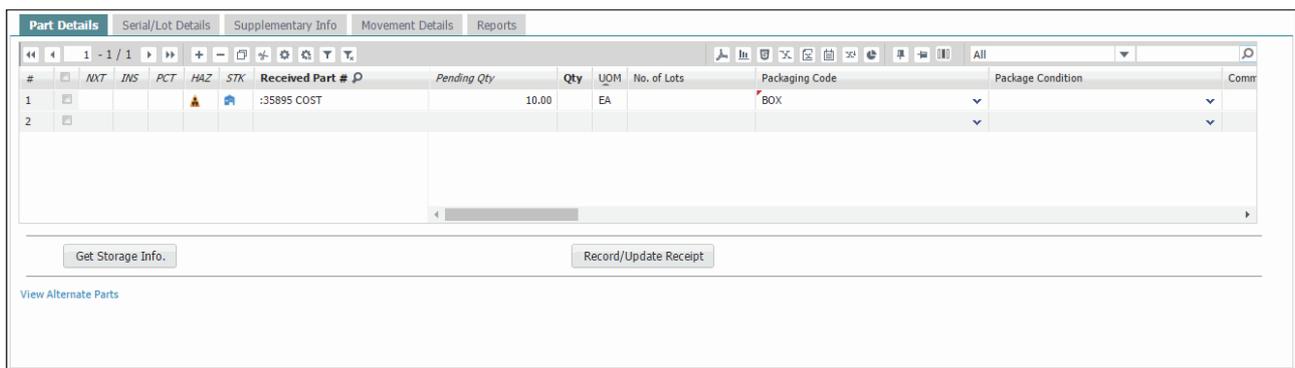


Figure 2.2 Part Details tab in Manage Goods Receipt page

2. Enter the Received Part #, Mfr. Part #, and Mfr. # of the part.
3. Enter the **Qty** of parts received.
4. Use **UOM** drop-down list box to select unit of measurement for the received part.
5. Enter the **No. of Lots** received for lot controlled parts.
6. Use the **Packaging Code** drop-down list box to select the type of the package in which the customer dispatched the unserviceable core part for repair purpose.

7. Enter **Package ID** of the package in which the customer dispatched the unserviceable core part for repair purpose.
8. Enter **Package Location** where the package is kept till the core part is repaired; after which the part is shipped back to the customer in the same package.
9. Use the **Package Condition** drop-down list box to select the condition of the package.
10. Enter **Comments** specified by the warehouse clerk.
11. Use the **Material Type** drop-down list box to select the type of material.
12. Use the **Stock Status** drop-down list box to select the stock status of the part.
Note: The stock status is mandatory for None-controlled received parts only.
13. Enter the **Warehouse #, Zone #, and Bin #** for the warehouse.
14. Select the **Quarantined?** box to indicate whether the part is quarantined.
15. Use the **Reason for Quarantine** to select the reason for quarantine.
16. Enter **Quarantine Comments** pertaining to quarantine.
17. Use the **Quarantine Status** drop-down list box to select the user-defined status of quarantine.
18. Use the **Resolution Resp.?, Resolution Comments, Quarantine Area, and Inspection Area** drop-down list boxes to select the resolution responsibility, area of quarantine, and area of inspection respectively.
19. Enter the **Rejected Qty** after inspection.
20. Use the **Reason for Rejection** drop-down list box to select the reason for rejecting the part.
21. Select the **New Part?** box to indicate if the part is a new part and not available in the "Part Administration" business component.
22. Enter **Ref. Doc. Line #** for the received part in the reference document for the goods receipt.
23. Click the **Get Storage Info.** pushbutton to retrieve the warehouse, zone, bin information for the parts to be received.
24. Click the **Record/ Update Receipt** pushbutton to record or update the receipt document with all the part details.
Note: When a receipt is created for an invalid reference document the system ensures the following:
 - A Supplier # or Customer # is available.
 - At least one Part # or an invalid Part # is available for processing.
 - All the parts in the receipt are quarantined and the quarantine or resolution process is triggered.
 - The serial / lot information is entered for the received parts.
 - The UOM entered is valid.

Record Serial/Lot Details

Note: If you have changed or deleted the part #, the serial/lot details recorded for the part will not be available in the Serial/Lot Details tab anymore. Similarly, if you change the serial/lot details for a part, details recorded for the serial/lot # in the Work Requested By Details tab would also be removed.

1. Select the **Serial/ Lot Details** tab for recording the serial/ lot details of the part. *See Figure 2.3.*

| # | PCT | SLF | CRT | Line # | Received Part # | Received Mfr. Serial # | Received Serial # | Received Mfr. Lot # | Qty | UOM | Received Cond |
|---|-----|-----|-----|--------|-----------------|------------------------|-------------------|---------------------|------|-----|---------------|
| 1 | | | | 1 | CMPRT:001 | M | M | | 1.00 | EA | Unserviceable |
| 2 | | | | | | | | | | | |

Figure 2.3 Serial/Lot Details tab in Manage Goods Receipt page

Note: When a part received for an invalid reference document is a valid Part #, then the user can enter the serial/lot information in the tab.

2. Use the **Display Option** drop-down list box to select the display option and **Receipt Line #** drop-down list box to select the parts received in the receipt document.
3. Enter the Received Mfr. Serial #, Serial #, Received Mfr. Lot #, and Qty received for the parts.
4. Use the **Received Condition** drop-down list box to select the condition of the received goods.
5. Use the **Change Type** drop-down list box to select the dissimilarity between issued and received parts. The drop-down list box displays the following: b, **Part # & Serial #** and **Serial #**.
6. Use the **Change Basis** drop-down list box to select the reason for dissimilarity between the issued and received part # and/or serial # details.
7. Enter the **Operator #** of the airline entered by the user.
8. Select **Certificate Type** and, specify **Certificate #**, and **Certificate Date** for the received part.
9. Enter the **Mfr. Date**, **Certificate Supplier #** of the part and **Expiry Date** when the certificate expires.
10. Select the **Shelf Life Check?** box to select whether to enforce or override the shelf life check on the part based on the Expiry Date entered.
11. Select the **Quarantined?** box to indicate that the part is quarantined.
12. Specify the Reason for Quarantine, Quarantine Comments, and Quarantine Status of the received part.
13. Use the **Resolution Resp.?** and **Quarantine Area** drop-down list boxes to select the resolution responsibility and quarantine Area where the part has to be moved and kept in quarantine.
14. Enter the Rejected Qty and Reason for Rejection for the part.
15. Select the **Deviated Part?** box to indicate that the part received is deviated from maintenance process it should have complied.
16. Enter any **Deviation Comments** pertaining to the deviated part.
17. Enter the **File Name** that contains additional details about the Part # - Serial/lot combination.
18. Select a row and click on the **View File** link at the bottom of the tab to view the associated file content.
19. Enter **Authorization #** for the received part from the customer/supplier/repair shop.
20. Click the **Save** pushbutton to save the serial/ lot details.

Record Work Requested – Customer Parts

*Note: If you have changed/deleted the part # in the Part Details tab or serial and/or lot # in the Serial/Lot Details tab, any details recorded for the part/serial/lot # will not be available in the **Work Requested By** tab anymore.*

1. Select the **Work Requested – Customer Parts** tab for recording the work requested for main core customer parts. See *Figure 2.4*.

| # | Received Part # | Received Mfr. Serial # | Received Mfr. Lot # | Qty | UOM | Removed from A/C Reg. # | Removed from Part # |
|---|-----------------|------------------------|---------------------|------|-----|-------------------------|---------------------|
| 1 | CMPRT:001 | M | | 1.00 | EA | 1101 | |
| 2 | | | | | | | |

Figure 2.4 Work Requested-Customer Parts tab in Manage Goods Receipt page

2. Use the **Display Option** drop-down list box available to filter the data to be retrieved.
3. Use the **Receipt Line #** drop-down list box to retrieve received parts.
4. Use the **Removed from A/C Reg. #** drop-down list box to specify the aircraft from which the main core part was removed and sent for repair.
5. Use the **Removed from Part #**, **Removed from Mfr. Part #**, **Mfr. #**, **Removed from Serial #**, **Removed Date & Time** and **Reason for Removal** drop-down list boxes to specify the details of the removed part.
6. Enter **Work Requested** by the customer to be performed on the Received Part #.
7. Use the **Repair Process Code** drop-down list box to select the unique number identifying the repair process.
8. Enter the **MOD instructions** that have to be performed on the Received Part #.
9. Specify the **Customer PO #**, **Customer Req'd. Date**, and **Customer Priority** details of the Customer Order.
10. Use the **Part Final Dest.** drop-down list box to select the final destination where the part has to be returned after repair.
11. Enter the **TAT Start Date** of the turnaround time for the part to be repaired.
12. Select the **Warranty Requested?** box if the warranty is requested by the customer for the Received Part #.
13. Enter the **RMA#** authorization code given by the user authorizing the customer to send the part back, if the customer is returning the part which was already repaired by the user.
14. Enter the **Cust. Maint. References**, **Job Card References**, and **Discrepancy References** for the Received Part.
15. Enter the **Contract #** between the user and customer under which the received part – serial or lot is covered.
16. Enter the **Customer Order #** for the Part # - Serial # combination.
17. Enter **Comments** pertaining to the part received for repair.
18. Select the **Quarantined?** box to indicate that the part is quarantined.
19. Specify the **Reason for Quarantine**, **Quarantine Comments**, **Quarantine Status**, and **Quarantine Area**.
20. Use the **Resolution Resp.?** drop-down list box to select the resolution responsibility.
21. Click the **Evaluate/ Get Contract** pushbutton to retrieve or validate the contract number.
22. Click the **Save** pushbutton to save the work request of customer part details.

Record Supplementary Info

1. Select the **Supplementary Info** tab for recording the user defined additional details for part level and document level. See *Figure 2.5*.

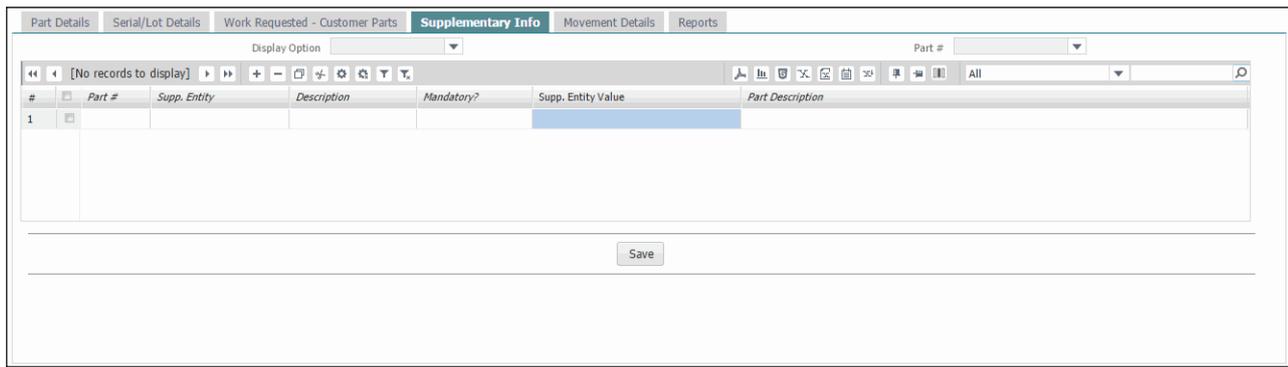


Figure 2.5 Supplementary Info tab in Manage Goods Receipt page

2. Use the **Display Option** and **Part #** for which supplementary information needs to be recorded.
3. Enter the **Supp. Entity Value** used by the receiving clerk to enter values for the Supp. entities.
4. Click the **Save** pushbutton to save the supplementary information of the part.

Record Movement Details

1. Select the **Movement Details** tab for recording the details of the part movement. *See Figure 2.6..*

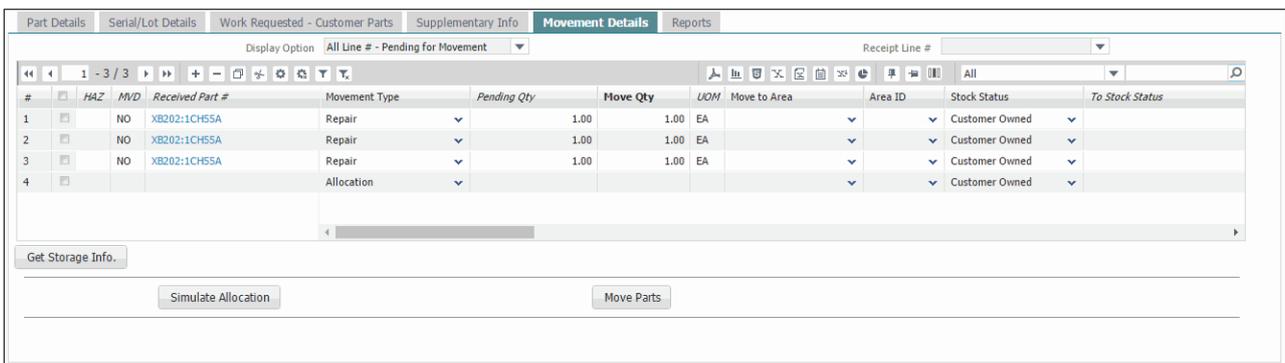


Figure 2.6 Movement Details tab in Manage Goods Receipt page

2. Use the **Display Option** and **Receipt Line #** drop-down list boxes to retrieve the part based on the value selected here.
3. Use the **Movement Type** drop-down list box to select the movement type of the part received.
4. Enter the **Move Qty** that is the total quantity to be moved.
5. Use the **Move to Area** drop-down list box to select the area where the part is to be moved.
6. Use the **Area ID** drop-down list box to specify the interim area.
7. Use the **Stock Status** and **Condition** drop-down list boxes to select the stock status of the part and the condition of the received goods respectively.
8. Enter the **Warehouse #**, **Zone #**, and **Bin #** of the warehouse where the part is stored.
9. Enter **Comments** if any specified for movement.
10. Enter the **Moved By** user who made the movement and the **Moved Date** when the line was moved.
11. Enter the **Transfer to Warehouse #** identifying the warehouse where the part is to be transferred.
12. Click the **Get Storage Info.** pushbutton to retrieve the warehouse, zone, bin information for the parts to be received.
13. Click the **Simulate Allocation** pushbutton to allocate pending material requests, which is permitted only for certain movement types.

Note: When a Received part has undergone a Part Data Change, then Simulate Allocation is not allowed.

14. Click the **Move Parts** pushbutton to save and move the part to the specified movement type.

Note: If Movement Type is "Rejection" system will not change the MVD flag or Line status of that particular line. Movement Type "Rejection" will generate a routing slip to the Rejection Area specified awaiting instruction whether to return to vendor or scrap locally.

Reports

1. Select the **Report** tab for generating reports of part movement. See Figure 2.7..

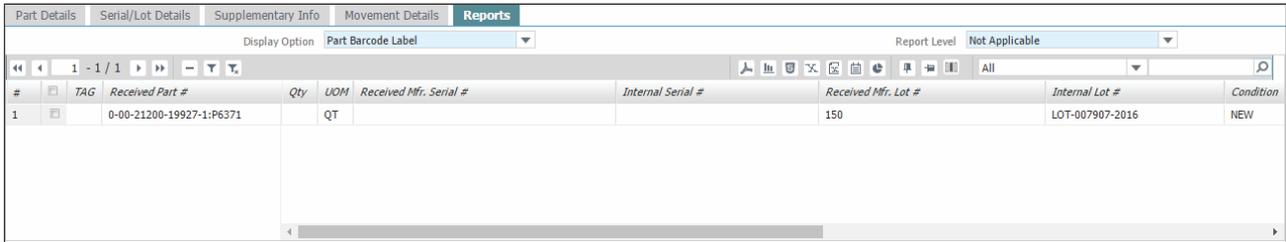


Figure 2.7 Reports Tab

2. Use the **Display Option** and **Report Level** drop-down list boxes to retrieve the part based on the value selected here.
3. Select the record in the multiline pertaining to which you wish to generate report and click on any of the links below to generate report in that particular format.

To proceed further,

- ▶ Select the **Generate Part Barcode Label** link to generate report with barcode.
- ▶ Select the **Generate Goods Receipt Note** link to generate report as a goods receipt note for the selected part.
- ▶ Select the **Generate Inspection Checklist Report** link to generate the inspection checklist for the selected part.
- ▶ Select the **Generate MMD Report** link to generate Material Movements Document for the selected part.

2.1.2 INSPECTING THE PARTS

1. Select the **Inspect Parts** under **Goods Inward** business component. The **Inspect Parts** page appears. See Figure 2.8.

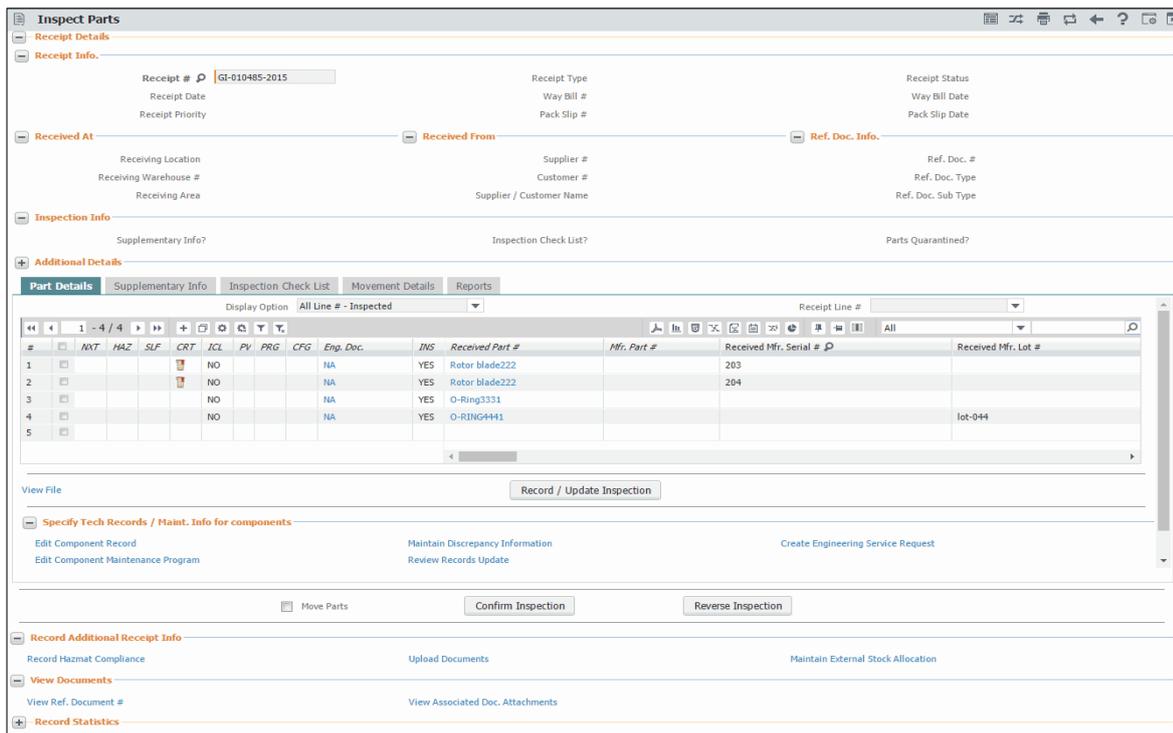


Figure 2.8 Inspecting the parts

2. Enter the **Receipt #** in the **Receipt Info** group box.

In the **Additional Details** group box, enter the following:

3. Use the **Receipt Category** drop-down list to select the category of the receipt document defined by the user.
4. Use the **User Status** drop-down list to select the user status of the receipt document defined by the user.
5. Enter **Remarks** pertaining to the receipt document.
6. Select the **Part Details** tab for recording the details of the part.
7. Select the **Supplementary Info** tab for recording the additional details of the receipt / part.
8. Select the **Inspection Check List** tab for recording the inspection check list of the part.
9. Select the **Movement Details** tab for recording details of the part movement.
10. Select the **Reports** tab for generating or printing report details of the part.
11. Select the **Move Parts** box to move / bin the parts automatically on Confirm Inspection.
12. Click the **Confirm Inspection** pushbutton to confirm the inspection of the part.
13. To reverse inspection, retrieve the requisite record and select the **Reverse Inspection** pushbutton.

In the Record Additional Receipt Info group box:

- ▶ Select the **Record Hazmat Compliance** link at the bottom of the page to record the Compliance details for Hazmat parts in the document.
- ▶ Select the **Upload Documents** link at the bottom of the page to upload the documents for goods receipt.

In the **View Records** group box:

- ▶ Select the **View Ref. Document #** link at the bottom of the page to view the reference document.
- ▶ Select the **View Associated Doc. Attachments** link at the bottom of the page to view the associated document attachments for goods receipt.

Record Part Details

1. Select the **Part Details** tab for recording the basic details of the part. *See Figure 2.9.*

| # | NAT | HAZ | SLF | CRT | ICL | PV | PRG | CFG | Emp. Doc. | INS | Received Part # | Mfr. Part # | Received Mfr. Serial # | Received Mfr. Lot # |
|---|-----|-----|-----|-----|-----|----|-----|-----|-----------|-----|-----------------|-------------|------------------------|---------------------|
| 1 | | | | | NO | | | | NA | YES | Rotor blade222 | | 203 | |
| 2 | | | | | NO | | | | NA | YES | Rotor blade222 | | 204 | |
| 3 | | | | | NO | | | | NA | YES | O-Ring3331 | | | |
| 4 | | | | | NO | | | | NA | YES | O-RING4441 | | | lot-044 |
| 5 | | | | | | | | | | | | | | |

View File Record / Update Inspection

Specify Tech Records / Maint. Info for components

View Records

Figure 2.9 Part Details tab in Inspect Parts page

2. Use the **Display Option** and **Receipt Line #** drop-down list boxes to retrieve the part details based on the values selected.
3. Enter the Received Mfr. Serial #, Received Mfr. Lot # of the part.
4. Enter the **Accepted Qty** that is accepted by the inspector.
5. Use the **Condition** drop-down list box to select the condition of the received goods.
6. Use the **Change Type** drop-down list box to select the dissimilarity between issued and received parts. The drop-down list box displays the following: Part #, Part # & Serial # and Serial #.

7. Use the **Change Basis** drop-down list box to select the reason for dissimilarity between the issued and received part # and/or serial # details. The drop-down list box displays the following:
8. Enter the **Operator #** of the airline.
9. Use the **Records Update** drop-down list box to select the status of the technical records update corresponding to the serial number being inspected.
10. Enter any **Comments** specified by the inspector.
11. Enter the **Quar. Qty** of parts quarantined by the inspector.
12. Use the **Reason for Quarantine** drop-down list box to select the reason for quarantine.
13. Enter **Quarantine Comments** pertaining to quarantine.
14. Use the **Quarantine Status** drop-down list box to select the user-defined status of quarantine.
15. Use the **Resolution Resp.?**, and **Quarantine Area** drop-down list boxes to select the resolution responsibility and area of quarantine.
16. Enter the **Rejected Qty** after inspection.
17. Use the **Reason for Rejection** drop-down list box to select the reason for rejecting the part.
18. Select Certificate Type and, enter Certificate #, Certificate Date, and Certificate Supplier # for the received part.
19. Enter the **Expiry Date** when the received part expires.
20. Use the **Shelf Life Check?** drop-down list box to select whether to enforce or override the shelf life check on the part based on the Expiry Date entered.
21. Select the **Deviated Part?** box to indicate that the part received is deviated from maintenance process it should have complied.
22. Enter any **Deviation Comments** pertaining to the deviated part.
23. Enter the **Inspected By**, the user who inspected the part and **Inspected date**.
24. Enter serial # of the received part in the **Received Serial field**.
25. Enter **Authorization #** for the received part from the customer/supplier/repair shop.
26. Enter **Mfr. Date** to indicate the date of manufacture of the received part.
27. Enter the **File Name** that contains additional details about the Part # - Serial/lot combination.
28. Select a row and click on the **View File** link at the bottom of the tab to view the associated file content.
29. Click the **Record/ Update Inspection** pushbutton to save the inspection details by the inspector for the parts received.

In the **Specify Tech Records/ Maint. Info for components** group box:

- ▶ Select the **Edit Component Record** link at the bottom of the page to modify the details of components that are already defined.
- ▶ Select the **Edit Component Maintenance Program** link at the bottom of the page to modify the component maintenance program.
- ▶ Select the **Maintain Discrepancy Information** link at the bottom of the page, to edit the deferment details already specified for a work unit.
- ▶ Select the **Create Engineering Service Request** link at the bottom of the page, to raise an ESR and confirm it.
- ▶ Select the **Review Records Update** link at the bottom of the page, to update record update status of parts received against various reference documents.

In the **View Records** group box:

- ▶ Select the **View Part Program** link at the bottom of the page to view the part program.
- ▶ Select the **View Component Program** link at the bottom of the page to view the component program.

- ▶ Select the **View Part Notes** link at the bottom of the page to view the part notes.
- ▶ Select the **Inquire Engineering Service Request Status** link at the bottom of the page to view the ESR status.

Record Supplementary Info

1. Select the **Supplementary Info** tab for recording the user defined additional details for part level and document level.
2. Use the **Display Option** and **Part #** for which supplementary information needs to be recorded.
3. Enter the **Supp. Entity Value** used by the receiving clerk to enter values for the Supp. entities.
4. Click the **Save** pushbutton to save the supplementary information of the part.

Record Inspection Check List

1. Select the **Inspection Check List** tab for recording the inspection check list of the part.
2. Specify the **Display Option** and **Part #** to enter the details for which inspection check list information needs to be recorded.
3. Enter **Comments** entered by the inspector after verifying the part.
4. Enter the **Avg Min. Value**, **Avg Max. Value**, **Avg Value** and **Qualitative Value** that can be assigned to the attribute of the part.

Note: Ensure that at least one row is entered in the multiline.

5. Select the **Verified All** box to select the Verified? Checkbox in the multiline for all the received parts present in the multiline.

Note: If "Verified All" checkbox is checked, the "Verified?" field for all the records will be checked and inspection check list information will be saved at both part level and document level for the available records.

6. Click the **Save** pushbutton to save the inspection check list information.

Record Movement Details

1. Select the **Movement Details** tab for recording the details of the part movement. See Figure 2.10.

| # | HAZ | MVD | Received Part # | Mfr. Part # | Movement Type | Pending Qty | Move Qty | LIOM | Move to Area | Area ID | Stock Status | To St |
|---|--------------------------|-----|-----------------|-------------|---------------|-------------|----------|------|--------------|---------|----------------|-------|
| 1 | <input type="checkbox"/> | YES | Rotor blade222 | | Binning | 0.00 | 1.00 | EA | | | Customer Owned | |
| 2 | <input type="checkbox"/> | YES | Rotor blade222 | | Binning | 0.00 | 1.00 | EA | | | Customer Owned | |
| 3 | <input type="checkbox"/> | YES | O-Ring3331 | | Binning | 0.00 | 8.00 | ea | | | Customer Owned | |
| 4 | <input type="checkbox"/> | YES | O-RING4441 | | Binning | 0.00 | 3.00 | ea | | | Customer Owned | |
| 5 | <input type="checkbox"/> | | | | Allocation | | | | | | Customer Owned | |

Figure 2.10 Movement Details tab in Inspect Parts page

2. Use the **Display Option** and **Receipt Line #** drop-down list boxes to retrieve the part details based on the value selected.
3. Use the **Movement Type** drop-down list box to select the movement type of the part received.
4. Enter the **Move Qty** that is the total quantity to be moved.
5. Use the **Move to Area** drop-down list box to select the area where the part is to be moved.
6. Use the **Area ID** drop-down list box to specify the interim area.

7. Use the **Stock Status** and **Condition** drop-down list boxes to select the stock status of the part and the condition of the received goods respectively.
8. Enter the **Warehouse #**, **Zone #**, and **Bin #** of the warehouse where the part is stored.
9. Enter **Comments** if any specified for movement.
10. Enter the **Moved By** user who made the movement and the Moved Date when the line was moved.
11. Enter the **Transfer to Warehouse #** identifying the warehouse where the part is to be transferred.
12. Click the **Get Storage Info.** pushbutton to retrieve the warehouse, zone, bin information for the parts to be received.
13. Click the **Simulate Allocation** pushbutton to allocate pending material requests, which is permitted only for certain movement types.
14. Click the **Move Parts** pushbutton to save and move the part to the specified movement type.

2.1.3 BINNING THE PARTS

1. Select the **Bin Parts** under **Goods Inward** business component. The **Bin Parts** page appears. See Figure 2.11.

The screenshot shows the 'Bin Parts' application window. At the top, there are search criteria fields for 'Receiving Location', 'Receiving Warehouse #', and 'Search On', along with a 'Get Parts' button. Below this is a 'Binning Details' section with a table of 10 rows. The table columns include #, PCT, HAZ, Receipt #, Received Part #, Mfr. Part #, Qty, UOM, Stock Status, To Stock Status, Condition, Warehouse #, and Zone #. Below the table are buttons for 'Get Storage Info.', 'Save', and 'Save & Confirm'. At the bottom, there are sections for 'Generate Reports' (with links for 'Generate Part Barcode Label' and 'Generate MMD Report') and 'Record Additional Receipt Info' (with links for 'Record Hazmat Compliance' and 'Maintain External Stock Allocation').

| # | PCT | HAZ | Receipt # | Received Part # | Mfr. Part # | Qty | UOM | Stock Status | To Stock Status | Condition | Warehouse # | Zone # | Bin # |
|----|-----|-----|----------------|---------------------|---------------|-----|-----|----------------|-----------------|---------------|-------------|--------|-------|
| 1 | | | GI-008170-2013 | 0-0102-3-3380:36361 | 0-0102-3-3380 | | EA | Customer Owned | | Serviceable | YULES | G--- | N |
| 2 | | | GI-008170-2013 | 0292107960:F0228 | 0292107960 | | EA | Customer Owned | | New | YULCS | G--- | A |
| 3 | | | GI-008175-2013 | 0-0440-4-0015:36361 | 0-0440-4-0015 | | EA | Aveos Owned | | Serviceable | YULES | G--- | N |
| 4 | | | GI-008218-2013 | 0-0102-3-3380:36361 | 0-0102-3-3380 | | EA | Customer Owned | | New | YULCS | G--- | A |
| 5 | | | GI-008218-2013 | 0292107960:F0228 | 0292107960 | | EA | Customer Owned | | Serviceable | YULES | G--- | N |
| 6 | | | GI-008247-2013 | 0-1:09058556 | 0-1:09058556 | | EA | Accepted | | New | YULES | G--- | N |
| 7 | | | GI-008278-2013 | 0-0102-3-3380:36361 | 0-0102-3-3380 | | EA | Customer Owned | | Serviceable | YULES | G--- | N |
| 8 | | | GI-008278-2013 | 0292107960:F0228 | 0292107960 | | EA | Customer Owned | | New | YULCS | G--- | A |
| 9 | | | GI-008284-2013 | 0-0440-4-0015:36361 | 0-0440-4-0015 | | EA | Aveos Owned | | Serviceable | YULES | G--- | N |
| 10 | | | GI-008338-2013 | 00-200-1483:K0654 | 00-200-1483 | | EA | Customer Owned | | Unserviceable | | | |

Figure 2.11 Binning the parts

2. In the Search Criteria group box enter the filter criteria details like Receiving Location, Receiving Warehouse # and Search On and click the Get Parts pushbutton.
3. Use the **Stock Status** drop-down list box to select the stock status of the part.
4. Enter the Warehouse #, Zone # and Bin #.
5. Click the **Get Storage Info.** pushbutton to retrieve the warehouse, zone, bin information for the parts to be received.
6. Click the **Save** pushbutton to save the bin part details.
7. Click the **Save & Confirm** pushbutton to save and confirm the bin part details.

To generate reports

- ▶ Select the **Generate Part Barcode Label** link at the bottom of the page to generate bar code labels for parts selected in the multiline.
- ▶ Select the **Generate MMD Report** link to generate MMD report for the receipt.

To record additional information

- ▶ Select the **Record Hazmat Compliance** link at the bottom of the page to record the Compliance details for Hazmat parts in the document.
- ▶ Select the **Maintain External Stock Allocation** link at the bottom of the page to maintain external stock allocation details.

2.1.4 MANAGING QUARANTINED PARTS

1. Select the **Manage Quarantined Parts** under **Goods Inward** business component. The **Manage Quarantined Parts** page appears. See Figure 2.12..

| # | Part # | Mfr. Part # | Quar. Qty | UOM | Cust. PO # | Reason for Quar. | Quar. Comments | Resolution Comments | Quar. Status |
|----|---------------------|---------------|-----------|-----|------------|-------------------|---------------------|----------------------------------|---------------------|
| 1 | 0154DBS:04274 | 0154DBS | 1.00 | EA | | DAMAGED | one unit is damaged | Cannot do anything, please scrap | Resolution provided |
| 2 | 0154DBS:04274 | 0154DBS | 1.00 | EA | | DAMAGED | one unit is damaged | Cannot do anything, please scrap | Resolution provided |
| 3 | unknown | | 1.00 | EA | | WRONG-INFO | | | Pending inspection |
| 4 | unknown | | 1.00 | EA | | WRONG-INFO | | | Pending inspection |
| 5 | 0-0440-4-0021:36... | 0-0440-4-0021 | 1.00 | EA | | DAMAGED | test | | Pending resolution |
| 6 | 0-0440-4-0021:36... | 0-0440-4-0021 | 1.00 | EA | | DAMAGED | test | | Pending resolution |
| 7 | 9995M14G06:0748... | | 1.00 | EA | | MISS-TIMES-CYCLES | sdf | | Pending inspection |
| 8 | 9995M14G06:0748... | | 1.00 | EA | | MISS-TIMES-CYCLES | sdf | | Pending inspection |
| 9 | RDAX6739-54:544... | | 1.00 | | | TIME AND CYCLES | | In proper document | Closed |
| 10 | RDAX6739-54:544... | | 1.00 | | | TIME AND CYCLES | | In proper document | Closed |

Figure 2.12 Managing quarantined parts

2. In the Search Criteria group box enter the filter criteria details like Receiving Location/ Warehouse #, Received Date: From/ To, Display Option, Resolution Res., Quarantined Info, Receipt Info., Part Info. and Others.
3. Click the **Get Details** pushbutton to retrieve the search results in the multiline.
4. Enter the **Resolution Comments** given by the person or department acted on the quarantined part.
5. Use the **Quar. Status** drop-down list box to select the quarantine status of the part.
6. Use the **Resolution Responsibility** drop-down list box to select the person or department who has to act on the quarantine.
7. Click the **Save** pushbutton to save the quarantine details.

To proceed, carry out the following

In the **Record Additional Receipt Info** group box:

8. Select the Upload Documents link to upload all associated documents attached to the quarantined part.

In the **View Records** group box:

- ▶ Select the **View Purchase Order** link at the bottom of the page to view the purchase order.
- ▶ Select the **View Release Slip** link at the bottom of the page to view the release slip.
- ▶ Select the **View Customer Order** at the bottom of the page to view the customer order
- ▶ Select the **View Associated Doc. Attachments** link at the bottom of the page to view all the associated documents attached to the part.

2.2 MANAGING CUSTOMER SERVICE ORDER

A customer service order is created for dispensing maintenance or non-maintenance service to an aircraft or a part. Typically, a customer order contains comprehensive information on the service that is to be provided to an aircraft or part.

Alternatively, the system automatically generates customer orders from customer goods receipt or shop work order in certain circumstances.

A customer order relates to a single entity, which could be a specific aircraft or part. However, if the object of service is a part, multiple serial numbers of the part or alternates of the part can also be serviced through a single customer order.

Typically, a customer order is bound by a sale contract. Hence, it forms a prerequisite for a customer order. The Sale Contract- Services business component caters to the management of sale contracts.

Every customer order inherits key attributes from the sale contract including:

- ▶ The parts and aircraft that may be repaired / serviced
- ▶ The tasks that can be executed on the parts/aircraft
- ▶ The work scope framework
- ▶ The sale type, pricing basis, invoicing and TAT
- ▶ Tasks and material charges that are exempted from the customer order

However, you may modify many of these attributes to suit specific customer orders.

On approval/confirmation of a customer order, relevant work orders are generated automatically so as to execute the repair/servicing of the parts/aircraft. The system generates a shop work order, if the maintenance object of a customer order is a part. Similarly, AME references are generated for customer orders whose maintenance objects are aircraft. These work orders or execution documents may in turn spin off more shop work orders, repair orders, and Customer/Adhoc purchase orders in order to accomplish the entire servicing of the parts/aircraft. Alternatively, a customer order may give rise to a repair order, if the maintenance of the part/aircraft needs to be outsourced to a repair agency.

You can also initiate the release of invoices for billing events associated with a customer order. The invoice releases are routed to the Process Invoice business component that in turn processes them. The processed invoices are routed to the Customer Service Invoice business component, which eventually bills them to the customer for payment.

Specific tasks in the Customer Order – Services business component allow you to manage customer orders in the following manner:

- **Manage Customer order:** You can create and update customer orders in this process. You may also cancel a customer order, if it is no longer necessary.
- **Manage Order Execution:** As the execution of a customer order advances, you may record the execution details of the customer order. You can also initiate the invoice release for a customer order, if the invoice event is set as “Manual”.
- **Hold/Release Customer Order:** You can hold/release customer orders. You may also reject the hold put on a customer order.
- **Record Additional Charges:** This process enables you to record additional charges on a customer order. You can also modify additional charges on a task already recorded through a work order.
- **Approve Customer order:** You can approve, return or close a customer order. Complete and accurate customer orders are approved while incomplete and erroneous customer orders are returned for rectification. You may also close a customer order, if and when all tasks on the maintenance object are complete.

Statuses of customer order

| Activity | Action | Status |
|------------------------|---------|---|
| Create Customer Order | Save | Fresh or Draft |
| Create Customer Order | Confirm | <ul style="list-style-type: none"> ▪ Confirmed, if Auto-approval of Customer Order on Confirmation in the Set Sales Process Parameters activity is set as "No" ▪ Approved, if Auto-approval of Customer Order on Confirmation in the Set Sales Process Parameters activity is set as "Yes". |
| Create Customer Order | Cancel | Cancelled |
| Approve Customer Order | Approve | Approved |
| Approve Customer Order | Approve | Processed: On approval, the system automatically generates relevant documents, such as AME, shop work order, Exchange Order and repair order |
| Approve Customer Order | Close | Closed |
| Approve Customer Order | Return | Returned |

The Customer Order -Services business component enables Sales personnel to create and maintain customer service orders. A customer service order is created for dispensing maintenance or non-maintenance service to an aircraft or a part. Typically, a customer order contains comprehensive information on the service that is to be provided to an aircraft or part. By default, some of the fields/tabs may display values from the contract that is binding on the customer service order, if available. These fields/tabs may also display values defined for the customer or the maintenance object, if not defined in the contract. You may change many of these values, if required. Similarly, fields/tabs for customer orders generated from customer goods receipt or shop work order display inherit attributes from these reference documents. However, the system restricts the update of many of these values. You can record the following key details of a customer order.

- Order details
- Work scope and execution details
- TAT details
- Billing details
- Shipping details
- Tax/Charge/Discount details

Automated customer service orders: The system automatically generates customer orders from customer goods receipt or shop work order in certain circumstances. Such orders can be retrieved for modification though changes are not allowed for some of the information inherited from the reference document (customer goods receipt or shop work order).

Status change: As you save the customer order details, the system creates a customer order and assigns an identification number to it. The status of the customer order is set to "Draft", if the necessary order and work execution details have not been recorded yet. The status of a customer order generated from a customer goods receipt or work order is also set to "Draft" at the onset. The status of the customer order becomes "Fresh" only after you have provided the mandatory information.

Mandatory information: To begin with, you must record the order details and, the work scope and execution details as they are essential and mandatory for the customer order. You are allowed to record the other details including TAT, billing, shipping and TCD only after you have provided the order, work scope and execution details.

You can perform the following tasks in this process:

- **Create customer order:** You may create a customer service order by recording the necessary details in this process. The system automatically allots order number to the customer order and sets the status of the order to “Fresh”. However, if the required information is not provided at the time of creation of the order, the status becomes “Draft”. Later on, the status becomes “Fresh” from “Draft” when the requisite information is updated to the customer order.
- **Modify customer order:** You may modify/add details to a customer order, if it exists in “Fresh”, “Draft”, “Returned”, “Approved” or “Processed” status. However, if you can modify/add details to a customer order in “Approved” or “Processed” status, the system sequentially increments the version of the order. The status of such an order is set to “Fresh”.
- **Confirm customer order:** You can confirm a customer order indicating its completion. The status of such a customer order becomes “Confirmed”. A confirmed customer order becomes eligible for approval by the chief sales manager. However, on confirmation, the customer order can be automatically approved or processed, if preset in the “Define Process Entities” activity under the “Common Masters” component.
- **Revise customer order:** If you have made changes to a customer order that is already approved or processed, a subsequent revision of the customer order is created in “Fresh” status. However, the revision number remains the same when you make changes in the customer order that is in “Draft” or “Fresh” status.
- **Cancel customer order:** You can cancel a customer order, if it is no longer required or valid. The status of such a customer order becomes “Cancelled”.
- **Contract Re-assignment:** Through this activity you can change the contract/revision/object effectivity code for a customer order even after the order has been confirmed, approved or processed. This is referred to as contract re-assignment. On approval of the customer order, the reassigned contract becomes applicable for the order. The system also revises the pricing basis/sale type and COA for tasks as per the new contract. New estimates and quotes are generated for the order based on these attributes. Further, the TAT and commercial attributes of the customer order are also updated in accordance with the newly assigned contract. However, the system allows you to assign another revision of the contract to a customer order only if the attributes associated with Work Scope, Inclusion & exclusions for task or Exclusions for part of the new revision vary from the previous revision of the contract. The system does not allow reassignment of contract to a customer order that is in “Processed” status, if any objectionable transactions exist for the customer order.

2.2.1 CREATING CUSTOMER SERVICE ORDER

1. Select the **Manage Customer Order** link under the **Customer Service Order** business component. The **Manage Customer Order** page appears. See *Figure 2.13*.

The screenshot displays the 'Manage Customer Order' application window. At the top, there are radio buttons for 'Create Order' (selected) and 'Modify Order'. The 'Ref. Type / Doc. #' is set to 'Direct Order'. Below this, several tabs are visible: 'Order Details' (active), 'Work Execution Info.', 'TAT & Commercials', 'Shipping Terms', 'Billing Terms', and 'Taxes / Charges / Discount'. The main area is divided into sections: 'Basic Order Info.' (Order Date: 2016-30-05, Order Stage, Status, Order Description, Order Applicability: Parts, Shop Job Type, Part Applicability, Controlling Unit: 1100, Station: BGI), 'Exchange Info.' (Exch. Type, Reason for Exch., Initiated as, Exch. Part Identification, Basis of Pegging, Top Assy. Exch. Order #), 'Customer Info.' (Customer #: 400004, Customer Name: Customer 7, Cust. Contact Person, Customer PO #, Customer PO Date, Cust. Service Rep., Operator #), 'Object Details' (Aircraft Reg. #: 1181, Aircraft MSN: CA1181, Package Type, Expected Receipt Date), and 'Contract Details' (Contract # / Rev. #, Obj. Eff. Code, Sale Type / Pricing Basis, Rev. Indicator). A table with columns for Part #, Mfr. Part #, Mfr. #, Part Description, Stock Status, Part Serial #, Part MSN, Mfr. Lot #, Qty., and Ex is shown with one record. At the bottom, there are 'Confirm' and 'Cancel' buttons, and a 'Save Order Details' button. Navigation links at the very bottom include 'Manage Order Execution', 'View Parts Information', 'Manage Exchange Order', 'Review Work Execution & Report Actuals', and 'Record Warranty Evaluation & Disposition'.

Figure 2.13 Managing customer order

2. Select the **Create Order** radio button.

Note: By default, some of the fields/tabs may display details from the contract that is binding on the customer service order, if available. These fields/tabs may also display details defined for the customer or the maintenance object, if not defined in the contract. You may change many of these details, if required.

3. Select the [Order Details](#) tab to record customer order details.
4. Select the [Work Execution Info.](#) tab to record work scope details.
5. Select the [TAT & Commercials](#) tab to record TAT details.
6. Select the [Shipping Terms](#) tab to record shipping details.
7. Select the [Billing Terms](#) tab to record billing details.
8. Select the [Taxes / Charges / Discount](#) tab to record TCD details.

2.2.2 SELECTING CUSTOMER ORDER TO MODIFY/CONFIRM/CANCEL

1. Enter Order #/Rev# that you wish to modify, confirm or cancel. The revision number that you specify must be the latest for the customer service order. However, the system retrieves details of the latest revision of the customer order, if you do not specify the revision.
2. Select the Go pushbutton to display available details of the customer order that you have specified at the top of the page.

2.2.3 MODIFYING CUSTOMER ORDER

1. The system retrieves previously-recorded details of the customer order that you have specified at the top of the page. You may modify many of these details, if required.
2. To modify details of the customer service order, follow the procedure explained for creating a customer order.

2.2.4 CONFIRMING CUSTOMER ORDER

1. The system retrieves previously-recorded details of the customer order that you have specified at the top of the page. You may modify many of these details if required, prior to confirmation.
2. For modifying details of the customer service order, follow the procedure explained for creating a customer order.
3. Select the **Confirm** pushbutton.

Note: The status of the order is set to “Confirmed”. On confirmation, the system generates the execution documents such as AME, shop work order or repair order, if the relevant parameters in the Set Options activity of the Customer Order business component are set to “Customer Order Authorization”.

2.2.5 CANCELING CUSTOMER ORDER

1. Check the details of the customer service order to ensure that it is the order that you wish to delete.
2. Select the **Cancel** pushbutton.

To proceed,

- ▶ Select the **Manage Order Execution** link to record execution details of the customer service order.
- ▶ Select the **View Parts Information** link to view entire details of parts.

Recording customer order details

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

| # | Part # | Mfr. Part # | Mfr. # | Part Description | Stock Status | Part Serial # | Part MSN | Mfr. Lot # | Qty. | Ex |
|---|-------------------|--------------------|--------|------------------|--------------|---------------|----------|------------|------|----|
| 1 | 0-00-21200-19927- | 0-00-21200-19927-1 | P6371 | 1300-L ADHESIVE | | | | | | |
| 2 | | | | | | | | | | |

Figure 2.14 Recording customer order

2. In the **Basic Order Info.** group box, enter the **Order Date** of the customer order. The order date must be within the valid period of the contract. Use the **Order Stage** drop-down list box to select the prospecting stage for the customer order. The drop-down list box displays “Planning” and “Firm”. For automated customer order, the order stage is set to “Firm”.

Note that for customer orders that are auto generated from Repair Order, the system displays the status as either “Fresh” or “Approved” only

3. In the **Basic Order Info.** group box, enter the **Order Description** as well as the following details.

4. Use the **User Status** drop-down list box to select the user status of the customer order.
5. Use the **Order Applicability** drop-down list box to select the object to which the customer order is applicable. The drop-down list box displays "Aircraft", "Parts" and "Others".
6. Use the **Shop Job Type** drop-down list box to select the shop job type of the customer order. The drop-down list box displays "Component", "Engine", "Facility", "Make", "Misc.", "Piece Part" and "Project". If the customer order is associated with an aircraft, you must not specify the shop job type.
7. Specify the cost center to which you wish to book the expenditure incurred on the customer order in the **Controlling Unit field**. This field is mandatory, if MAC Cost Setup is defined for the controlling unit.
8. The **Station** associated with the work center that will execute the order, Mandatory. Note that this field cannot be modified after AME generation and is mandatory if the Order Applicability is "Parts".

In the **Exchange Info.** group box, specify the following:

9. Use the **Exch. Type** drop-down list box to select the type of the part. The drop-down list box displays the following: Exchange with Repair. It is mandatory that you select an exchange type, if **Initiated as** must be to Regular or Advance Exchange.
10. Use the **Reason for Exch.** drop-down list box to select the reason for the part or aircraft. The drop-down list box displays all the reasons for exchange defined in the **Logistics Common Masters** component.
11. The **Initiated as** drop-down list box displays "Regular" and "Advance Exchange".
12. Use the **Exchange Part Identification** drop-down list box to indicate whether the customer order involves exchange of a specific. The drop-down list box displays the following: Any Part and Specific Part.
13. Use the **Basis of Pegging** drop-down list box to indicate how the customer order for the exchanged part must be tagged for identification with the customer goods receipt. The drop-down list box displays the following: Cust. PO # Match and "Part # Match". This field is mandatory for exchange type "Advance Exchange".
14. In the **Customer Info.** group box, enter the **Customer #** for the customer order for maintenance of a part or for a new part. Further,
15. Enter the **Cust. Contact Person** for the customer.
16. Enter the **Customer PO #** and the **Customer PO Date** for the purchase order in response to which the customer order is/was created.
17. Enter the **Int. Cust. Service Rep.**, who is the person to contact on behalf of the organization.
18. Use the drop-down list box to specify the operator code of the customer in the **Operator #** field.
19. In the **Object Details** group box, enter the **Aircraft Reg. # Aircraft MSN. #** and the **Package Type**, if the order applicability is "Aircraft".
20. Select the **Evaluate Contract** pushbutton.

 *Note: The system does not allow you to evaluate contract, if the customer order is in "Confirmed" status.*

The system retrieves details for the customer order from the contract appropriate for the customer order. However, if more than one sale contract relevant to the customer order exists, you can specify the sale contract in the **Contract Details** group box.

21. Enter the following details in the multiline, if the order applicability is "Part".

 *Note: You cannot modify any details in the multiline, if the customer order has been generated from a customer goods order or work order. However, Part # and Qty can be modified if the following conditions are met:*

- I. *CO must be in 'Approved' and 'Processed' status*
- II. *The parameter 'Allow Modification of Part # & Qty in Customer Order' must be set as 'Allowed' in the **Set Sales Process Parameter** activity under the **Customer** business component.*

22. The **Part #**, **Mfr. Part #** and **Mfr. #** for the part to be serviced as per the customer order.

23. The **Part Serial #, Part MSN #, Lot #, Qty** and **Expected Receipt Date** for the part to be serviced as per the customer order.
24. The **Removed from A/C Reg #, Removed from A/C MSN, Removed from Part #, Removed from Serial #, Removed Date & Time, Reason for Removal, MOD Instructions, Cust. Maint. References, Job Card References, Discrepancy References, Part Final Dest., Receipt Comments, and Remarks** for the part to be serviced as per the customer order.

 *Note Removed from A/C Reg # and Removed from A/C MSN is not relevant for customer orders initiated as advance exchange.*

The system retrieves details for the customer order from the contract appropriate for the customer order. However, if more than one sale contract relevant to the customer order exists, you can specify the sale contract in the **Contract Details** group box.

25. In the **Contract Details** group box, enter the contract # and revision # related to the customer order. The contract you specify must be effective as on the date of the order. For an exchange order-related contract, you may specify a General or a Specific contract as allowed for the customer in the Customer component. If the exchange order is for Regular exchange of the part, the parameter “Top Assembly Regular Exchanges” “Allowed on Approval”. Similarly, the parameter “Top Assembly Advance Exchanges” attribute of part handling of the contract must be set to “Allowed” or “Allowed on Approval” for advanced exchange orders. Impact of new contract on the customer order: Based on the new contract/revision/object effectivity code, the system automatically updates the attributes of the customer order on confirmation/automatic approval. The work execution attributes including COA exists, current pricing basis, execution facility, primary work center and repair agency are reset for the customer order based on the new contract. However, execution facility, primary work center and repair agency remain unchanged, if execution documents exist for a customer order. Note: You cannot change the contract/revision, if the customer order is in “Confirmed” status. Use **Obj. Eff. Code** the drop-down list box to select the object effective code of the customer order. The drop-down list box displays all the object effectivity codes defined in the related contract:

- For parts, if the order applicability of the customer order is “Parts”.
- For aircraft, if the order applicability of the customer order is “Aircraft”.

 *Note: It is mandatory that you specify the object effective code, if the Order Applicability is “Parts” or “Aircraft”.*

26. In the **Work Execution** group box, use the **Execution Facility** drop-down list box to indicate whether the customer order must be executed by an internal or an external facility.
27. The **Primary Work Center** at which the customer order must be executed, if the execution facility is set to “Internal”.
28. The **Repair Supplier #** who will undertake the maintenance work required by the customer order, if the execution facility is set to “External”.
29. Select the **Save Order Details** pushbutton.

The system creates a customer order and assigns an identification number to it.

To reassign contract to customer order

1. In the Contract Details group box of the Order Details tab, specify Contract/Rev. #/ Obj. Eff. Code fields.
2. Select the **Save Order Details** pushbutton.

The system creates a new revision of the customer order on saving of the order.

Recording work scope details

1. Select the **Work Execution Info.** tab in the **Manage Customer Order** page. See Figure 2.15.

| # | Task # | Task Description | WBS Code | Notes |
|---|-------------------|------------------------------|----------|-------|
| 1 | 026A-CFM56-5B ENG | 026A-CFM56-5B ENGINE GENERAL | 1-PME | |
| 2 | | | | |

Figure 2.15 Recording work execution information

- In the **Cust. Req. Info.** group box, enter the **Customer Req. Date** when customer order must be completed as required by the customer.
 - Note: The date you specify must not be earlier than the customer order date.*
- Use the **Repair Process Code** drop-down list box to select the repair process to be executed for the customer order.
- Use the **Order Priority** drop-down list box to select the priority assigned to the order.
- The **Event #** identifying an event related to the customer order. The event number is tagged to all those parts/aircraft that are associated with the event
- Use the **Order Category** drop-down list box to select the category of the order.
- Select the **Warranty Requested** check box to indicate that the customer order carries a warranty.
- Enter the Warranty Notes** that elaborates on the warranty agreement with the customer. This field is mandatory, if you have selected the **Warranty Requested** check box.
- Enter a description of the work scope of the customer order in the **Work Enumeration** field.
- In the **Task Details** multiline, enter the **Task #** to be executed for the customer order.
- Select the **Save Work Scope** pushbutton.

Recording TAT details

- Select the **TAT & Commercials** tab in the **Manage Customer Order** page. *See Figure 2.16.*

Figure 2.16 Recording TAT and commercial information

2. In the **TAT Details** group box, enter the **Start Date** for the TAT for the customer order. This field is mandatory, if the Start Ref. Date is set as "Manual".
3. The **End Ref. Date** for the TAT as stipulated in the contract related to the customer order.
4. The **Promised Delivery Date** on which the part/aircraft must be delivered to the customer after due maintenance.
5. The **Penalty Notes** and **TAT Revision Comments**, if and when necessary for the customer order.
6. In the **Other Order Details** group box, use the **Currency** drop-down list box to select the currency of payment for the customer order.
7. Use the **Invoice Applicable** drop-down list box to indicate whether invoice must be raised for the customer order.
8. Use the **Budget Ref. #** drop-down list box to select the budget for the customer order.
9. Use the **Primary Part Group** drop-down list box to select the part group to which the part belongs. The drop-down list box displays all the "Active" part groups defined in the Part Administration business component.
10. The **Analysis Code** for the account to which the invoice amount is posted.
11. In the **NTE Price** group box, use the **Limit Type** drop-down list box to select the upper limit for the total NTE price. The drop-down list box displays the following: Budgetary and Max. Price. The limit type is mandatory, if the total NTE price for the order is available.
12. The Material Price, the Labor Price and the Other Res. Price of the maintenance of the part/aircraft.
13. The **Total NTE Price** (not to exceed price) for the maintenance of the part/aircraft. This refers to the price of the customer order.
14. In the **Pricelist Reference** group box, specify the **Service Pricelist** used to determine the price for the maintenance carried out on the parts/aircraft.
15. Enter the **Part Pricelist** used to determine the price of new parts required for the customer order.
16. Select the Save TAT & Commercials pushbutton.

Recording shipping details

1. Select the **Shipping Terms** tab in the **Manage Customer Order** page. See Figure 2.17.

Figure 2.17 Recording shipping information

2. In the **Ship to Address** group box, use the **Ship to Customer #** drop-down list box to select the customer to whom the part/aircraft after due maintenance must be shipped. The system lists all ship to customers defined for the customer in the **Customer** business component.
3. Use the **Ship to Address ID** drop-down list box to select the address to which part/aircraft after due maintenance must be shipped. The drop-down list box displays "Adhoc" as well as all ship to addresses defined for the customer in the **Customer** business component.
4. The **Delivery Area** for the ship to address of the customer. This field is mandatory, if the ship to address ID is

specified as “Adhoc”.

5. Enter the contact details of the customer in the **Ship to Address** group box.
6. In the **Outbound Delivery Terms** group box, use the **INCO Terms** drop-down list box to select the International Commercial term for the customer order. The system lists all INCO terms created in the **Category** business component.
7. Enter the **Carrier/Agency #** of carrier to be used for serviced goods shipment.
8. Use the **Packaging Codes** drop-down list box to select the packaging code for parts/aircraft.
9. Use the **Shipping Method** drop-down list box to select the mode of shipment of parts/aircraft after due maintenance. The system lists the shipping methods defined in the “Logistics Common Master” business component.
10. Use the **Freight Billable** drop-down list box to select whether the freight charge is billable to the customer or not. The system provides the options “Yes” and “No”.
11. Use the **Freight Term** drop-down list box to select the freight term applicable to the serviceable part. The system lists the freight terms defined for the entity type “Freight Term” in the **Category** business component.
12. Use the **Shipping Label** drop-down list box to select the shipping label for the serviced parts/aircraft. The system lists the shipping labels defined in the **Logistics Common Master** business component.
13. Select the **Save Shipping Terms** pushbutton.

Recording billing details

1. Select the **Billing Terms** tab in the **Manage Customer Order** page. See *Figure 2.18*.

Figure 2.18 Recording billing information

2. In the **Billing to Address** group box, use the **Bill to Customer #** drop-down list box to select the customer to whom the service must be billed. The system lists all bill to customers defined for the customer in the **Customer** business component.
3. Use the **Bill to Address ID** drop-down list box to select the address to which the bill must be dispatched. The drop-down list box displays “Adhoc” as well as all bill to addresses defined for the customer in the **Customer** business component.
4. Enter the contact details of the customer in the **Bill to Address** group box.
5. Use the **Inv. Transmittal Mode** drop-down list box to select the mode of invoice payment by the customer. The drop-down list box displays “Electronic” and “Manual”.
6. Use the **Inv. Generation** drop-down list box to select the mode of generation of invoice. The drop-down list box displays the following “Automatic” and “Manual”.
7. The code identifying the pay term to be associated with the customer order.

8. Use the **Receipt Method** drop-down list box to select the method by which the payment will be received.
9. Use the **Our Bank Code** drop-down list box to select the banker to the organization. The drop-down list box displays all the Active bank codes defined in the **Bank Cash Definition** business component.
10. In the **Exchange Rate** group box, use the **Fwd. Cover Applicable?** drop-down list box to specify whether the forward cover is applicable at the time of invoicing /payment. The system lists the options “Yes” or “No”.
11. Specify the agreed rate at which a currency is to be exchanged at a future date irrespective of the exchange rate fluctuations in the **Forward Rate** field. Data entry in this field is mandatory if “Yes” is specified in the “Fwd. Cover Applicable?” field.
12. Select the **Save Billing Terms** pushbutton.

Recording Taxes/Charges/Discount details

1. Select the Taxes/Charges/Discount tab in the Manage Customer Order page. *See Figure 2.19.*

| # | TCD # | TCD Description | Variant # | Variant Description | Rate | TCD Currency | Applied on | Cost Center |
|---|--------------|----------------------|-----------|----------------------|-------|--------------|------------|-------------|
| 1 | BL-INPUT TAX | BL-Input Tax Expense | 6 | BL-Input Tax Expense | 10.00 | | | |
| 2 | | | | | | | | |

Figure 2.19 Recording TCD information

2. In the **TCD Details** multiline, enter the **TCD #** for the delivery area and the station valid for the ship to address of the customer.
3. The **Variant #** of the TCD to be charged to the customer for the execution of the customer order.
4. The TCD Rate and the TCD Currency.
5. Use the **Applied On** drop-down list box to specify the applicability of the TCD. The system lists the following options:
 - Document - Select this option if you wish to apply tax rate on the document level value.
 - Material - Select this option if the TCD is applicable only for materials.
 - Resource - Select this option if the TCD is applicable for resources.
 - Order Level - Select this option if the TCD is applicable for the entire customer order.
 - Ext. Repairs / Services - Select this option if you wish to apply tax rate on the repair order value.
6. The **Cost Center** to which the TCD variant for the customer order is charged.
7. Use the **Billable?** drop-down list box to specify whether the TCD is billable to the customer.
8. The **Pay to Supplier #** identifying the supplier to whom the payment has to be made.
9. Enter the **Effective From** and **Effective To** dates for the period for which the TCD valid.
10. Select the **Save TCD** pushbutton.

2.3 MANAGING ORDER EXECUTION

Through this process, you as a chief sales manager can track the execution of customer orders. As the execution of a customer order progresses, you can update the following information for a customer order:

- Order execution details including start date, promised delivery date, penalty and TAT revision.
- Warranty details including warranty resolution status.
- Initiate invoice release for the customer order, if the invoice event is set as “Manual”.
- Customer correspondence details including customer special instructions, customer contact person, contact address and references.

Initiate invoice release: Invoice events are set for an invoice type and invoice category combination in the sale contract, which is binding on the customer order. For events such as Work Completion, Task Initiation and Task Completion, the system automatically generates invoice releases on occurrence of these events. However, for an invoice event that is ‘Manual’, you must initiate the release of invoice in this activity. Thereafter, invoice releases are processed in the Sale Service Billing component. These invoice releases are used for generating customer service invoices for the customer order in the Customer Service Invoice component.

2.3.1 SELECTING CUSTOMER SERVICE ORDER

1. Select the **Manage Order Information** link under the **Customer Service Order** business component. The **Select Customer Order** page appears. See Figure 2.20.

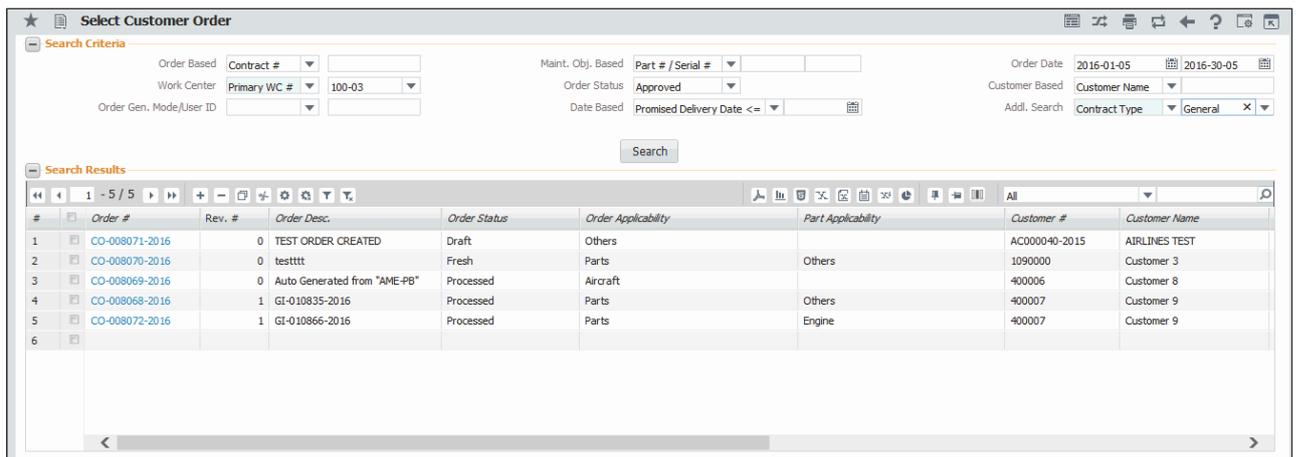


Figure 2.20 Selecting customer order for recording execution details

2. Enter the following in the **Search Criteria** group box to find the customer order for which you wish to update execution details.
3. Select the **Search** pushbutton.
4. In the multiline, select the box for the order that you wish to update.
5. Select the **Update Order Information** pushbutton. The **Manage Order Execution** page appears. See Figure 2.21.

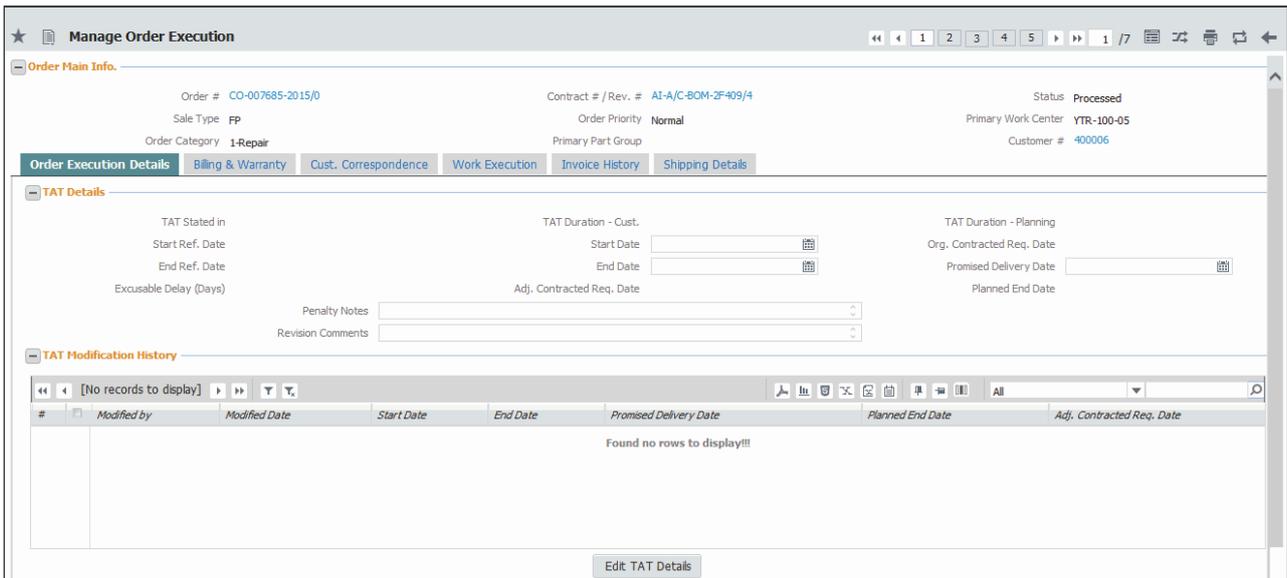


Figure 2.21 Managing order execution details

2.3.2 UPDATING EXECUTION INFORMATION

6. Select the [Order Execution Details](#) tab to update order execution details.
7. Select the [Billing & Warranty](#) tab to update warranty details and initiate invoice.
8. Select the [Order Details](#) tab to update customer correspondence details.
9. Select the [Work Execution](#) tab to update work execution details.
10. Select the [Invoice History](#) tab to view details of the invoice history.
11. Select the [Shipping Details](#) tab to view details of shipping documents.

Updating order execution details

1. Select the **Order Execution Details** tab in the **Select Customer Order** page. The **TAT Details** group box displays the following. See *Figure 2.22*.

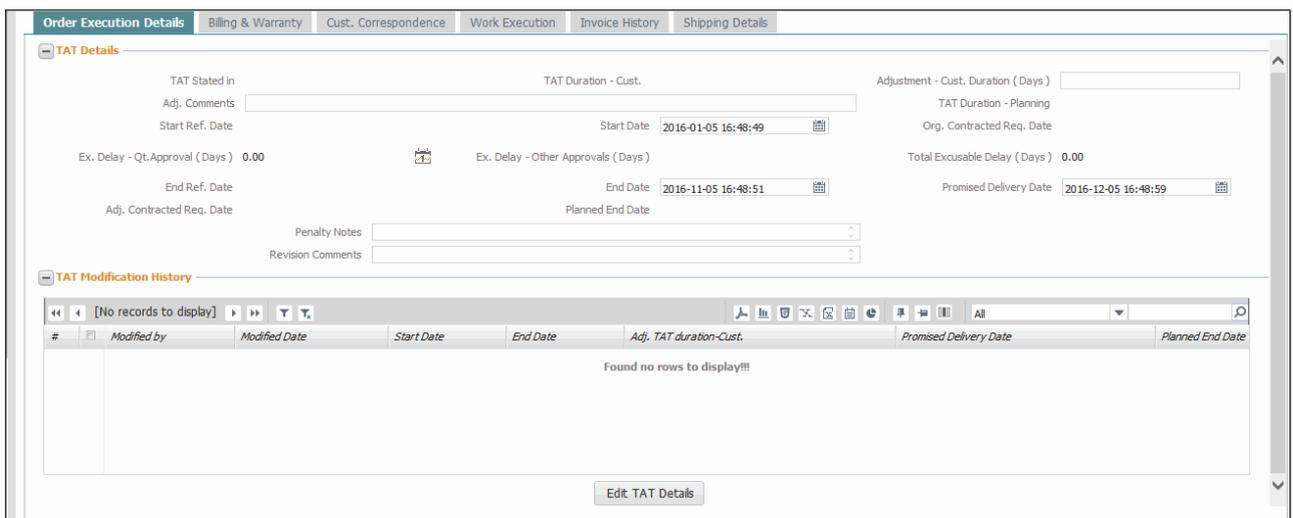


Figure 2.22 Recording TAT details for the customer order

2. In the **TAT Details** group box, enter the **Start Date** for the actual execution of the customer order.
3. The **Promised Delivery Date** on which the part/aircraft must be delivered to the customer after due maintenance.
4. Select the **Edit TAT Details** pushbutton.

Updating billing and warranty details

1. Select the **Billing & Warranty** tab in the **Select Customer Order** page. See *Figure 2.23*.

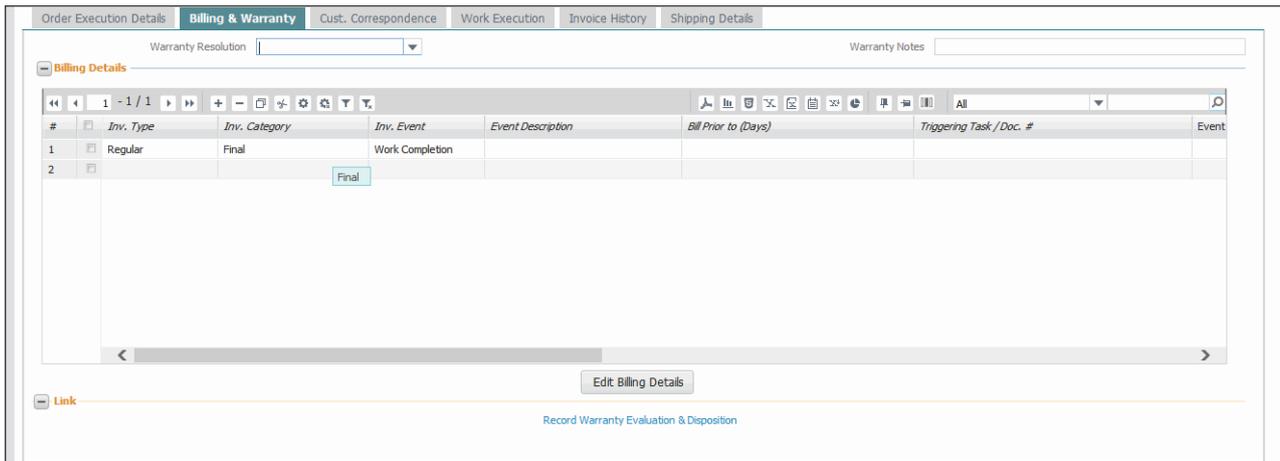


Figure 2.23 Recording Billing & warranty details for the customer order

2. Use the **Warranty Resolution** drop-down list box to select the status of the warranty for the customer order. The drop-down list box displays the following: Partially Accepted, Rejected and Accepted.

Note: This field is mandatory, if the "Warranty Requested" is set to true for the customer order in the Manage Customer Order activity.

3. Enter **Warranty Notes** for the customer order. This field is mandatory, if you have specified the warranty resolution.
4. In the Billing Details multiline, enter the Event Date of the invoice event for the customer order.
5. Use the **Initiate Invoice** drop-down list box to indicate whether the invoice release must be generated now. You must select "Yes" in this field to initiate the invoice release, if the invoice event for the pricing basis and invoice type of the customer order is set to "Manual" in the sale contract. Conversely, if the invoice event for the pricing basis and invoice type of the customer order is set to "Task Completion", Work Completion" or "Task Initiation", the system automatically, generates an invoice release on the occurrence of the invoice event and by default, this field is set to "Yes".
6. Use the **Status** drop-down list box to specify the status of the milestone/invoicing event. The drop-down list box displays the following: Active and Inactive. Note: On contract re-assignment, the system automatically sets the status of an event related to the old contract to "Inactive" for events with no event dates. (Non-availability of the event date implies the event has not occurred yet). Further, the system does not allow you to activate any event that pertains to the old contract.

Updating customer correspondence details

1. Select the **Cust. Correspondence** tab in the **Select Customer Order** page. See *Figure 2.24*.

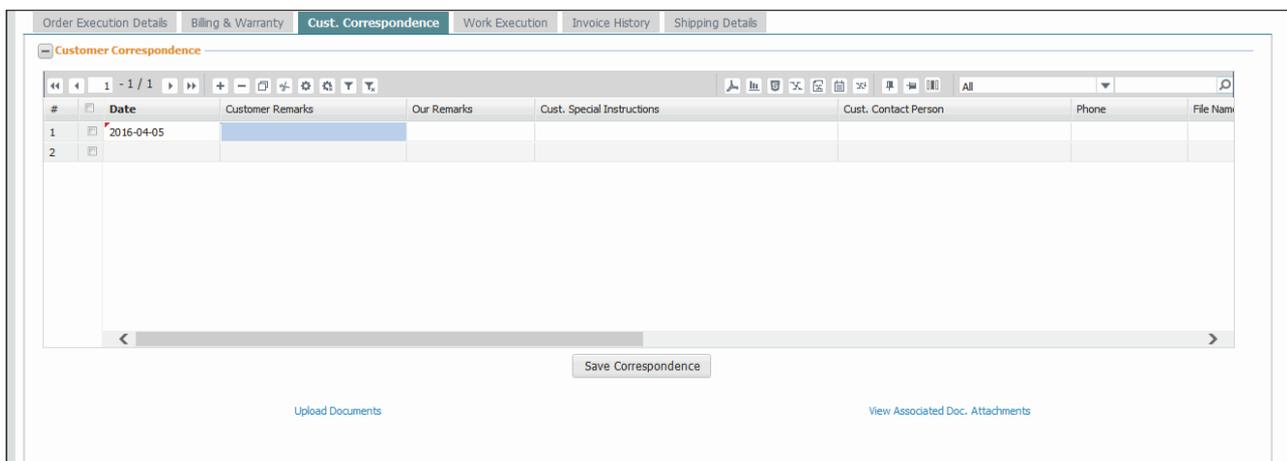


Figure 2.24 Recording correspondence details for the customer order

2. In the **Customer Correspondence** multiline, enter **Cust. Special Instructions** to elaborate on the guidelines for the execution of the customer order.
3. Enter **Cust. Contact Person** and **Phone** for the customer of the customer order.
4. Enter **File Name** document that you want to dispatch to the customer.
5. Use the **Correspondence Category** drop-down list box to select the category of the correspondence with the customer.
6. Select the **Save Correspondence** pushbutton.

Updating work execution details

1. Select the **Work Execution** tab in the **Select Customer Order** page. See Figure 2.25.

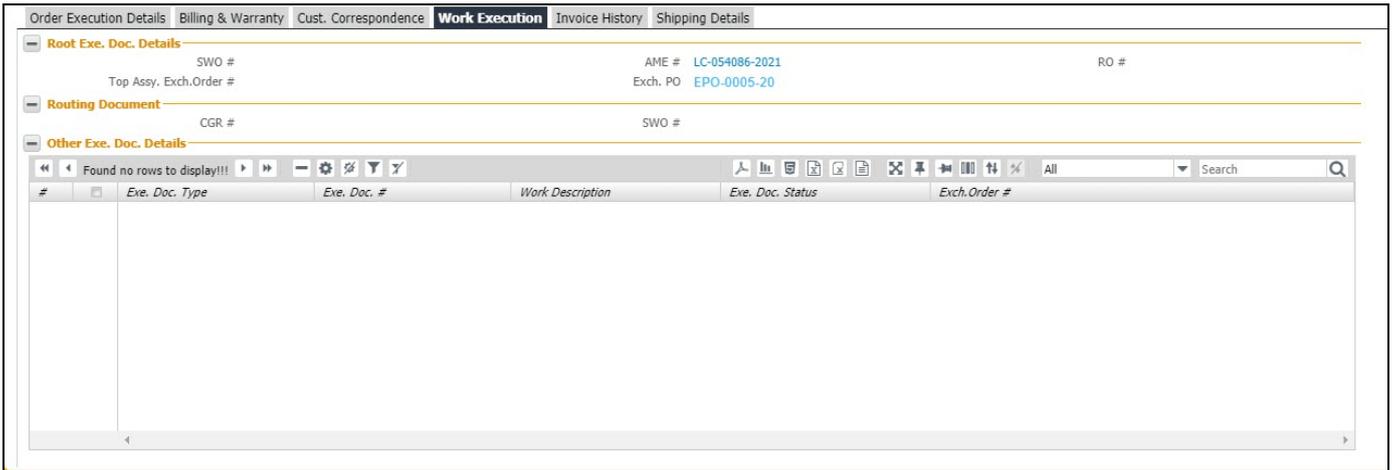


Figure 2.25 Updating work execution details

2. In the **Root Exec. Doc. Details** section the system displays details along with hyperlinked **Exch. PO** to view details of the associated exchange purchase order number.
3. In the **Routing Document** section the system displays details such as customer goods receipt for the incoming part and the shop work order number in the **CGR #** and **SWO #** display only fields.
4. The system displays all the other execution document details such as **Exe. Doc. Type**, **Exe. Doc. #**, **Work Description**, **Exe. Doc. Status** and **Exch. Order #** in the **Other Exec. Doc. Details** multiline.

Viewing invoice history

1. Select the **Invoice History** tab in the **Select Customer Order** page. See Figure 2.26.

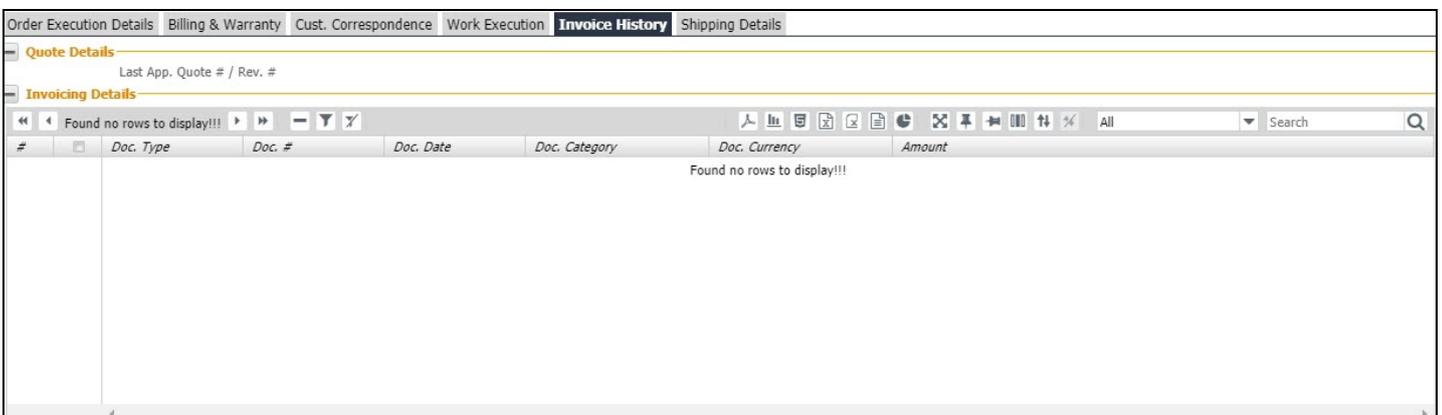


Figure 2.26 Viewing invoice history

2. The system displays the last approved quote #/rev # for the contract #/revision # related to the customer order in the **Last App. Quote # / Rev. #**.

3. In the **Invoice Details** multiline you can view details for all the invoice-related documents raised for the customer order till date.

Viewing shipping details

1. Select the **Shipping Details** tab in the **Select Customer Order** page. See *Figure 2.27*.

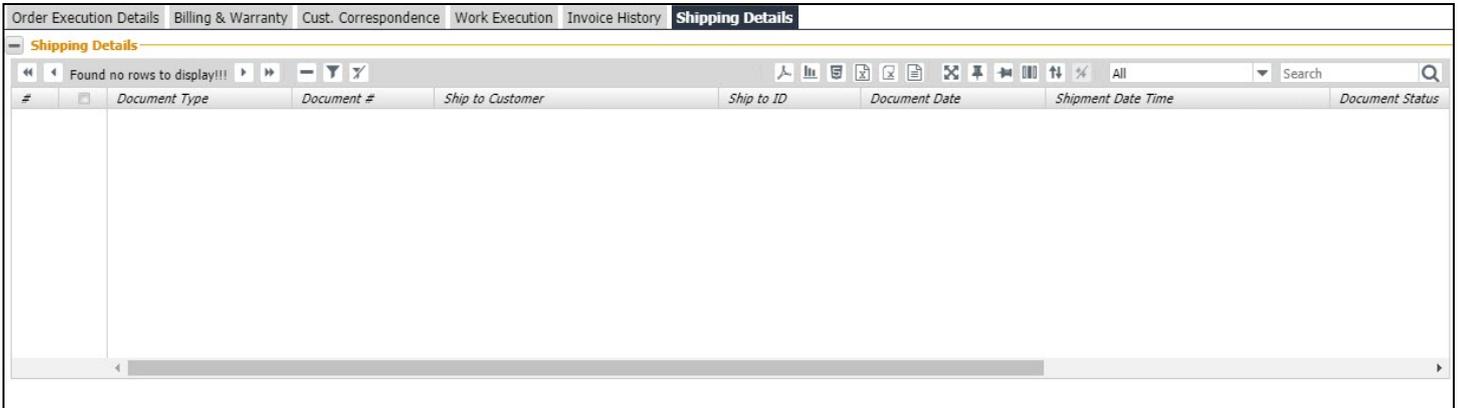


Figure2.27 Viewing invoice history

2. In the **Shipping Details** multiline the system displays details for all the shipping documents generated for the customer.

2.4 MANAGING CUSTOMER ORDER WORKSCOPE

This activity enables you to review the work scope information of an order and make modifications to pricing, in-scope /out of scope while the job is still open. You can review and modify Pricing Task Ref.. Task Pricing Basis and , In scope/Out of scope details of tasks within the document:

Note that the Customer Order must be in Processed status and the work Order must be set up for reviewing the Work Scope under the respective CO in this page

1. Select the **Manage Cust. Order Workscope** activity under the **Customer Service Order** business component. The **Manage Customer Order Workscope** page appears. See Figure 2.28.

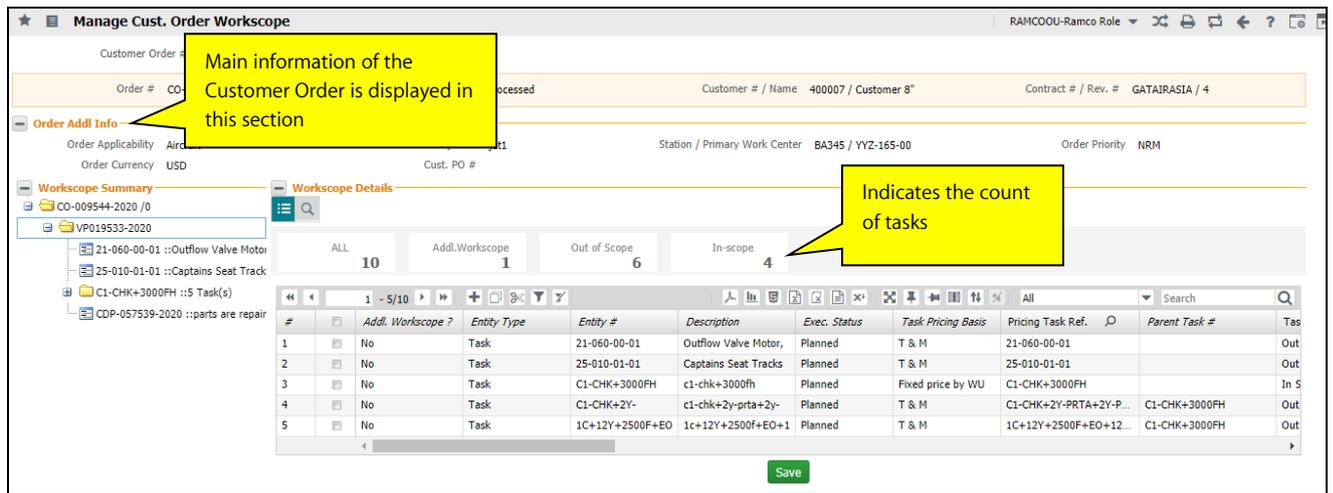


Figure2.28 Managing Customer Order Workscope details

2. Select the **Customer Order #** for which the Work Scope is being reviewed and click the **Go** pushbutton to retrieve the details in the multiline below.

Note: The system retrieves all the tasks in the Execution Document both Parent Exec. Doc and Child Exec. in the multiline irrespective of the status.

2.4.1 WORKSCOPE SUMMARY SECTION

This is a tree section with details of customer orders along with the parent and child documents. See Figure 2.29.

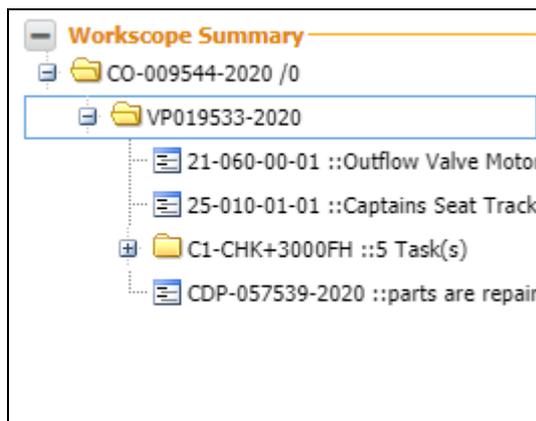


Figure2.29 Workscope Summary – Tree Structure

1. Select the expandable node beside the Customer Order #. The system displays the parent execution documents of the selected CO #.
2. Click the node of the Parent Exec. Docs. The system transfers the details of the all the tasks and other documents within the selected execution document in the multiline.
3. Click the Task # to transfer the details of the task number to the multiline

2.4.2 WORKSCOPE SUMMARY SECTION

1. Select the exception toggle button to view the respective tiles along with count of tasks. *See Figure 2.30.*

Note: The system displays the Exception toggle button by default.

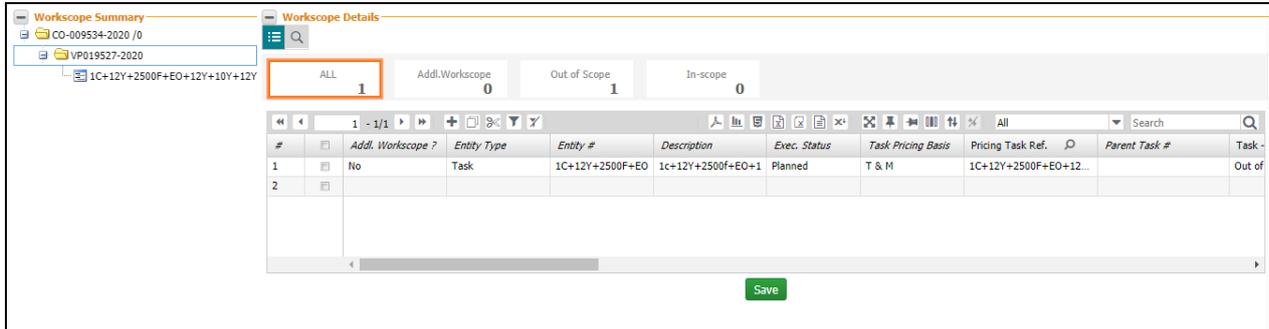


Figure 2.30 Workscope Details multiline – Exception Toggle

Tile Section

2. The system displays tiles along with the count of tasks in each tile. Click the respective tile to view details in the multiline.
 - All - Indicates all the tasks and all other documents, that is, PO, RO, of the specified Customer Order document
 - Addl. Workscope - Indicates the tasks and any external service documents of the specified CO which are not part of the evaluated contract/revision
 - Out of Scope – Indicates the tasks and other documents of the given CO # which has "Task - COA" as "Out of Scope"
 - In-Scope – Indicates the tasks and other documents which have "Task - COA" as "In-Scope"
3. Select the search toggle button to filter the tasks based on search criteria. *See Figure 2.31.*
4. Enter fields such as **Exe. Doc**, **Entity**, **Pricing Task**, **Pricing Basis** and other details based on which you wish to retrieve task details in the multiline.
5. Click the **Search** pushbutton to retrieve the details of the Customer Order.

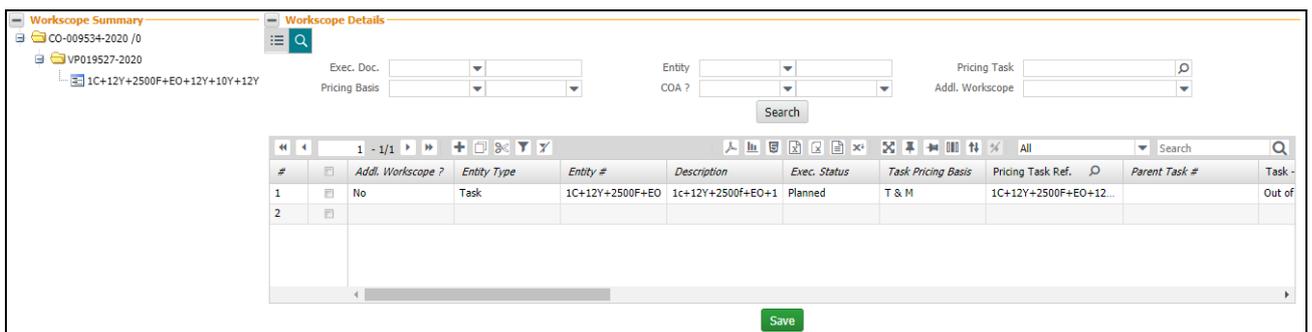


Figure 2.31 Workscope Details multiline - Exception Toggle

In the Workscope Details multiline,

6. Enter the **Pricing Task Ref.** against which the respective task number is being priced as per the definition in the contract.
7. Provide the **Task - COA?** that is the the state of COA for a task to be performed on a part sent for external repair, which could be either 'In- Scope' or 'Out of Scope'.
8. Enter the pricing basis against the task/entity in the **Task - Curr Pricing Basis**
9. Specify the fixed price in **FP Defn For**, and the state of COA for resources to be used for parts sent for external repair in **Res. - COA?**, and enter the **Others – COA?** and click the **Save** pushbutton to save the details provided.

2.5 RECORDING ADDITIONAL CHARGES ON ORDER

Through this process, you as a sales manager can record/modify any charges incurred on a customer order. Additional charges refer to expenses that are contingent in nature or that may be incidental to a maintenance task or a customer order. These charges may or may not be billable to the customer.

You can levy charges on a customer order at two levels:

- Order level: Such charges are not specific to any maintenance task though incurred for the customer order. Note that you can both record as well as update order-level charges in this process. Examples of order level charges include Freight charges, Warranty Administration fee, BER fee and Return fee.
- Task level: These charges are specific to tasks associated with a customer order. You can only update charges for those tasks that have pricing basis set as “Cost Plus” or “Actuals” in this process. It is also essential that the status of tasks that you wish to charge must be Released, In-Progress or Completed. Examples of task level charges are fuel and oil charges.

Note: You cannot record any charges, if the customer order is in Closed, Revoked, Cancelled or Revised status.

2.5.1 RECORDING ADDITIONAL CHARGES ON ORDER

10. Select the **Record Addl. Charges on Order** link under the **Customer Service Order** business component to record/modify order-level charges/modify task-level charges. The **Record Addl. Charges on Order** page appears.

Or

11. Select the **Record Addl. Charges on Order** link from the activities of the **Shop Work Order** business component to record/modify task-level charges. The **Record Addl. Charges on Order** page appears. *See Figure 2.32.*

| # | Charge Code | Charge Description | Variant # | Variant Description | Ref. Doc. Type | Ref. Doc. # | Task Sequence | Task |
|---|-------------|--------------------|-----------|---------------------|----------------|-------------|---------------|------|
| 1 | C1.5 | CHARGE 1.5 | C 1.5 | CHARGE 1.5 | | | | |
| 2 | | | | | | | | |

Figure 2.32 Recording additional charges for customer order

12. Enter **Contract #/Rev. #** for which you want to record additional charges.
13. Use the **Charge Level** drop-down list box to select the level of charges against the customer order. The drop-down list box displays the following: Task and Order.
14. Select the **Get** pushbutton to display details in the multiline.
15. In the **Charge Details** multiline, enter the **Charge Code** for the charge to be levied on the customer order.
16. The **Variant #** that identifies the variant of the charge to be levied on the customer order.
17. Use the **Billable?** drop-down list box to indicate whether the charge must be billed to the customer. The drop-down list box displays the following: Yes and No.
18. Enter the Rate, the **Price Factor** on the Flat Rate Charges applied on the customer order and the **Mark Up** on the charges applied on the customer order.

19. The **Amount** of the additional charge.
20. Use the **TCD Currency** drop-down list box to select the payment currency for the charge. The drop-down list box displays only the base currency, if the charge is set to "Task". However, if the charge level is "Order", the drop-down list box displays both the customer order currency and the base currency.
21. Use the **Accounting Usage** drop-down list box to select the accounting usage for the additional charge against the customer order. The drop-down list box displays all those usages that are defined for the Sales function, Customer Order transaction and Customer order transaction type. This field is mandatory, if the charge level is "Order". However, if the charge level is "Task", the drop-down list box displays no values.
22. The **Cost Center** to book the additional charge on the customer order.
23. Select the **Save** pushbutton.

2.6 HOLDING / RELEASING CUSTOMER SERVICE ORDER

Through this process, you may hold/release customer orders. You may also reject the hold put on a customer order in this process.

Typically, a customer service order is put on hold for several reasons, such as non-availability of OEM components, pending customer approval for PMA parts, pending quote approval, insufficient parts in hand, change in part design or specifications, and shortage of labour. Customer orders can be released after the reasons for hold are solved/ overcome. You can also reject the hold put on a customer order, if found unnecessary. You can retrieve the hold/release history of a customer order.

Hold customer order: A customer order can be put on hold at following levels: Order, Task, Material Request and Work Order. However, this process enables you to hold a customer order only at the Order level. Tasks and work orders associated with a customer order can be put on hold by the maintenance personnel at the time of shop order or aircraft maintenance execution. Orders status can also be put on hold at the material request level, if material requests are generated for required parts. When you hold a customer order, further processing or execution of maintenance events/tasks associated with the customer order are stopped. The status of such an order becomes “Hold”. You can hold a customer order only if the “Hold Initiated” attribute for the customer order is set as “Commercial”.

Release customer order: You can release a customer order that is held at any of the following levels: Order level, Task level, Material request or Work order. To resume work execution that is held up since the hold, you must release the order. With this, the status of the released customer order reverts to the status prior to hold. Consequent to release of the order, work execution continues as per the work scope of the customer order. You can release a customer order only if the “Release Responsibility” attribute for the customer order is set as “Commercial”.

Reject the hold on a customer order: To reject the hold on a customer order implies disapproval of the hold put on the customer order. The status of the held customer order reverts to the status prior to hold.

2.6.1 HOLDING / RELEASING CUSTOMER SERVICE ORDER

1. Select the **Hold/Release Order** link under the **Customer Service Order** business component. The **Hold/Release Order** page appears. See Figure 2.33.

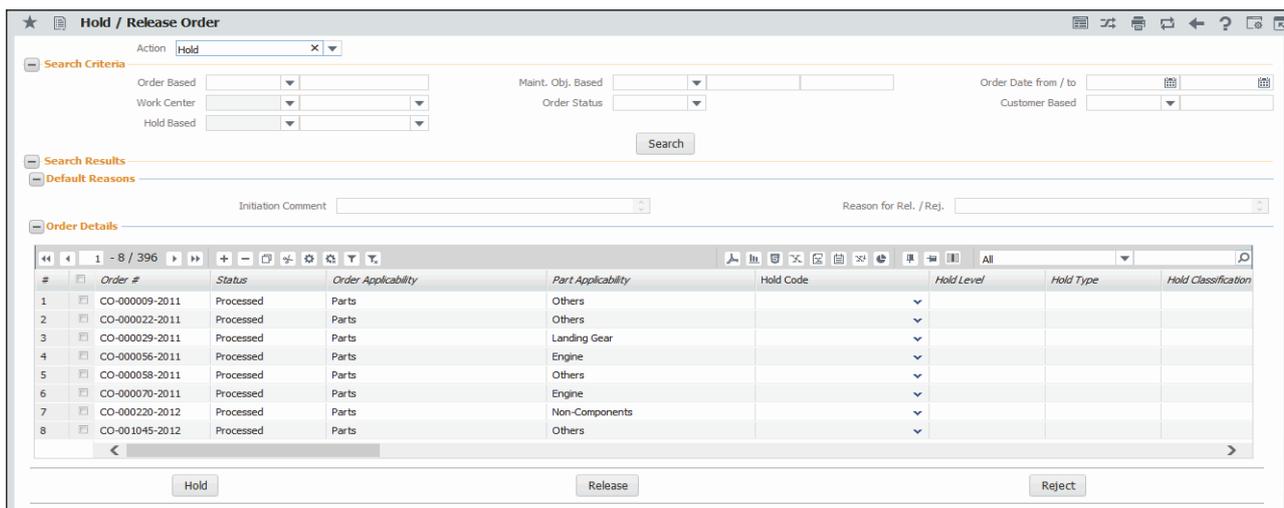


Figure 2.30 Holding or releasing customer order

2. Use the **Action** drop-down list box to select the action you want to carry out on the customer order. The drop-down list box displays the following:
 - Hold: Select Hold to withhold the customer order that is in “Processed” status.

- Release: Select Release to release the customer order that is in “Hold” status.
 - Hold/Release History: Select Hold/Release History to retrieve details of hold/release performed on the order till date.
3. In the **Search Criteria** group box, use the **Order Based** drop-down list box to select the source/reference/identification of the order. The drop-down list displays the following: Contract #, Order #, Customer PO # and Event #. Enter the identification number of the contract, order, customer purchase order or event in the adjacent field. You can enter the identification number in full or specify it partially using the “*” character.
 4. Use the **Maint. Obj. Based** drop-down list box to select the attribute of the aircraft or part associated with the order. The drop-down list displays the following: Part #, Mfr. Part #, Part #/Serial #, Part #/Part MSN, Part #/Lot #, Mfr. Lot #, A/C Reg. # and A/C MSN. Enter the attribute numbers in the adjacent fields. You can enter the attribute number in full or specify it partially using the “*” character.
 5. The **Order Date From/To** of the period in which the order was created, in the first and second boxes.
 6. Use the **Work Center** drop-down list box to select the attribute of the work center for execution of the order. The drop-down list box displays the following: Primary WC #, Parent WC #, and WC Category. Use the adjacent drop-down list box to select the work center or the category of the work center associated with the order.
 7. Use the **Order Status** drop-down list box to select the status of the order. The drop-down list box displays the following: “Draft”, “Fresh”, “Confirmed”, “Approved” and “Processed”. The search retrieves those orders that exist in the status you select here. However, if you do not select any status, the system retrieves all orders regardless of the status.
 8. Use the **Customer Based** drop-down list box to select the customer attribute of the order. The drop-down list box displays the following: Customer # and Customer Name. Enter the customer identification number or name in the adjacent field, if you have selected Customer # or Customer Name in the drop-down list box. You can enter the name or number in full or specify it partially using the “*” character.
 9. Use the **Hold Based** first drop-down list box to select the Hold attribute of the order that is in “Hold” status. The drop-down list box displays the following: Caused by, Hold Code and Initiated by. Use the second drop-down list box to select the attribute value.
 10. Select the **Search** pushbutton to display details of customer service orders that match the given criteria.
 11. To default the columns in the **Order Details** multiline, enter **Reason for Hold** or **Reason for Release** in the **Default Reasons** group box.
 12. To hold an order, enter the **Hold Code**, **Held Date & Time** and **Reasons for Hold** in the **Order Details** multiline. This field is mandatory for withholding orders.

Note: You must specify the reason for withholding in the multiline, if you have not specified the reason for withholding in the “Default Reasons” group box.
 13. To release the order or reject hold put on the order, enter **Released Date & Time** and **Reason for Rel. / Rej.** in the **Order Details** multiline. This field is mandatory for releasing orders.

Note: You must specify the reason for release, if you have not specified the reason for release in the “Default Reasons” group box.
 14. Enter the **Approval #** that identifies the release of the customer order.
 15. Enter the **Approval Date** on which the withheld order was released for further processing and select the check box of the order that you wish to hold/release/reject.
 16. Select the **Hold** pushbutton to stop further processing of the order.

Note: The status of the customer order becomes “Hold”.
 17. Select the **Release** pushbutton to allow further processing of the order.

The status of the customer order is reset to the status prior to “Hold”.
 18. Select the **Reject** pushbutton to remove the hold on the customer order.

Note: The status of the customer order is reset to the status prior to “Hold”.

2.7 RECORDING WARRANTY EVALUATION & DISPOSITION FOR CUSTOMER

You to maintain warranty evaluation and disposition information for a customer job along with a provision to identify CAR requirement.

You can record information the following information with regard to a customer order.

- Customer Complaint
- Warranty Evaluation
- Warranty Recommendation
- Warranty Disposition

Process parameter dependency: An organization can opt to maintain warranty-related data exclusively thru this activity or thru multiple related functions including Goods Inward, CO and shop Work Order. The process parameter “Allow manual update of Warranty Resolution’ in CO & SWO?” in the Set Sales Process Parameters activity of Customer governs the mode of warranty resolution data input.

2.7.1 RECORDING WARRANTY EVALUATION & DISPOSITION FOR CUSTOMER

1. Select the **Record Warranty Evaluation & Disposition** link under the Customer Order-Services business component. The **Record Warranty Evaluation & Disposition** page appears. See Figure 2.34.

Figure 2.31 Recording warranty details

2. In the **Customer Order Info** group box, enter **Customer Order #/Rev #** to retrieve specific customer details.
3. Click the **Go** pushbutton. Details of the customer order as well as the related customer appear in the page
4. In the **Old Customer Order Info** group box, enter the identification number of the previous customer order # of the customer to assess transaction history for warranty purposes.
5. Select the **Customer Complaint** tab to record complete complaint details. Select the **Warranty Evaluation** tab to record complete evaluation details.
6. Select the **Warranty Recommendation** tab to record complete recommendation details.
7. In the Final Disposition group box, select Warr. Disposition Type, Warr. Disposition Category, Disposition User Status, **Warranty Resolution** and **CAR**.
8. Enter **Audit #** to indicate audit report # with reference to the customer order # related to the part.

9. Enter Resolution Comments.
10. Enter **Final Disp. By Emp #** to indicate the employee who recorded the final disposition.
11. Enter Final Disposition Date.
12. Enter **Remarks** to record the adjudged condition of the part upon customer complaint/warranty evaluation/maintenance.
13. Click the **Save** pushbutton.

Recording Customer Complaint details

1. Select the Customer Complaint tab in the **Record Warranty Evaluation & Disposition** page. See *Figure 2.32*.
2. Enter details of Customer Complaint.
3. Enter **Recorded by Emp #** to indicate the employee who recorded the customer complaint details.
4. Enter **Recorded Date** to indicate the date on which the customer complaint was recorded by the employee.
5. Click the **Save** pushbutton to save the recorded details.

Recording Warranty Evaluation details

1. Select the Warranty Evaluation tab in the Record Warranty Evaluation & Disposition page. See *Figure 2.35*.

Figure 2.32 Recording warranty evaluation details

2. Enter details of Warranty Evaluation.
3. Enter **Recorded by Emp #** to indicate the employee who recorded the warranty evaluation details.
4. Enter **Recorded Date** to indicate the date on which the warranty evaluation was recorded by the employee.
5. Click the **Save** pushbutton to save the recorded details.

Recording Warranty Recommendation details

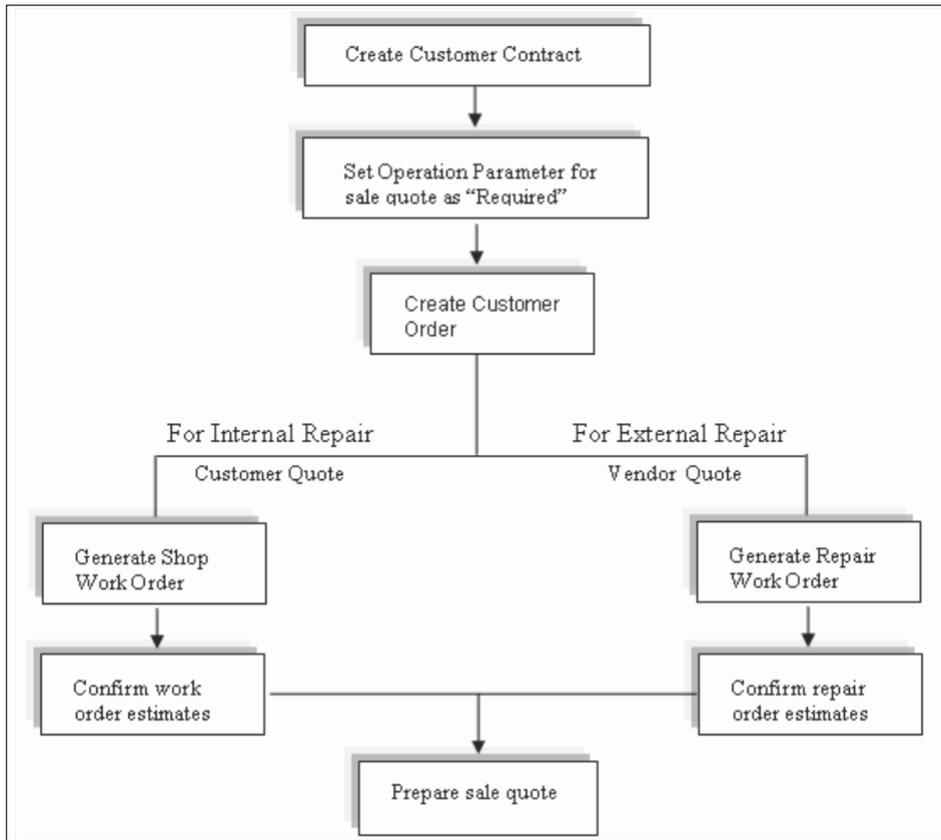
1. Enter details of Warranty Recommendation in the Record Warranty Evaluation & Disposition page. See *Figure 2.36*.

Figure 2.33 Recording warranty recommendation details

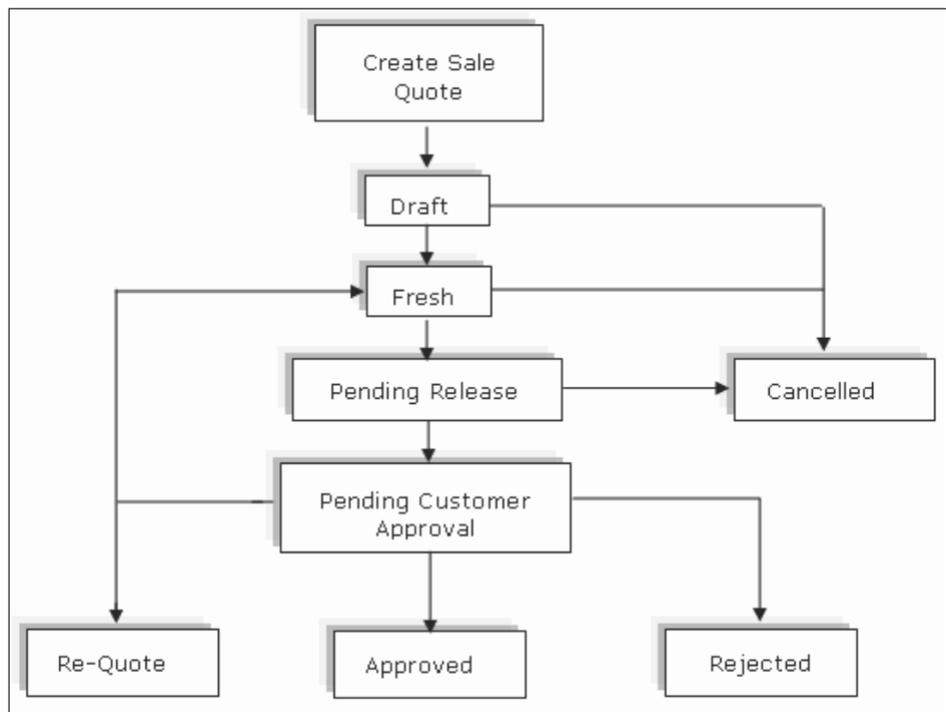
2. Enter **Recorded by Emp #** to indicate the employee who recorded the warranty recommendation details.
3. Enter **Recorded Date** to indicate the date on which the warranty recommendation was recorded by the employee.
4. Click the **Save** pushbutton to save the recorded details.

2.7.2 MANAGING SALE QUOTATION

This activity helps you to create and record quotation details for a customer order. The various tabs enable you to maintain quotation information. The quote can be firm or estimated. A firm quote cannot be modified as it is based on the actuals whereas the estimated quote can be re-quoted.



Process Flow – Sale Quotation



Document flow – Sale Quotation

2.8 CREATING A QUOTE

2.8.1 MANAGING SALE CONTRACT

This activity enables you to keep a record of essential contract information. With the help of various tabs you will be able to record multiple information relating to a contract.

1. Select the **Manage Customer Contract** activity under the **Sale Contract – Services** business component. The **Manage Customer Contract** page appears. See *Figure 2.37*.

Figure 2.34 Creating sale contract

2. Enter the Contract / Rev #.
3. Select the **Create Contract** or **Modify Contract** radio buttons to create or modify the details of a contract.
4. Click the **Go** pushbutton to retrieve the search details.
5. Select the **Primary Info.** tab to record primary contract information.
6. Select the **Part Effectivity** tab to record part covered in the contract.
7. Select the **Part Serial Details** tab to record serial numbers for the part covered in the **Part Effectivity** tab.
8. Select the **Aircraft Effectivity** tab to record the details of aircraft covered in the contract.
9. Select the **Standard Work Scope** tab to record the scope of work to be performed on the object covered in the contract.
10. Select the **TAT** tab to record the time required to service an object for a given effectivity or repair process code.
11. Select the **Inclusions & Exclusions** tab to include / exclude pricing basis for objects serviced.
12. Select the **Contract Upload Summary** tab to view a summary of mandatory tab pages for which data is to be provided.
13. Click the **Confirm Contract** pushbutton to confirm a contract.

Note: The system generates a contract number on creation of a contract and by default, selects the "Modify Contract" radio button.

For more details refer to the **Sales Setup** User Guide.

Setting operational parameters for quote requirement

This page enables you to set if a sale quotation is required.

1. Select the Edit Terms of Execution link at the bottom of the Manage Customer Contract – Services page. The Edit Terms of Execution page appears. See *Figure 2.38*.

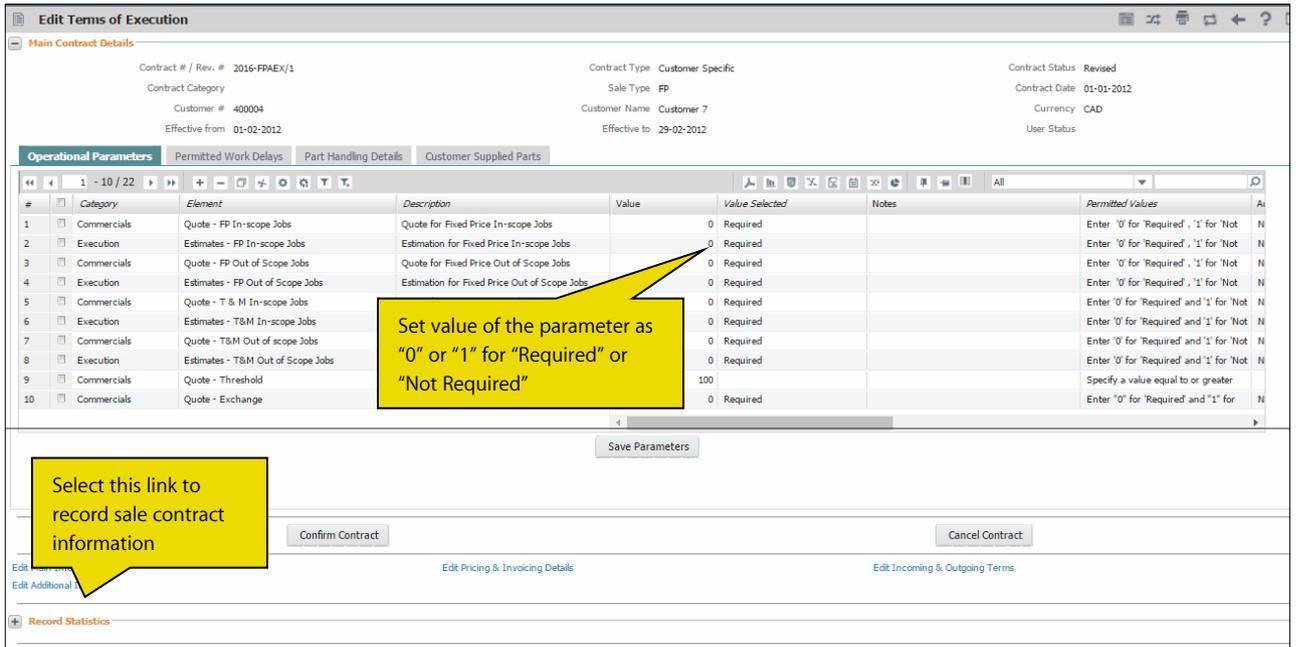


Figure 2.35 Modifying terms of execution

2. Enter the value for the parameter as “0” if the parameter for the quote is required and “1” if the parameter for the quote is not required.
3. Select the **Save Parameters** pushbutton to save the operational parameters.

2.8.2 CREATING CUSTOMER SERVICE ORDER WITH REFERENCE TO THE CONTRACT

This activity enables the sales personnel to create and maintain customer service orders. Typically, a customer order contains comprehensive information on the service that is to be provided to an aircraft or part. Every customer order is bound by a sale contract defined in the Sale Contract – Services business component. A customer order inherits many attributes, such as contract type, sale type, aircraft/part effectivity, task effectivity, pricing & invoice, TAT, execution terms incoming & outgoing terms from the sale contract to which it is attached.

1. Select the **Manage Customer Order** link under the **Customer Service Order** business component. The **Manage Customer Order** page appears. See Figure 2.39.

The screenshot displays the 'Manage Customer Order' application. At the top, there are tabs for 'Order Details', 'Work Execution Info.', 'TAT & Commercials', 'Shipping Terms', 'Billing Terms', and 'Taxes / Charges / Discount'. The 'Order Details' tab is active, showing fields for 'Order Date' (05-07-2016), 'Order Stage' (Firm), 'Status' (Revised), 'Order Description' (GI-010895-2016), 'Order Applicability' (Parts), 'Shop Job Type' (Piece Part), 'User Status', 'Controlling Unit', 'Station' (YUL), and 'Part Applicability' (Non-Components). Below this are sections for 'Exchange Info.', 'Customer Info.', and 'Object Details'. A table titled 'Evaluate Contract' shows a list of parts:

| # | Part # | Mfr. Part # | Mfr. # | Part Description | Stock Status | Part Serial # | Part MSN | Mfr. Lot # | Qty. | Expected Receipt Date |
|---|---------------------|---------------|--------|------------------|----------------|---------------|----------|------------|------|-----------------------|
| 1 | 0-0150-3-0446/36361 | 0-0150-3-0446 | 36361 | PACKING | Customer Owned | | | lot-01 | 1.00 | |
| 2 | | | | | | | | | | |

Below the table is the 'Contract Details' section with fields for 'Contract # / Rev. #', 'Obj. Eff. Code', and 'Sale Type / Pricing Basis'. The 'Work Execution Info.' section has a yellow callout box pointing to the 'Work Execution Info.' tab with the text: 'Select this link to record execution details of the customer service order'. At the bottom, there are 'Confirm' and 'Cancel' buttons. A footer bar contains links for 'Manage Order Execution', 'View Parts Information', 'Manage Exchange Order', 'Review Work Execution & Report Actuals', and 'Record Warranty Evaluation & Disposition'.

Figure 2.36 Creating customer order

2. Select the **Create Order** radio button.

Note: By default, some of the fields/tabs may display details from the contract that is binding on the customer service order, if available. These fields/tabs may also display details defined for the customer or the maintenance object, if not defined in the contract. You may change many of these details, if required.

3. Select the **Order Details** tab to record customer order details.
4. Select the **Work Execution Info.** tab to record work scope details.
5. Select the **TAT & Commercials** tab to record TAT details.
6. Select the **Shipping Terms** tab to record shipping details.
7. Select the **Billing Terms** tab to record billing details.
8. Select the **Taxes/Charges/Discount** tab to record TCD details.
9. Select the **Confirm** pushbutton to confirm a customer service order.
10. Select the **Cancel** pushbutton to cancel a customer service order.

Note: On confirmation / authorization of a customer order, the system automatically generates execution documents, such as AME Ref #, shop work order or repair work order.

For more details, refer to the **Managing Service Customer Order** section.

2.8.3 GENERATE A SHOP WORK ORDER FOR INTERNAL REPAIRS

In this activity, you can create / modify the work orders either by adding tasks or by modifying the attributes of the tasks / work order. Work orders may be internal or external. Internal work orders are those that are basically created for the MRO use, whereas external work orders are customer based. This activity currently allows you to create only internal work orders.

1. Select the **Plan Work Order** activity under the **Shop Work Order** business component. The **Plan Work Order** page appears. See Figure 2.40.

The screenshot displays the 'Plan Work Order' application window. At the top, there is a search bar with 'Search On' set to 'Shop Work Order #' and the value 'AWO-00053-2016'. Below this, a tree view on the left shows the search results for 'AWO-00053-2016'. A yellow callout box points to this tree view with the text: 'Click here to view details work orders available for the specified search criteria'. The main area of the window is divided into several sections: 'Order Details' (showing SWO #, Job Type, Order Description, etc.), 'Main Core Details' (showing Part #, Serial #, Component #, etc.), 'Filtering Details' (showing Workscoping Status, Revision #, etc.), 'Repair Details' (showing Repair Process Code, Repair Classification, etc.), and 'Task Details' (showing a table of tasks). A yellow callout box points to the 'Task Details' section with the text: 'Enter tasks to be added to the work order here'. The 'Task Details' table has columns for #, M, S, EF, ES, 75, #, Task #, Task Description, ATA #, Exec. Action, Eng. Instructions, and Remarks. Two tasks are listed: Task 1 (1-00-90) 'Barcoding Check - 2' and Task 2 (1-00-90) 'Barcoding Check - 2'. At the bottom of the window, there are buttons for 'Update Work Order', 'Cancel Work Order', 'Reschedule', 'Start Clock', 'End Clock', 'Print Task Card(s)', and 'Print Sel. Task Card(s)'. The 'Update Work Order' button is highlighted.

Figure 2.37 Planning work order

In the **Search Criteria** group box,

2. Use the **Search On** drop down list box to search for work orders. The tree displays all the open work orders available for the search criteria specified.

Note: The system retrieves those work orders that match the search criteria specified by the user, and which are in "Draft", "Fresh", "Planned", "In-Progress" and "Completed" status.

3. Enter the **Task #**, **Task Description** and other details in the **Task Details** multiline.
4. Click the **Update Work Order** pushbutton to update the task details to the work order. For more details, refer to the **Component Maintenance User Guide**.

Recording work estimates

1. Select the Record Work Estimates activity under the Work Monitoring and Control business component. The Record Work Estimates page appears.
2. Enter the **Search Criteria** to retrieve the work orders in the multiline.

Note: You can specify the customer number and the customer name if you wish to retrieve external work orders.

3. In the **Display Option** field, select one of the following radio buttons:
 - **Top Assly. Work Orders** - Select this radio button, if you wish to display only the parent work orders.
 - **All Work Orders** - Select this radio button, if you wish to display both the parent work orders and the child work orders.
4. Click the **Search** pushbutton to retrieve the **Search Results** in the multiline.

- Click the hyperlinked execution document number in the multiline. The **Edit Work Estimates** page appears. See *Figure 2.41*.

Edit Work Estimates

Work Order List
AWO-000053-2016:185-20:Testing:Pending Estimates

Ref. Doc # AWO-000053-2016 Job Type Component
Order Description Testing Primary Work Center # 185-20

Main Core Details
Part # 0-0440-4-0015:363611 Serial # 54
Part Description P59323 CARRIER
Component # C004416-2015 Event # AWO-000053-2016

Order Execution Details
Repair Process Code Overhaul Repair Classification ROUTINE

Customer Order Details
Customer Order # Order Description
Customer # Promised Delivery Date

Task Summary Details | Part Requirements | Resource Requirements | Charge Details

Work Scope Items | Detailed Items

Task Summary Details

| # | Task # | # | Task Description | Exec. Status | Estimation Status | Estimation Remarks | Est. Reqd. for | Parts Estimated? | Res |
|---|---------|---|---------------------|--------------|-------------------|--------------------|----------------|------------------|-----|
| 1 | 1-00-90 | 1 | Barcoding Check - 2 | In-progress | Pending Estimates | | | No | No |
| 2 | 3-00-23 | 2 | Operational -5 | In-progress | Pending Estimates | | | No | No |
| 3 | 3-00-24 | 3 | Operational -6 | In-progress | Pending Estimates | | | No | No |
| 4 | 3-00-25 | 4 | Operational -7 | In-progress | Pending Estimates | | | No | No |
| 5 | | | | | | | | | |

Task Details
Change Status to [dropdown] User Status [dropdown] Est. Remarks [text field]

View File
 Update Requirements

View Associated Doc. Attachments

Figure 2.38 Recording work estimates

To proceed,

- ▶ Select the **Task Summary Details** tab to confirm the estimates of the tasks in the work order.
- ▶ Select the **Part Requirements** tab to estimate part requirements for the execution of tasks within the work order.
- ▶ Select the **Resource Requirements** tab to estimate resource requirements for the execution of tasks within the work order.
- ▶ Select the **Charge Details** tab to estimate charge details of the task within the Work Order.

Confirming work estimates

This activity enables you to estimate and confirm the part and resources requirements. On confirming the estimation, quotation service will be triggered for work orders with customer order reference.

- Select the Edit Terms of Execution link at the bottom of the Manage Customer Contract – Services page. The Edit Terms of Execution page appears. See *Figure 2.42*.

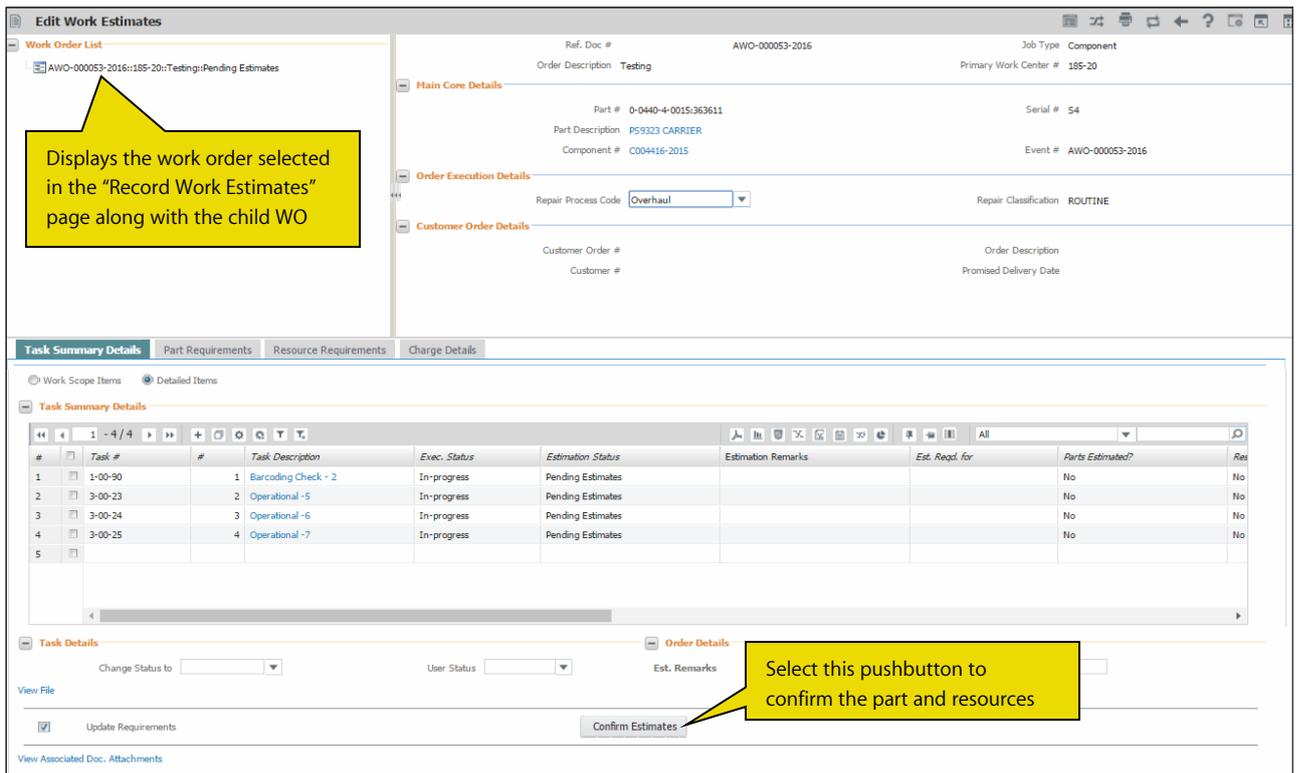


Figure 2.39 Modifying work estimates

2. Enter the Estimation Remarks and other details.
3. Select the **Change Status To** and **User Status** fields in the **Task Details** group box.
4. Click the **Confirm Estimates** pushbutton to confirm the estimation details.

2.8.4 GENERATE A REPAIR ORDER FOR EXTERNAL REPAIRS

This activity enables you to create a repair order for repairs performed by an external repair shop for which you wish to raise a sale quotation.

1. Select the **Create Repair Order** activity in the **Repair Order** business component. See Figure 2.43.

Figure 2.40 Creating a repair order

2. Enter details in the Repair Order Info, Repair Shop Details, Repair Order Details group boxes.
3. Enter the Customer Order in the Customer Information group box.
4. Click the **Maint. Object & Work Scope Details** tab to specify maintenance object and workscope details.
5. Click the **Part & Warranty Details** tab to specify the part and warranty details.
6. Click the **Create RO** pushbutton to create a repair order.

Note: The system generates the repair order.

For more details, refer to the **Repair Order Management** User Guide.

2.8.5 SELECTING A CUSTOMER ORDER FOR QUOTE

This activity helps you to create and record quotation details for a customer order.

1. Select the **Manage Quote** under the **Service Sale Quotation** business component. The **Select Customer Order – Services** page appears. *See Figure 2.44.*

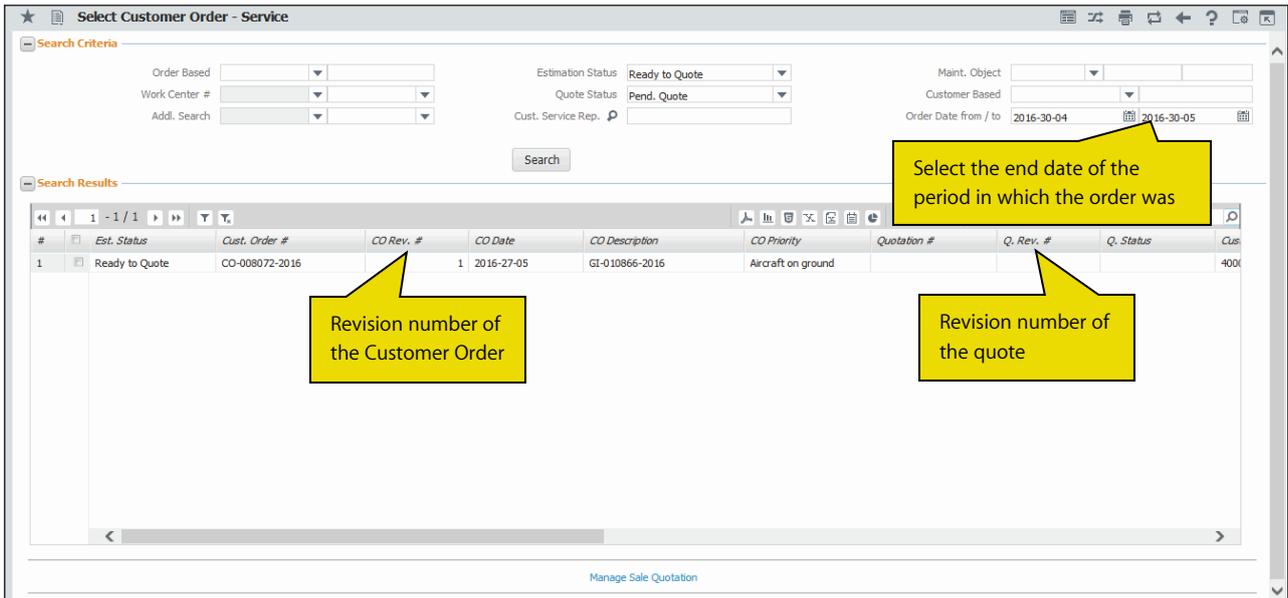


Figure 2.41 Selecting customer order - services

2. Provide **Search Criteria** and click **Search** pushbutton to search for the customer order and select the **Customer Order #** in the multiline.

To proceed further,

- ▶ Select the **Manage Sale Quotation** link to create and record sale quotation information.

2.8.6 MANAGING QUOTE

This activity enables you to keep a record of essential contract information. With the help of various tabs you will be able to record multiple information relating to a contract. See Figure 2.45.

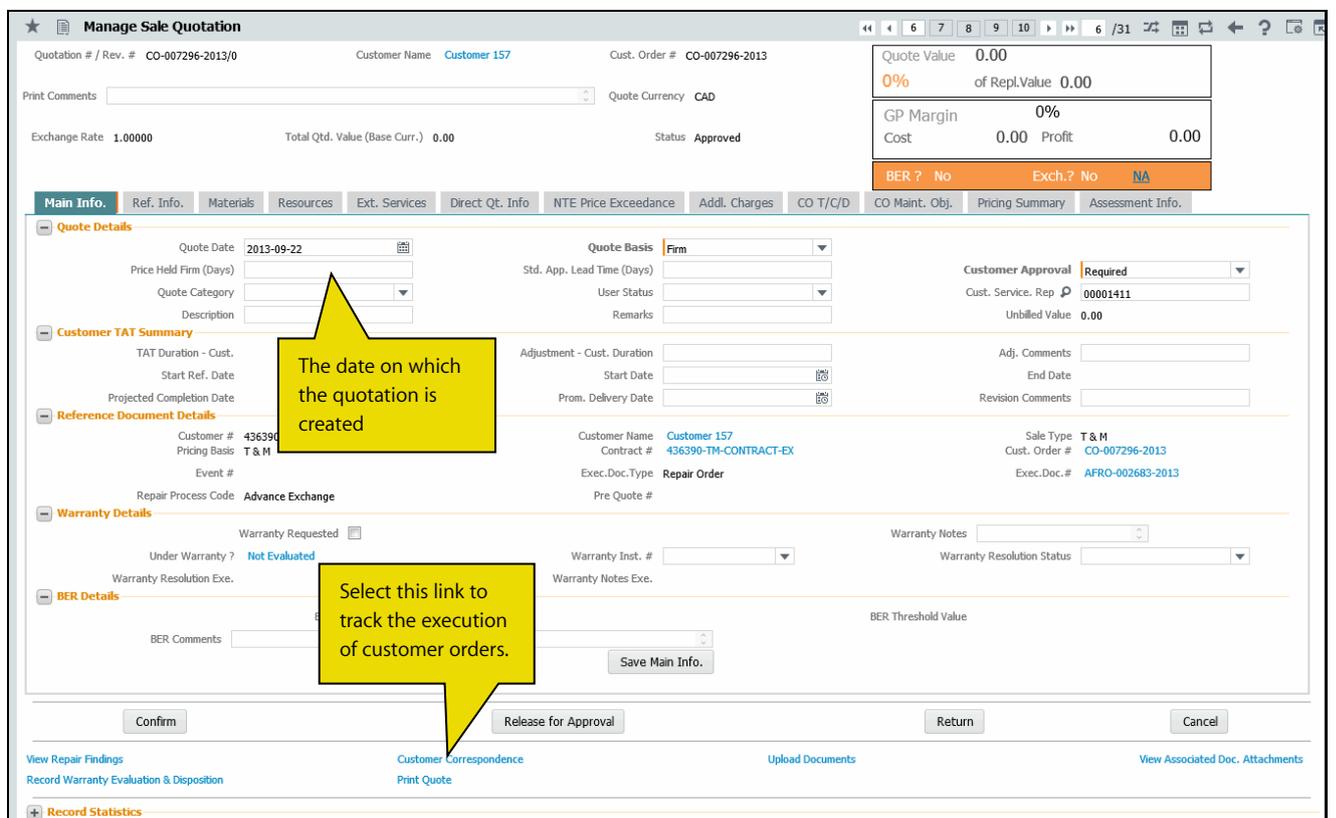


Figure 2.42 Manage Sale Quotation

1. Select the **Manage Sale Quotation** activity under the **Service Sale Quote** business component. The **Manage Sale Quotation** page appears. See *Figure 2.42*.
2. Enter any information relating to the printout of the quotation report in the **Print Comments** field.
 - ▶ Select the **Main Info.** tab to record quote information.
Refer to the topic "[Recording main information](#)" for more details.
 - ▶ Select the **Ref. Info** tab to view details of the estimated tasks.
Refer to the topic "[Recording T&M reference details](#)" for more details.
 - ▶ Select the **Materials** tab to record quotation for the materials used.
Refer to the topic "[Recording material quotation details](#)" for more details.
 - ▶ Select the **Resources** tab to record quotation for labor.
Refer to the topic "[Recording resource quotation details](#)" for more details.
 - ▶ Select the **External Services Ref.** tab to record quotation for parts sent for external repair.
Refer to the topic "[Recording external services quotation](#)" for more details.
 - ▶ Select the **Direct Qt. Info** tab to record details of non-estimated.
Refer to the topic "[Recording direct quote details](#)" for more details.
 - ▶ Select the **Addl. Charges** tab to record details of charges.
Refer to the topic "[Recording charge details](#)" for more details.
 - ▶ Select the **CO T/C/D** tab to compute and record details on taxes, charges and discounts.
Refer to the topic "[Recording taxes, charges and discounts](#)" for more details.
 - ▶ Select the **CO Maint. Object.** tab to view details of parts used to perform tasks.
Refer to the topic "[Viewing maintenance object details](#)" for more details.
 - ▶ Select the **Pricing Summary** tab to have a concise view of prices in all the tab pages.
Refer to the topic "[Viewing pricing summary](#)" for more details.
 - ▶ Select the **Confirm** pushbutton to confirm a quotation.
 - ▶ Select the **Release for Approval** to release the quotation for customer approval.
 - ▶ Select the "Return" pushbutton to return a quotation.
 - ▶ Select the **Cancel Quotation** to cancel a quotation..
3. Click the **Confirm Contract** pushbutton to confirm a contract.
4. Click the **Cancel Contract** pushbutton to cancel a contract.

 *Note: The system enables multilevel approval of customer sale quote based on the total quoted value*

Recording main information

The **Maint Info.** tab is displayed by default, on launch of the **Manage Sale Quotation** page. This section enables you to record details of quotation for a customer order. Details regarding the coverage of warranty and BER can be modified and saved here.

1. Enter the **Quote Date, Price Held Firm (Days), User Status, Customer Approval** and other details in the **Quote Details** group box. See *Figure 2.46*.

Figure 2.43 Main information tab

2. In the **Customer TAT Summary** group box, enter the number of days as adjustment to the TAT Cust. Duration in the **Adjustment-Cust. Duration** and the reason for revision of TAT in **Adj. Comments** field and provide other details like **Start** and **End Date** of the customer order and the **Projected Completion Date** for closure of the work order.
3. Check the **Warranty Requested** check box to indicate that the customer order carries a warranty and enter the **Warranty Resolution Status** and **Warranty Notes** in the **Warranty Details** group box.
4. Use the drop-down list box to specify if the **BER?** is applicable and enter any information regarding BER in the **BER Comments** field in the **BER Details** group box.
5. Click the **Save Main Info.** pushbutton to save the quotation details.

Recording reference information details

This section enables you to save details of all the estimated tasks. You have the provision to recalculate the quotation price.

1. Select the **Ref. Info** tab in the **Manage Sale Quotation** page. See *Figure 2.47*.

| # | Task # | EO Task? | EO Attributes | EO Doc # | Qty | T&M Price per unit | Covered Cap per unit - T&M task | Adj. T&M Price per unit | T&M Extd. Price | Total Price |
|---|--------------------|----------|---------------|----------------|----------|--------------------|---------------------------------|-------------------------|-----------------|---------------|
| 1 | EO-001094-2020 / 0 | Yes | C Y Y | EO-001094-2020 | 1.000000 | 5500.00000000 | 5500.00000000 | 0.00000000 | 0.00000000 | 0.00000000 |
| 2 | REMOVE | | | | | | | | | 3000.00000000 |
| 3 | | | | | | | | | | |

Figure 2.44 T&M reference tab

2. Enter the **Search Filters** group box to retrieve the search results in the multiline.
3. Check the **Show Q. Approved Tasks** check box to retrieve only those tasks for which quotation has been approved by the customer.
4. Click the  icon beside the **Estd. Tasks** and click the **Get Revision Info.** pushbutton to retrieve the newly estimated / revised tasks in the multiline.
5. Select the **Quote Level** radio button to retrieve quotation details of a task at a primary level.

Or

6. Select the **Detail Level** radio button to retrieve quotation details of tasks at an operation / execution level where child-level tasks will also be retrieved in the multiline.
7. Enter data in the **Quote Ref. Details** multiline.
8. Click the **Re-Compute Price** pushbutton to compute price for tasks that have not been priced.

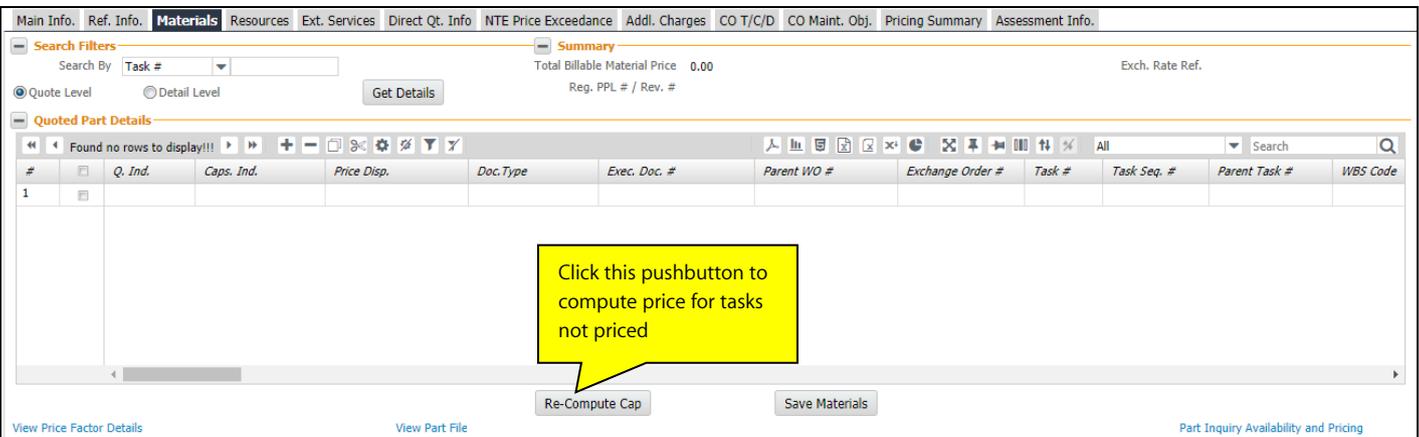
 *Note: To re-compute price of a task you must record "T & M" details and the estimated tasks must be saved.*

9. **Save Ref. Info** pushbutton to save time and material details.

Recording material quotation details

With the help of this section, you will be able to record the price of materials used for the completion of a given task.

1. Select the **Materials** tab in the **Manage Sale Quotation** page. See *Figure 2.48*.



The screenshot displays the 'Materials' tab in the 'Manage Sale Quotation' application. At the top, there are several tabs: Main Info., Ref. Info., **Materials**, Resources, Ext. Services, Direct Qt. Info., NTE Price Exceedance, Addl. Charges, CO T/C/D, CO Maint. Obj., Pricing Summary, and Assessment Info. Below the tabs, there is a 'Search Filters' section with a 'Search By' dropdown set to 'Task #'. A 'Get Details' button is visible. To the right, a 'Summary' section shows 'Total Billable Material Price 0.00' and 'Exch. Rate Ref.'. Below this is a 'Quoted Part Details' section with a table. The table has columns: #, Q. Ind., Caps. Ind., Price Disp., Doc. Type, Exec. Doc. #, Parent WO #, Exchange Order #, Task #, Task Seq. #, Parent Task #, and WBS Code. The table currently shows one row with the number '1'. A yellow callout box with a speech bubble points to the 'Re-Compute Cap' button at the bottom of the table, containing the text: 'Click this pushbutton to compute price for tasks not priced'. Other buttons at the bottom include 'View Price Factor Details', 'View Part File', 'Save Materials', and 'Part Inquiry Availability and Pricing'.

Figure 2.45 Materials tab

2. Enter the **Search Filters** group box to retrieve the search results in the multiline.
3. Check the **Get Details** pushbutton to retrieve the search results in the multiline.
4. Click the  icon beside the **Summary** and click to retrieve the summarized pricing details.
5. Select the **Quote Level** radio button to retrieve quotation details of a task at a primary level. Or
6. Select the **Detail Level** radio button to retrieve quotation details of tasks at an operation / execution level where child-level tasks will also be retrieved in the multiline.
7. Enter data in the **Quoted Part Details** multiline and click the **Re-Compute Cap** pushbutton to compute price for tasks that have not been priced.
8. Click the **Save Materials** pushbutton to record material quote details.

 *Note: The system computes the Base Rate (PL Curr.) of the exchange fee based on the parameter set in the "Edit Terms of Exchange" screen under the 'Sale Contract' business component:*

Recording resources quotation details

This section enables you to record pricing details for the hours of labour spent on executing a task.

1. Select the **Resources** tab in the **Manage Sale Quotation** page. See Figure 2.49.

Figure 2.46 Resource tab

2. Enter the **Search Filters** group box to retrieve the search results in the multiline.
 3. Check the **Get Details** pushbutton to retrieve the search results in the multiline.
 4. Click the  icon beside the **Summary** and click to retrieve the summarized pricing details.
 5. Select the **Quote Level** radio button to retrieve quotation details of a task at a primary level.
- Or
6. Select the **Detail Level** radio button to retrieve quotation details of tasks at an operation / execution level where child-level tasks will also be retrieved in the multiline.

Note: The system displays columns in the multiline as per the "Resource Caps" checkboxes checked in the "Cap Requirement" group box in the "Std. & T&M Pricing" tab of the "Edit Pricing and Invoicing Details" screen in the "Sale Sale Contract" activity of the "Sale Contract" business component
 7. Enter data in the **Quoted Resource Details** multiline and click the **Re-Compute Cap** pushbutton to compute price for tasks that have not been priced.
 8. Click the **Save Resources** pushbutton to save resource details to the service sale quotation.

Recording external services quotation

This section enables you to record quotation for external services of objects. You can view details of the Repair Order / Purchase Order associated with the Customer Order.

1. Select the **Ext. Services** tab in the **Manage Sale Quotation** page. See Figure 2.50.

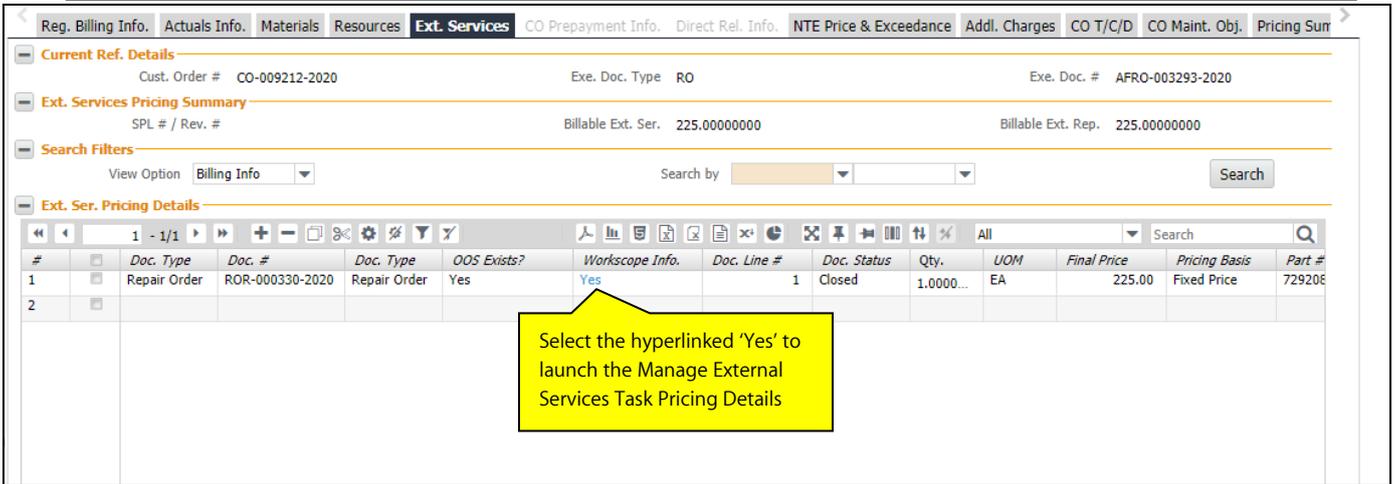


Figure 2.47 External Services Reference tab

2. Enter the Search Filters group box to retrieve the search results in the multiline.
3. Check the Get Details pushbutton to retrieve the search results in the multiline.
4. Click the icon beside the Summary and click to retrieve the summarized pricing details.
5. Enter data in the External Repair & Service Procurements and click the Re-Compute pushbutton to compute price for tasks that have not been priced.
6. Click the Save Edt. Services Quote pushbutton to external service quote details.

Managing external services task pricing details

This popup is launched when the Workspace level information is available for a repair order document.

1. Click the hyperlined 'Yes' in the Ext. Ser. Pricing Details multiline, this pop-up appears. *See Figure 2.51*

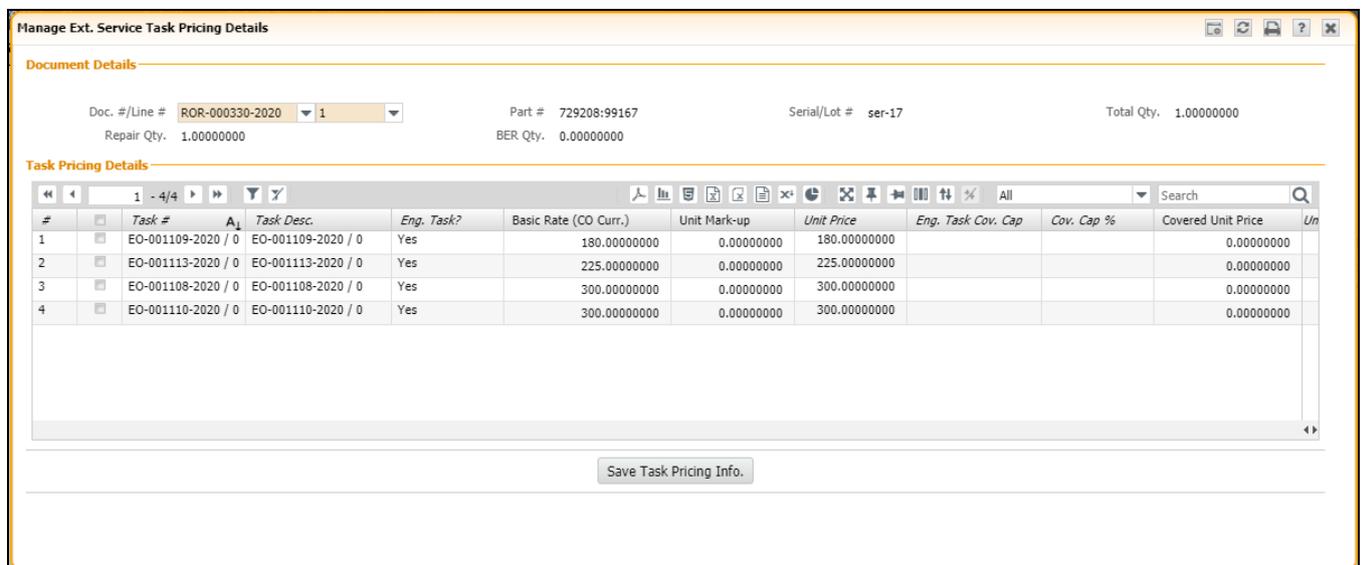


Figure 2.48 Manage External Services Task Pricing Details popup

2. Enter the **Doc. #/ Line #** in the Document Details group box.

The system displays some of the details as below:

- **Total Qty:** The total quantity of parts against the selected Repair Order / Repair Receipt line.
- **Repair Qty:** The quantity of parts repaired against the selected Repair order / Repair Receipt line.
- **BER Qty:** The quantity of parts for which condition of the maintenance object is beyond economic repair against the selected Repair order / Repair Receipt line.

- **Task #:** Indicates the task which is added in Repair Order against the Part.
- **Eng. Task?:** Displays 'Yes' or 'No' depending on whether the task added in the Repair Order is Engineering Order task or not.
- **Basic Rate (CO Curr.):** Displays the base rate of the part or the task performed for maintenance / repair, in the customer order currency.
- **Unit Mark-up:** The value of mark-up/gain for each repaired/serviced part.
- **Unit Price:** Displays the price of the task with the inclusion of unit markup price.
- **Eng. Task Cov. Cap:** Displays whether Covered Cap is 'Flat Value' or 'Percentage Based' column will be blank if no cap definitions are identified against task.
- **Cov. Cap %:** Displays the % of Covered cap to be applied on unit price. Applicable only for the line identified as Eng. Task as 'Yes' with Pricing Basis as 'T&M'.
- **Covered Unit Price:** The amount of the covered cap value which is not billable for task as defined in the sale contract. (Either can be flat value or % value on unit price).
- **Adjusted Unit Price:** Amount of Unit Price which is adjusted with Covered unit price value.
- **Covered Qty:** Displays the quantity of the part that is not billable for the task.
- **Billable Eng. Qty:** Indicates the part Qty. that needs to be billed for Eng. Task. Applicable only for the line identified as Eng. Task as 'Yes'.
- **Extd. Basic Price:** The sum total of repair/service price for all parts (i.e) Adj. Unit Price * Qty.
- **Eng. Doc. #:** Displays Eng. Order # against which the task got inherited.
- **Eng. Doc. Eff. Date:** Displays the Eff. Date of Eng. Order # identified.
- **Eng. Attributes:** Displays the attributes of identified Eng. Order by concatenating it.

Recording direct quote details

This section enables you to create quotes which are not estimated.

1. Select the **Direct Qt. Info** tab in the **Manage Sale Quotation** page. See *Figure 2.52*.

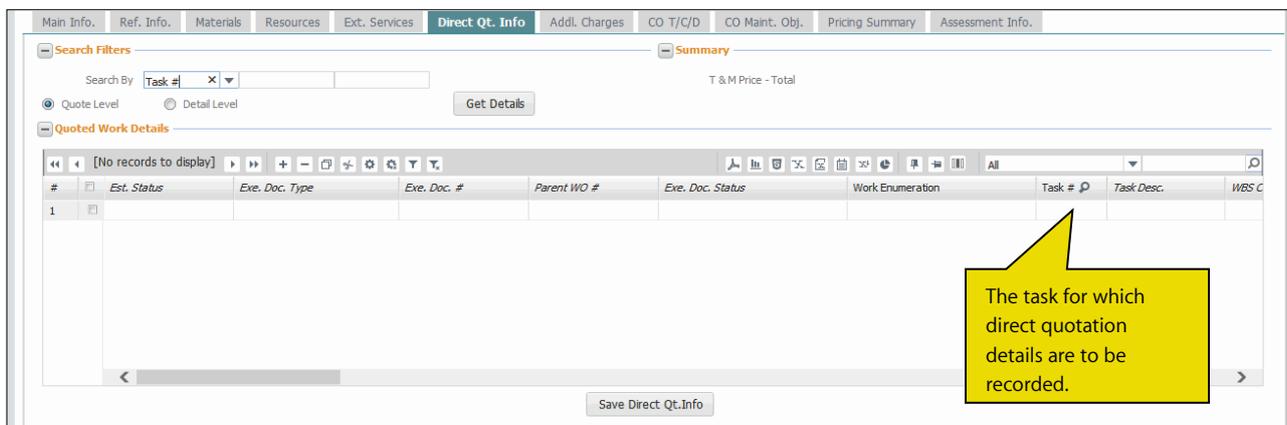


Figure 2.49 Direct quote

2. Enter the **Search Filters** group box to retrieve the search results in the multiline.
3. Click the **+** icon beside the **Summary** to the sum of all the prices quoted in the current tab.
4. Select the **Quote Level** radio button to retrieve quotation details of a task at a primary level. Or
5. Select the **Detail Level** radio button to retrieve quotation details of tasks at an operation / execution level where child-level tasks will also be retrieved in the multiline.
6. Enter data in the Quoted Work Details multiline.
7. Click the **Save Direct Qt. Info** pushbutton to save the direct quote details.

Recording additional charge details

This section helps you to record charge details, it can be from the work order, customer order or a charge can be added in quotation also.

1. Select the **Charges** tab in the **Manage Sale Quotation** page. See *Figure 2.53*

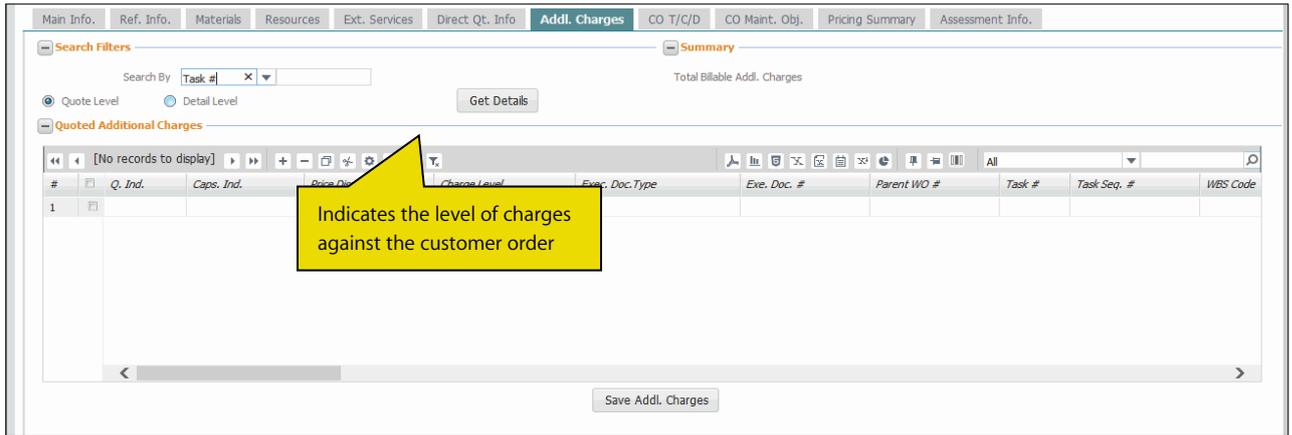


Figure 2.50 Additional Charges tab

2. Enter the **Search Filters** group box to retrieve the search results in the multiline.
3. Check the **Get Details** pushbutton to retrieve the search results in the multiline.
4. Click the **+** icon beside the **Summary** and click to retrieve the summarized pricing details.
5. Enter data in the **Quoted Additional Charges** multiline and click the **Save Addl. Charges** pushbutton to save details of the charges.

Recording CO taxes, charges and discounts

This section enables you to record taxes, charges and discounts to a quotation.

1. Select the **CO T/C/D** tab in the **Manage Sale Quotation** page. See *Figure 2.54*.

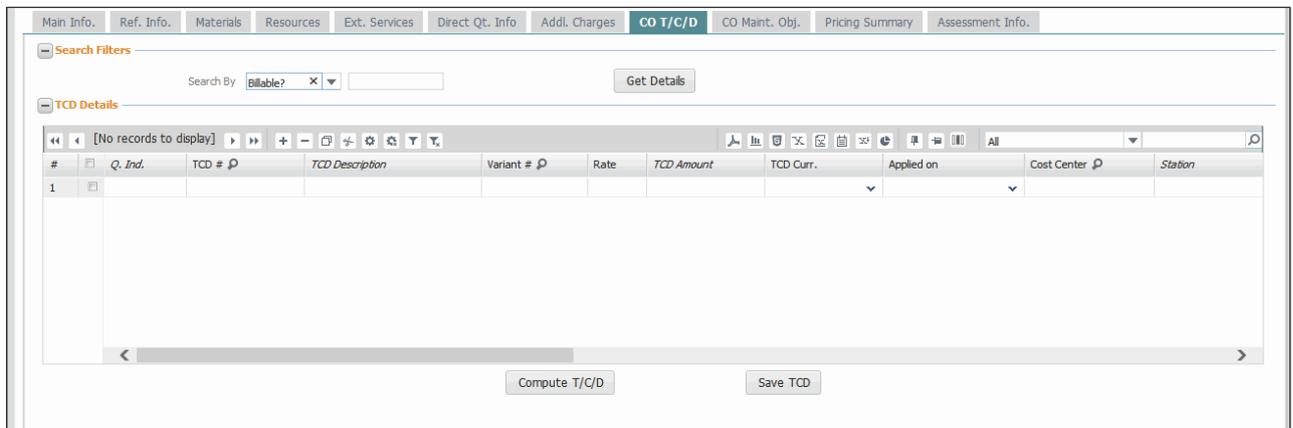


Figure 2.51 CO T/C/D tab

2. Enter the **Search Filters** group box to retrieve the search results in the multiline.
3. Check the **Get Details** pushbutton to retrieve the search results in the multiline.
4. Enter details in the **TCD Details** multiline and click the **Compute T/C/D** pushbutton to calculate taxes, charges and discount for the quotation.
5. Click the **Save TCD** pushbutton to save the T/C/D details.

Viewing CO maintenance object details

This section enables you to view the details of parts used for maintenance and repair activities.

1. Select the **Fixed Price Ref.** tab in the **Manage Sale Quotation** page. See *Figure 2.55*

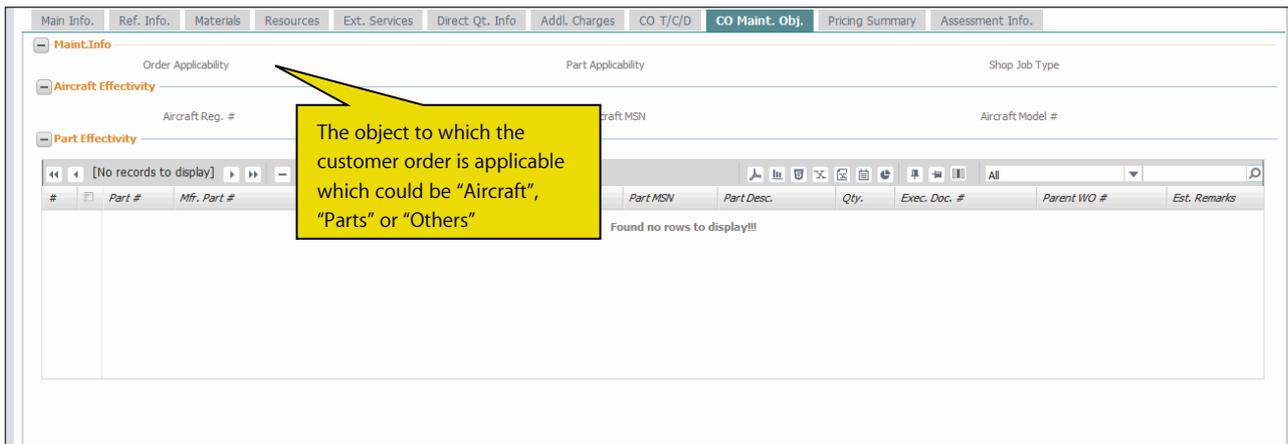


Figure 2.52 CO maintenance Object tab page

3. The system displays the object and the part which the customer order is applicable in the **Order Applicability** and the **Part Applicability** fields respectively.
4. The system displays aircraft and part effectivity details in the **Aircraft Effectivity** group box and **Part Effectivity** multiline respectively.

Viewing pricing summary

This section gives you a consolidated view of all the pricing given for the quotation.

1. Select the **Pricing Summary** tab in the **Manage Sale Quotation** page. See Figure 2.56.

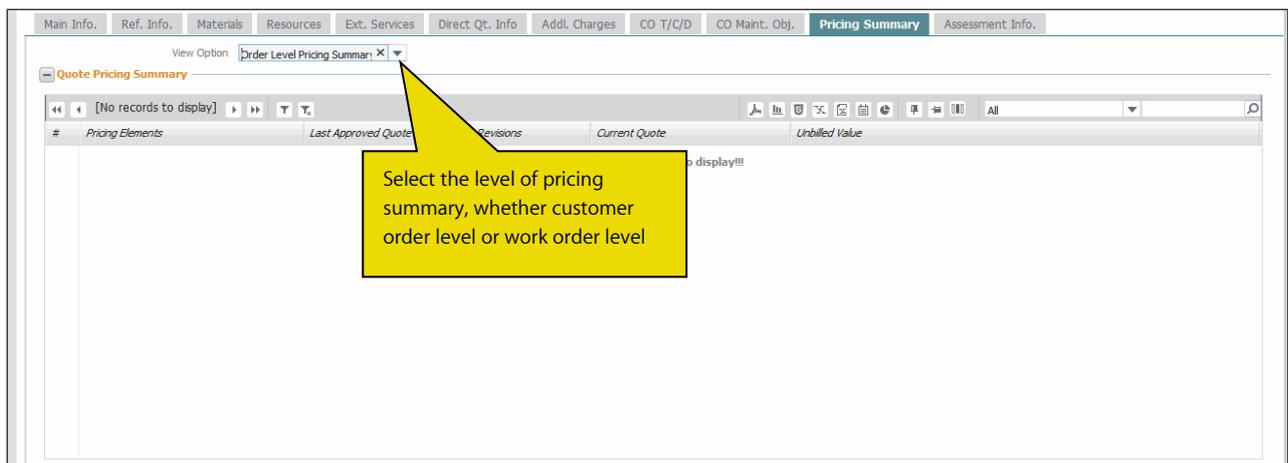


Figure 2.53 Pricing Summary tab page

2. Use the drop-down list box to select the level at which you wish to view pricing summary details in the **View Option** group box.
3. You can view the **Pricing Elements**, **Last Approved Quote**, **Revisions** and **Current Quote** which is the quotation sent to the customer in the **Quote Pricing Summary** multiline.

2.8.7 APPROVING SALE QUOTATION

This activity marks the approval of a quote by the customer once it is sent to him. Also you have the provision to re-quote, reject or cancel a quotation.

1. Select the **Approve Sale Quotation** activity in the **Sale Quote** business component. The **Approve Sale Quotation** page appears. See Figure 2.57.

Approve Sale Quotation

Search Criteria

Order Based: [Dropdown] Customer Based: [Dropdown] Maint. Object: [Dropdown]
 Work Center: [Dropdown] Quote Status: **Pend. Cust. Approval** Order Date from / to: 2016-30-01
 Addl. Search: [Dropdown] Cust. Service Rep.: [Text] Search

Default Values

Core Disposition: [Dropdown] App. / Rej. Reason: [Dropdown]

Quote Details

| # | Quotation # | Q. Rev. # | App. / Rej. Reason | Approval # | Approve Date | Cust. Inst. | Core Disposition | Hold Code | Q. Sta |
|---|----------------|-----------|--------------------|------------|--------------|-------------|------------------|-----------|--------|
| 1 | CO-007980-2016 | 0 | | | | | | | Pend. |
| 2 | CO-007983-2016 | 0 | | | | | | | Pend. |
| 3 | CO-007981-2016 | 0 | | | | | | | Pend. |
| 4 | CO-007986-2016 | 0 | | | | | | | Pend. |
| 5 | | | | | | | | | |

Approve Re-Quote Stop Work

Manage Sale Quotation Record Rejections

Figure 2.54 Approving sale quotation

- Provide search criteria to search for the quote which you wish to approve and click the **Search** pushbutton
In the **Default Values** group box,
- Enter the **Core Disposition** to indicate whether to scrap the maintenance object or send it in “as is” condition.
- Enter the notes describing the reason for approval / rejection of the quotation in the **App. / Rej. Reason** group box.

In the **Contract Details** group box,

- Enter the Reasons for Return / Closure, Termination Date of the contract and any Remarks associated with the contract.
- Click the **Approve** pushbutton, to approve the selected quotation.

Note: Ensure that you create a new quote to include changes to the quote if estimations have been modified.

- Click the **Re-Quote** pushbutton, to modify the details of the quotation.

To proceed further,

- ▶ Select the **Manage Customer Contract** pushbutton to manage customer contract details.
- ▶ Select the **Record Rejections** pushbutton to record rejection details.

2.9 PROCESSING INVOICE FOR CUSTOMER ORDER

This process enables you to process an invoice for a customer order. Processing an invoice involves the following:

- ▶ Updating invoice details for customer orders: You can update invoice price details for parts consumed, resources, labor hours and other external services consumed by task/work order/package (aircraft maintenance execution). In addition it allows you to record taxes, charges and discounts. A prepayment or direct invoice can also be created using this activity.
- ▶ Routing invoice releases to the finance department

A customer order after approval is accomplished through aircraft maintenance execution or shop work execution. During the course of or subsequent to execution, the system automatically generates invoice releases for specific events associated with the customer order. Such events are referred to as invoice event; examples include task completion, task initiation and work completion. The system updates the accomplishment of these events in the “Customer Order - Services” business component. The system automatically releases an invoice on completion of an invoice event and assigns invoice release # to the invoice. It also sets the Ready to Bill flag for the invoice release to “Yes”, if the event has fulfilled all the prerequisites for invoicing. You can process an invoice only if the Ready to Bill flag is “Yes” in this activity. Subsequent to invoice processing, the finance department prepares the final invoice (Customer Service Invoice) based on these invoice releases and dispatches them to the customer.

Invoice and payment terms are defined for specific sale type and pricing basis combinations, and the events to which these are applicable are defined in the contract and are binding on the customer order.

2.9.1 SELECTING AND PROCESSING INVOICE FOR CUSTOMER ORDER

1. Select the **Process Invoice** link under the **Service Sale Billing** business component. The **Select Customer Order – Services** page appears. See *Figure 2.58*.

| # | Error Log | Inv. Rel. # | Event Compl.? | Exe. Dec. # | Execution Status | Customer # | Cust. Order # | Cust. PO # | Sale Type |
|----|-----------|-------------|---------------|-----------------|------------------|------------|----------------|------------|-----------|
| 1 | | 1 | Yes | CWO-008590-2015 | | 400007 | CO-007675-2015 | 123 | T & M |
| 2 | | 2 | Yes | CWO-008602-2015 | | 400007 | CO-007692-2015 | 400007 | FP |
| 3 | | 1 | Yes | | | 400007 | CO-007698-2015 | C2015 | FP |
| 4 | | 1 | Yes | CWO-008622-2016 | | 400007 | CO-007715-2016 | 123 | FP |
| 5 | | 1 | Yes | CWO-008624-2016 | | 400007 | CO-007716-2016 | 123 | FP |
| 6 | | 2 | Yes | CWO-008625-2016 | | 400007 | CO-007717-2016 | 123 | FP |
| 7 | | 1 | Yes | CWO-008666-2017 | | 400007 | CO-007757-2017 | sd | T & M |
| 8 | | 1 | Yes | CWO-008733-2017 | | 400007 | CO-007799-2017 | gf | T & M |
| 9 | | 1 | Yes | CWO-008734-2017 | | | | glt | T & M |
| 10 | | 1 | Yes | CWO-008752-2017 | | | | as | T & M |

Figure 2.55 Selecting customer order for invoice processing

2. Select filters in the **Search Criteria** group box to find the order that you wish to invoice.
3. Select the **Search** pushbutton. The **Process Invoice** multiline displays the following details of customer service orders that match the search criteria.

Updating Customer PO numbers in bulk

4. Select the **Update Cust. PO #** pushbutton to bulk update customer PO numbers against customer orders.

Processing invoice

5. In the **Process Invoice** multiline, enter the Inv. Category, Inv. Date, Pay Term and User Status for the invoice release.
6. Select the customer orders in the multiline that you wish to invoice.
7. Select the **Process Invoice** pushbutton.

The system processes invoice releases for which the “RTB?” is “Yes”. The release status for the event is set to “Processed” on successful processing of the invoice, if “Auto Cust. Invoice Status?” in the contract related to the customer order is set as “Required”.

Ascertaining the invoice readiness of the customer order

8. Select the Evaluate Invoice Readiness pushbutton.

On evaluation, the system displays the reasons for the invoice not being ready for billing, in the RTB Analysis column in the multiline.

Regenerating invoice release post contract reassignment

9. Select the **Re-setup Invoice** pushbutton to generate the revised invoice release for the customer order, on the basis of the reassigned contract.

Creating direct invoice for a customer order

1. Enter the **Customer Order #** for which you wish to generate a direct invoice.

 *Note: The customer order you specify here must exist in “Approved” status.*

2. Use the **Invoice Type** the drop-down list box to select the type of the direct invoice that you wish to generate. The drop-down list box displays Regular and Prepayment.
3. Select the **Direct Invoicing** link. The **Manage Invoice Release** page appears. You can start recording details in the Direct Rel. Info. tab page.

To proceed,

- ▶ Select the **Manage Invoice Release** link to record information and then process invoice for the customer order selected in the multiline.

2.9.2 MANAGING INVOICE RELEASE

1. Select the data link in the **Customer Service Order** column of the **Search Results** multiline in the **Select Customer Order – Services** page. The **Manage Invoice Release** page appears. *See Figure 2.59.*

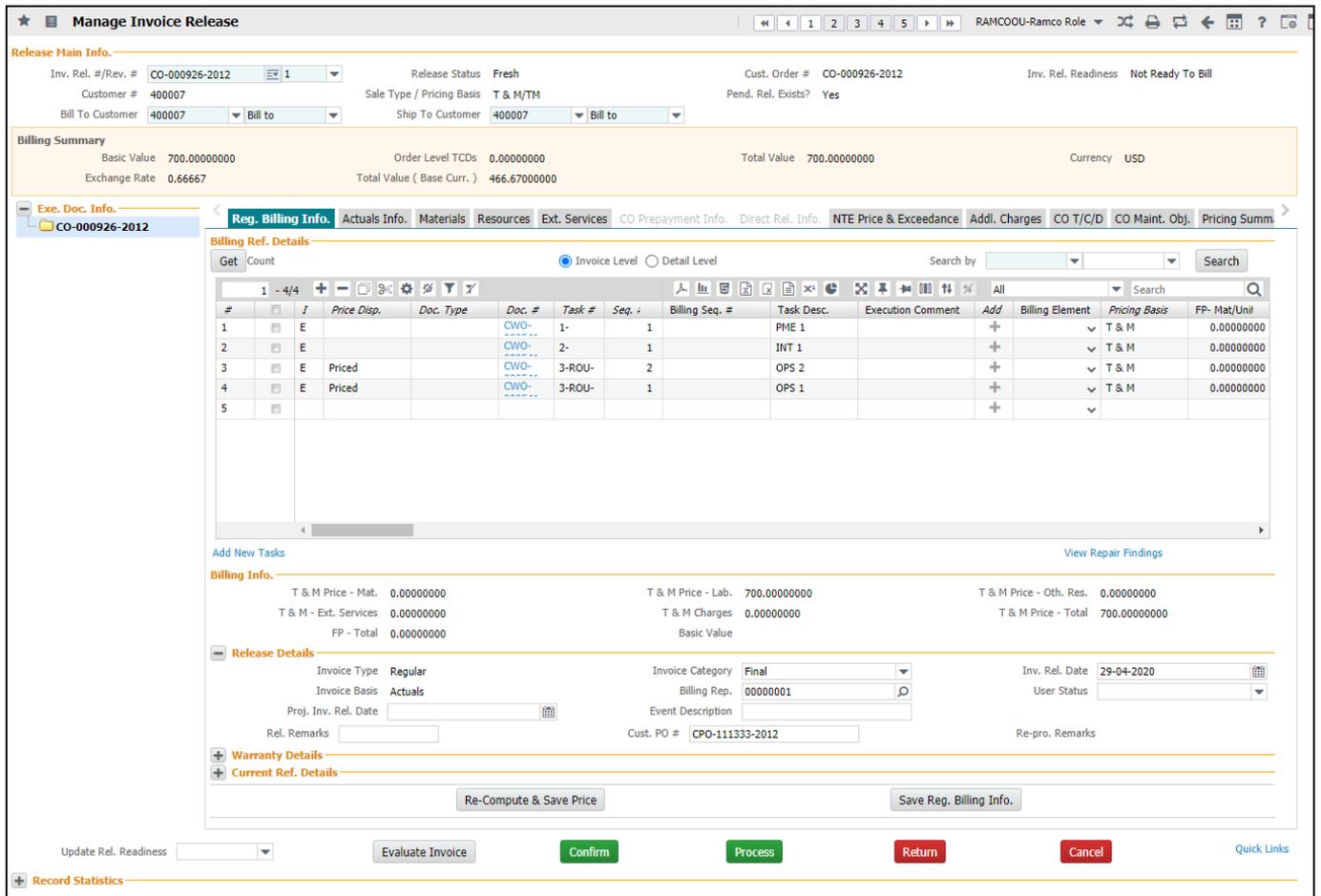


Figure 2.56 Managing invoice release for customer order

Tree representation of customer service order

The **Exe. Doc. Info** pane on the left displays the entire hierarchy of work orders for a customer service order.

2. Select the customer order or any of the shop work orders for which you wish to process invoice in the section. All the tab pages on the right will display specific details of the customer order/shop work order that you select in the section. You can record/modify/view details for the customer order or any of the shop work orders for which you wish to process invoice in these tab pages.

The next section lists the tabs that you may visit to record/modify/view details of tasks that you wish to bill in the invoice release.

Auto setup of Warranty

You can generate Warranty Release prior to the final invoice in order to claim warranty in the Invoice Release screen. This can be based on the following:

Actual Basis

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

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

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

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

Quote Basis

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

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

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

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

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

Traversing to tab pages

3. Select the [Reg. Billing Info.](#) tab to record fixed prices for tasks associated with the customer order/execution document selected in the **Exe. Doc. Info** pane.
4. Select the **Actuals Info.** tab to view T & M charges for tasks associated with the customer order/execution document selected in the "Exe. Doc. Info" pane.
5. Select the [Materials tab](#) to record prices for materials consumed by tasks associated with the customer order/ execution document selected in the **Exe. Doc. Info.** pane.
6. Select the [Resources](#) tab to record prices for resources consumed by tasks associated with the customer order/ execution document selected in the **Exe. Doc. Info.** pane.
7. Select the [Ext. Services](#) tab to record prices of external repairs undertaken for the customer order/execution document selected in the **Exe. Doc. Info** pane.
8. Select the [CO Prepayment Info.](#) tab to record details of prepayment invoice for the customer order.
9. Select the [Direct Rel. Info.](#) tab to record details of direct invoice for the customer order.
10. Select the [Addl. Charges](#) tab to record additional charges for the customer order/execution document selected in the **Exe. Doc. Info.** pane.
11. Select the [CO T/C/D](#) tab to record T/C/D for the customer order.
12. Select the **CO Maint. Obj.** tab to view details of the maintenance object of the customer order/ execution documents.
13. Select the **Pricing Summary** tab to view entire pricing details for the invoice release at the customer order/execution document level selected in the "Exe. Doc. Info" pane.
14. Select the **CO Ref. Doc.** tab to view details of the reference documents and other details associated with the customer order.

Updating release readiness of customer order

15. Use the **Update Rel. Readiness** drop-down list box to indicate whether the customer order can be billed now.

Confirming invoice release for customer order

16. Select the **Confirm** pushbutton.

Processing release for customer order

17. Select the **Process** pushbutton.

Estimating invoice

18. Select the **Evaluate** pushbutton.

Note: The system includes both quantity and price variances arising from purchase order / repair order vendor billing in the service sale bill.

Returning the invoice

19. Select the **Return** pushbutton.

To proceed further,

- ▶ Select the **Upload Documents** link at the bottom of the page to upload the documents
- ▶ Select the **View Associated Doc. Attachments** link to view the associated document attachments
- ▶ Select the **Modification Summary Report** link to view and track all modifications made to identified pricing and billability related field across various tabs in Invoice Release
- ▶ Select the **Preview Invoice** link to launch the Preview Invoice Report

Canceling invoice release

20. Select the **Cancel** pushbutton.

Recording regular billing information

1. Click the **Reg. Billing Info.** tab in the **Manage Invoice Release** page. See Figure 2.60.

The screenshot displays the 'Manage Invoice Release' interface. The 'Reg. Billing Info.' tab is active. A table titled 'Billing Ref. Details' is shown with columns: #, I, Price Disp., Doc. Type, Doc. #, Task #, Seq. #, Billing Seq. #, Task Desc., Execution Comment, Add, Billing Element, Pricing Basis, and FP- Mat/Unit. A yellow callout box points to the 'Count' column header, stating: 'Indicates the number of tasks that are present in the Invoice Release.' Below the table are sections for 'Billing Info.', 'Release Details', 'Warranty Details', and 'Current Ref. Details'. At the bottom, there are buttons for 'Evaluate Invoice', 'Confirm', 'Process', 'Return', and 'Cancel', along with a 'Quick Links' link.

Figure 2.57 Recording billing details customer order/execution document

In the **Billing Ref. Details** section

2. Select the **Invoice Level** radio button to retrieve details of the pricing tasks/pricing documents level from the customer order/execution document. or select the **Detail Level** radio button to retrieve all details of the customer order/execution document.
3. Use the **Search By** drop-down list box to select an attribute of those tasks/documents that you wish to retrieve from the customer order/execution document and click the **Search** pushbutton to view task details in the multiline.

To retrieve pending tasks and include them in the invoice release

4. In the **Search on Pen. Rel.** group box, select the **Get** pushbutton to display pending tasks from the customer order/ execution document selected in the **Exe. Doc. Info.** section. (Pending tasks refer to tasks that have not been included in the invoice release.) The **Billing Ref . Details** multiline displays the tasks not yet included in the invoice release.

*Note: By default, the Count displays the number of pending tasks against the total number of tasks from the customer order/execution document selected in the **Exe. Doc. Info.** section. (Pending tasks refer to tasks that are not included in the invoice release.)*

5. Select the **Add New Tasks** link for addition of new tasks directly into Release without updating execution details.
6. Select the **Save Reg. Billing Info.** pushbutton.

To retrieve tasks from the invoice release

1. In the **Search on Curr. Rel.** group box, select the **Invoice Level** radio button to retrieve details of all pricing tasks from the customer order/execution document that you have selected in the **Exe. Doc. Info** section.
2. Select the **Detail Level** radio button to retrieve details of all tasks from the customer order/execution document that you have selected in the **Exe. Doc. Info** section.
3. Use the **Search by** first drop-down list box to select an attribute of the customer service order to retrieve records in the multiline. The drop-down list box displays the following: Billable?, COA Exists?, COA?, Pricing Task? and Processed?. Use the second drop-down list box to indicate whether the attribute that you select in the first drop-down list box must be true for the customer service order that you wish to retrieve. The drop-down list box displays the following: Yes and No.
4. Select the **Search** pushbutton to display tasks in the **Billing Ref. Details** multiline.

To record details of tasks in the invoice release

In the **Billing Ref. Details** multiline,

5. Enter the sequence of tasks to be presented to the customer in the Invoice Release document. In the **Billing Seq. #** column and provide the **Execution Comments**.
6. Click the '+' icon in the **Add** column to add tasks directly in the Invoice Release screen between the existing tasks.
7. Enter FP – Mat., FP – Lab., FP – Oth. Res. and FP – Total for the task.
8. Select the **Processed?** check box indicates that you have verified the details in this tab.
9. Use the **Billable?** drop-down list box to indicate whether the task must be billed to the customer. The drop-down list box displays the following: No and Yes.
10. Use the **COA?** drop-down list box to indicate whether the task is out of scope of the customer order. The drop-down list box displays the following: In Scope and Out of Scope. Select:
 - In Scope, to indicate that the task is stipulated in the customer order.
 - Out of Scope, to indicate that the task is not stipulated in the customer order nonetheless was carried out due to an unforeseen event.
11. Use the **Warranty Res.** drop-down list box to indicate whether warranty is necessary for the part/aircraft repaired/ maintained by the task.
12. Enter the **Modification Notes** to elaborate on the reasons for change in fixed prices of the task. This field is mandatory, if the user has modified any of the fixed prices.
13. Select **Add New Tasks** link for addition of new tasks directly into Release without updating execution details
14. Select the **View Repair Findings** link to view details of repairs
15. Select the **Save Reg. Billing Info.** pushbutton to save details that you have entered in the tab. The system updates T & M Price – Mat., T & M Price – Lab., T & M Price – Oth. Res., T & M Price – Charges, T & M Price – Ext. Repairs, T & M Price – Total, FP – Total and Basic Value in the Billing Summary group box based on the fixed prices that you

have specified in the multiline. However, only those tasks that have been completed are recomputed on click of the pushbutton.

Note: Basic Value = T & M Price – Total + FP – Total

Note: T & M Price – Total = T & M Price – Mat. + T & M Price – Lab. + T & M Price – Oth. Res. + T & M Price – Charges + T & M Price – Ext. Repairs

The **Release Details** group box displays the details for the customer service order/shop work order/AME Ref. #/customer purchase order that you have selected in the **Exe. Doc. Info.** section. You may also specify details for the customer order/ execution document in the group box that you have selected in the **Exe. Doc. Info.** section.

16. In the **Release Details** group box, use the **Invoice Category** drop-down list box to select the user status of the customer order/execution document.
17. Enter the **Inv. Rel. Date** to indicate the date of invoice release of the customer order.
18. Use the **User Status** drop-down list box to select the user status of the customer order/execution document.
19. Enter the **Proj. Inv. Rel. Date** to specify the projected date of invoice release for the entire customer order.

In the **Warranty Details** group box

20. Enter the number identifying the warranty instalment in the **Warranty Inst. #** field.
21. Use the **Warranty Res.** drop-down list box to select the warranty status of the customer order. The drop-down list box displays the following: Partially Accepted, Rejected and Accepted

In the **Current Ref. Details** group box

22. The **Exe. Doc. Type** and **Exec. Doc #** indicates the execution document that you selected in the in the “Exe. Doc. Info.” section.
23. Select the **Re-Compute** and **Save Price** pushbutton, to re-compute display and save prices of materials, resources, additional charges, external repairs for all tasks in the invoice release based on the latest changes in the multiline.
24. Select the **Save Reg. Billing Info.** pushbutton. to create a new invoice release manually or save the updated details of an existing invoice release.

Recording material details

1. Click the **Materials** tab in the **Manage Invoice Release** page. See *Figure 2.61*.

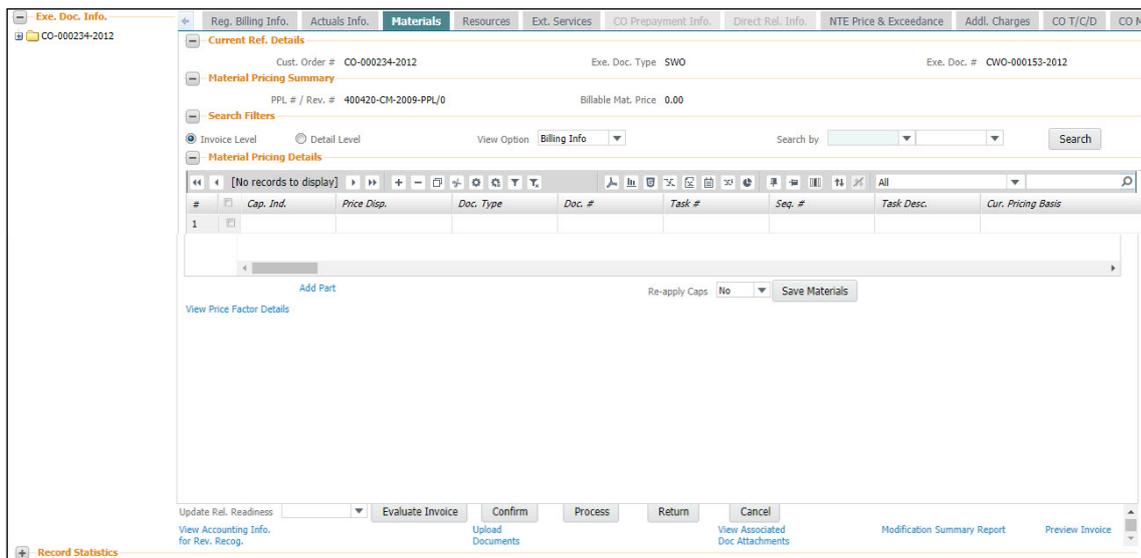


Figure 2.58 Recording material details for customer order/execution document

To retrieve materials from the invoice release

2. In the **Search Filters** group box, select the following to retrieve details of the customer order/execution document that you have selected in the **Exe. Doc. Info** pane on the left of the page.
3. Select the **Invoice Level** radio button to retrieve details of all pricing tasks from the customer order/execution document that you have selected in the **Exe. Doc. Info** section. Note: You cannot modify data if you select the Invoice Level radio button.
4. Select the **Detail Level** radio button to retrieve details of all tasks from the customer order/execution document that you have selected in the **Exe. Doc. Info** section.

 *Note: Select this radio button, if you wish to modify data.*

5. Use the **View Option** drop-down list box to indicate the version of material details you wish to view. The drop-down list box displays the following: **Billing Info** and **Actual Info**. Select:
 - Billing Info.: If you wish to view prices as billed to the customer.
 - Actual Info.: If you wish to view prices as per T & M pricing.

 *Note: You cannot modify any data in this tab page, if View Option is selected as "Actual Info."*

Use the **Search by** first drop-down list box to select an attribute of the customer service order to retrieve records in the multiline. The drop-down list box displays the following: Billable?, COA?, Pricing Task? and Processed?. Use the second drop-down list box to indicate whether the attribute that you select in the first drop-down list box must be true for the customer service order that you wish to retrieve. The drop-down list box displays the following: Yes and No.

6. Select the **Search** pushbutton to display materials in the **Material Pricing Details** multiline.

To record details of materials in the invoice release

In the **Material Pricing Details** multiline,

7. Enter the quantity of the part that the task utilized for maintenance/repair in the **Qty** field.
8. Enter the rate of the part as stipulated in the part price list in the **Ref. Price** field.
9. Enter the **Covered Base Rate** that is the amount of the base rate that is not billable.
10. Enter the Unit Mark-up, Cap on Unit Mark-up and Covered Unit Mark-up for the consumed part
11. Select the **Processed?** check box indicate that you have verified the details in this tab.
12. Use the **Billable?** drop-down list box to indicate whether the task must be billed to the customer. The drop-down list box displays the following: No and Yes
13. Use the **COA?** drop-down list box to indicate whether the task is out of scope of the customer order. The drop-down list box displays the following: In Scope and Out of Scope. Select
 - In Scope, to indicate that the task is stipulated in the customer order.
 - Out of Scope, to indicate that the task is not stipulated in the customer order nonetheless was carried out due to an unforeseen event.
14. Use the **Warranty Res.** drop-down list box to indicate whether warranty is necessary for the part/aircraft repaired/maintained by the task.
15. Enter **Modification Notes** to elaborate on the reasons for change in fixed prices of the task. This field is mandatory, if you have modified any of the fixed prices.
16. Click the **Add Part** link to facilitate part addition.
17. Use the **Reapply Caps** drop-down list box to enable the system to put a ceiling on the prices of materials utilized by the task. *Mandatory*. The drop-down list box displays the following: Yes and No. Select
 - "Yes" to enable the system to put a ceiling on the prices of resources utilized by the task.
 - "No", to manually cap the prices of materials.

18. Select the **Save Materials** pushbutton to save the details that you have entered in this tab. The system updates **Billable Mat. Price** in the **Material Pricing Summary** group box based on the fixed prices that you have specified in the multiline. However, only those tasks that have been completed are recomputed on click of the pushbutton.

Recording resource details

1. Click the **Resources** tab in the **Manage Invoice Release** page. See Figure 2.62.

The screenshot displays the 'Resources' tab in the 'Manage Invoice Release' page. The interface is divided into several sections:

- Current Ref. Details:** Shows 'Cust. Order # CO-004481-2012', 'Exe. Doc. Type SWO', and 'Exe. Doc. # CWO-004736-2012'.
- Resource Pricing Summary:** Displays 'SPL # / Rev. # 400006-HM-SPL/2', 'Billable Lab. Price 3158.71', and 'Billable Oth. Res. Price 0.00'.
- Search Filters:** Includes 'Invoice Level' and 'Detail Level' radio buttons, a 'View Option' dropdown set to 'Billing Info', and a 'Search by' dropdown.
- Resource Pricing Details:** A table with 10 rows and 9 columns: '#', 'Cap. Ind.', 'Price Disp.', 'Doc. Type', 'Doc. #', 'Parent WO #', 'Task #', 'Seq. #', and 'WBS Code'. The data includes various resource types like 'SWO' and 'Primary Exec.Doc' with associated document numbers and task identifiers.
- Task-Timesheet Info.:** Features a 'Re-apply Caps' dropdown set to 'No' and an 'Update Qty/Reapply Pricing' dropdown set to 'No', along with a 'Save Resources' button.
- Bottom Navigation:** Contains buttons for 'View Timesheet Info.', 'Add Resource', 'Review Timesheet Details', 'View Accounting Info.', 'Upload Documents', 'View Associated Documents', 'Modification Summary Report', and 'Preview Invoice'. It also includes 'Update Rel. Readiness' set to 'Yes' and buttons for 'Evaluate Invoice', 'Confirm', 'Process', 'Return', and 'Cancel'.

Figure 2.59 Recording details of other resources customer order/execution document

To retrieve resources from the invoice release

1. In the **Search Filters** group box, select the following to retrieve details of the customer order/execution document that you have selected in the **Exe. Doc. Info** pane on the left of the page.
2. Select the **Invoice Level** radio button to retrieve details of all pricing tasks from the customer order/execution document that you have selected in the **Exe. Doc. Info** section.

Note: You cannot modify data if you select the Invoice Level radio button.

3. Select the **Detail Level** radio button to retrieve details of all tasks from the customer order/execution document that you have selected in the **Exe. Doc. Info** section.

Note: You can modify data only if you select the Detail Level radio button.

4. Use the **View Option** drop-down list box to indicate the version of resource details you wish to view. The drop-down list box displays the following: **Billing Info** and **Actual Info**. Select:
 - **Billing Info.:** If you wish to view prices as billed to the customer.
 - **Actual Info.:** If you wish to view prices as per T & M pricing.

Note: You cannot modify any data in this tab page, if View Option is selected as "Actual Info."

5. Use the **Search by** first drop-down list box to select an attribute of the customer service order to retrieve records in the multiline. The drop-down list box displays the following: **Billable?**, **COA?**, **Pricing Task?** and **Processed?**. Use the second drop-down list box to indicate whether the attribute that you select in the first drop-down list box

must be true for the customer service order that you wish to retrieve. The drop-down list box displays the following: Yes and No.

6. Select the **Search** pushbutton to display details in the **Resource Pricing Details** multiline.

To record details of resources in the invoice release

In the **Resource Pricing Details** multiline,

7. Enter the quantity of the resource utilized by the task in the repair/maintenance of the part/aircraft in the **Qty** field.
8. Enter the quantity of the part that is not billable for the resource in the **Covered Qty.** field.
9. Enter the **Unit Price** of the resource as stipulated in the service pricelist associated with the customer order.
10. Enter the amount of the extended price that is not billable for the resource in the **Covered Extd. Price** field. By default, the system displays the covered extended price for the resource as stipulated in the sale contract.
11. Enter the ceiling on the quantity of the resource the task can utilize for the maintenance of the part/aircraft in the **Max. Qty.** field.
12. Enter the ceiling on the extended price of the resource as stipulated in the sale contract. In the **Max. Extd. Price** field.
13. Select the **Processed?** check box to indicate that you have verified the resource pricing information.
14. Use the **Billable?** drop-down list box to indicate whether the task must be billed to the customer. The drop-down list box displays the following: No and Yes.
15. Use the **COA?** drop-down list box to indicate whether the task is out of scope of the customer order. The drop-down list box displays the following: In Scope and Out of Scope. Select:
 - In Scope, to indicate that the task is stipulated in the customer order.
 - Out of Scope, to indicate that the task is not stipulated in the customer order nonetheless was carried out due to an unforeseen event.
16. Enter the **Modification Notes** to specify reasons for change in the following prices, if any: Covered Qty., Covered Extd. Price, Max. Qty. and Max. Extd. Price. This field is mandatory, if you have modified the aforementioned prices.
17. Select the **View Timesheet** pushbutton to view timesheet details.
18. Select the **Add Resource** link to add resource details.
19. Use the **Reapply Caps** drop-down list box to indicate whether the system must cap prices of materials. The drop-down list box displays the following: Yes and No. Select:
 - "Yes" to enable the system to put a ceiling on the prices of the resources utilized by the task.
 - "No", to manually cap the prices of materials.
20. Use the **Update.Qty/Reapply Pricing** to specify whether Billable Labor Quantity will be considered only on the basis of resources available in the Employee Timesheet section or not
 - ✎ *Note: The system defaults value in this field based on the parameter set in the Set Sales Process Parameters.*
21. Select the **Save Resources** pushbutton to save the details that you have entered in this tab. The system updates **Billable Lab. Price** and **Billable Oth. Res. Price** in the **Resource Pricing Summary** group box based on the fixed prices that you have specified in the multiline.

To view timesheet details – Work Detail multiline

Figure 2.60 View Timesheet Info

1. Select the **View Timesheet Info.** pushbutton to view time sheet information retrieve and modify work details and the corresponding Timesheet information for the selected tasks in the Resource pricing multiline See *Figure 2.63*.

The system displays the **View-Timesheet Details Info.** Section:

Work Detail Multiline

2. Use the **Work Details For Task** drop down list box to specify work detail for task.
3. Enter details such as Exec. Doc. #, and Task #,
4. Provide the starting date and Time when the task was begun in the package in the **From Date & Time** and the end date and Time when the task was completed in the package in the **To Date & Time** column
5. Click the **Save Work Details** pushbutton to save all the details entered in the 'Work Details' multiline.

To view timesheet details - Work Detail Summary

6. Use the **Summary of Task** drop-down list box to specify the summary of the task.
In the Work Detail multiline,
7. Enter the corrective action of the Discrepancy in the Work Detail column.
8. Provide the total number of hours that has to be billed in the **Billable Hrs.** column and The total number of employees that has to be billed. In the **Billable Emp.** column.
9. Use the **Res. Type** drop down list box to to specify the type of resource which is to be added for billing and provide other details.
10. Select the **Save Work Details Summary** pushbutton to save the work details summary

To view Employee Timesheet Details

This section provides a breakdown of the selected task at employee timesheet level.

11. Enter **Employee #** for whom time record is booked and provide the duration of time booked in **Duration** column.
12. Specify details such as Start Date and Time, End Date and Time, Location and other details.
13. Select the **Save Employee Timesheet** pushbutton to save the details that you have entered in this tab.
14. Select the **View Price Factor Details** link to view the price factor details.

15. Select the **Compare Resource Info.** link to generate a comparative report on the quantity / amount estimated and quoted against the actual billable values for resources for a given job.

Recording external service details

1. Click the **Ext. Services** tab in the **Manage Invoice Release** page. See Figure 2.64.

Figure 2.62 Recording details of external services for customer order/execution document

To retrieve external services from the invoice release

In the **Search Filters** group box, select the following to retrieve details of the customer order/execution document that you have selected in the **Exe. Doc. Info** pane on the left of the page.

2. Use the **View Option** drop-down list box to indicate the version of resource details you wish to view. The drop-down list box displays the following: **Billing Info** and **Actual Info**. Select:
 - **Billing Info.**: If you wish to view prices as billed to the customer.
 - **Actual Info.**: If you wish to view prices as per T & M pricing

Note: You cannot modify any data in this tab page, if View Option is selected as "Actual Info."
3. Use the **Search by** first drop-down list box to select an attribute of the customer service order to retrieve records in the multiline. The drop-down list box displays the following: **Billable?**, **COA?**, and **Processed?**. Use the second drop-down list box to indicate whether the attribute that you select in the first drop-down list box must be true for the customer service order that you wish to retrieve.
4. Select the **Search** pushbutton to display details in the **Ext. Services Pricing Details** multiline.

To record details of external services in the invoice release

In the **Ext. Services Pricing Details** multiline,

5. Enter the number of parts sent to the supplier for repair/maintenance in the **Qty.** field.
6. Enter the rate of repair/maintenance for each part as per repair order/purchase order currency in the **Basic Rate (Doc. Curr)** field. The basic rate is mandatory, if pricing basis is Fixed Price (FP).
7. Enter **Unit Tax**, **Unit Charge** and **Unit Discount** liable on each part repaired/served by the supplier.
8. Enter the base rate that is not billable for the external service in the **Covered Base Rate** field.

9. Enter the upper limit on the mark-up for each part, as stipulated in the sale contract in the **Cap on Unit Mark-up** field.
10. Enter the amount of the unit price that is not billable for the resource as stipulated in the sale contract in the **Covered Unit Price** field.
11. Enter the upper limit for the Extd. Mark-up amount as stipulated in the sale contract of the customer order in the **Cap on Extd. Mark-up** field.
12. Enter the upper limit for the extended price as stipulated in the sale contract for the customer order, in the **Max. Extd. Price** field.
13. Select the **Processed?** check box indicate that you have verified the details in this tab.
14. Use the **Billable?** drop-down list box to indicate whether the task must be billed to the customer. The drop-down list box displays the following: No and Yes.
15. Use the **COA?** drop-down list box to indicate whether the task is out of scope of the customer order. The drop-down list box displays the following: In Scope and Out of Scope. Select:
 - In Scope, to indicate that the task is stipulated in the customer order.
 - Out of Scope, to indicate that the task is not stipulated in the customer order nonetheless was carried out due to an unforeseen event.
16. Enter **Modification Notes** to elaborate on the reasons for change in fixed prices of the task. This field is mandatory, if the user has modified any of the fixed prices.
17. Use the **Reapply Caps** drop-down list box to enable the system to put a ceiling on mark up for the external services.
18. Select the **Save Ext. Services** pushbutton to save the details that you have entered in this tab. The system updates **Billable Ext. Ser.** and **Billable Ext. Rep.** in the **Ext. Services Pricing Summary** group box based on the fixed prices that you have specified in the multiline. However, only those tasks that have been completed are recomputed on click of the pushbutton.

Recording additional charge details

1. Click the **Addl. Charges** tab in the **Manage Invoice Release** page. See *Figure 2.65*.

The screenshot displays the 'Addl. Charges' tab within a software application. The top navigation bar includes tabs for 'Reg. Billing Info.', 'Actuals Info.', 'Materials', 'Resources', 'Ext. Services', 'CO Prepayment Info.', 'Direct Rel. Info.', 'Addl. Charges' (which is active), 'CO T/C/D', and 'CO Mail'. Below the navigation, there are several sections:

- Current Ref. Details:** Shows 'CO # CO-007723-2015' and 'Exe. Doc. #'. There is also a 'CO # / Rev. #' field.
- Charges Summary:** Includes 'SPL # / Rev. #', 'Billable Task Chrgs.', and 'Billable CO Chrgs.'.
- Revision Info.:** Features a 'Get Latest Info.' button and a 'Count 0' indicator.
- Search Filters:** Contains a 'View Option' dropdown menu currently set to 'Billing Info', a 'Search by' field, and a 'Search' button.
- Charges Pricing Details:** This section is currently empty, displaying '[No records to display]'. It includes a table with columns: '#', 'I', 'Price Disp.', 'Charge Level', 'Exe. Doc. Type', 'Exe. Doc. #', 'Parent WO #', and 'Task #'. The first row shows '1' in the '#' column.

At the bottom center of the interface, there is a 'Save Addl. Charges' button.

Figure 2.63 Recording details of additional charges for customer order/execution document

To retrieve pending additional charges and include them in the invoice release

- In the **Revision Info.** group box, select the **Get Latest Info.** pushbutton to retrieve additional charges that are not included in the invoice release. The **T/C/D** multiline displays all those additional charges that are not included in the invoice release.

 *Note: The Count displays the number of additional charges that are not included in the invoice release.*

- Select the **Save Addl. Charges** pushbutton to include T/C/D in the invoice release.

To retrieve additional charges and include them from the invoice release

- In the **Search Filters** group box, select the following to retrieve details of the customer order/execution document that you have selected in the **Exe. Doc. Info** pane on the left of the page.
- Use the **View Option** drop-down list box to indicate the version of additional charges you wish to view. The drop-down list box displays the following: **Billing Info** and **Actual Info**. Select:
 - Billing Info.:** If you wish to view prices as billed to the customer.
 - Actual Info.:** If you wish to view prices as per T & M pricing.

 *Note: You cannot modify any data in this tab page, if View Option is selected as "Actual Info."*

- Use the **Search by** first drop-down list box to select an attribute of the customer service order to retrieve records in the multiline. The drop-down list box displays the following: **Billable?**, **COA?**, **Pricing Task?** and **Processed?**. Use the second drop-down list box to indicate whether the attribute that you select in the first drop-down list box must be true for the customer service order that you wish to retrieve. The drop-down list box displays the following: **Yes** and **No**.
- Select the **Search** pushbutton to display details in the **Charges Pricing Details** multiline.

To record details of additional charges

- In the **Charges Pricing Details** multiline, enter **Value (PL Curr.)** for the amount of additional charge incurred on the task or customer order in the currency of the service pricelist associated with the customer order. This field is mandatory for customer order level charges. Further, enter the following.
- Use the **Accounting Usage** drop-down list box to select the accounting usage for the additional charge. This field is mandatory only for customer order level charges.
- The **Cost Center** to which the additional charge is applicable, Mandatory.
- Select the **Processed?** check box indicate that you have verified the details in this tab.
- Use the **Billable?** drop-down list box to indicate whether the task must be billed to the customer. The drop-down list box displays the following: **No** and **Yes**.
- Use the **COA?** drop-down list box to indicate whether the task is out of scope of the customer order The drop-down list box displays the following: **In Scope** and **Out of Scope**. Select:
 - In Scope** to indicate that the task is stipulated in the customer order.
 - Out of Scope** to indicate that the task is not stipulated in the customer order nonetheless was carried out due to an unforeseen event.
- Enter the **Modification Notes** to elaborate on the reasons for change in fixed prices of the task. This field is mandatory, if the user has modified any of the fixed prices.
- Select the **Save Addl. Charges** pushbutton to save the details that you have entered in this tab.

Recording Tax/Charge/Discount details

- Click the **CO T/C/D** tab in the **Manage Invoice Release** page. *See Figure 2.66.*

Figure 2.64 Recording TCD details for customer order/execution document

To retrieve pending T/C/D and include them in the invoice release

- In the **Revision Info.** group box, select the **Get Latest Info.** pushbutton to retrieve T/C/D items that are not included in the invoice release. The **T/C/D** multiline displays all those T/C/D items not included in the invoice release.

Note: The Count displays the number of additional charges that are not included in the invoice release.

- Select the **Save CO T/C/D** pushbutton to include T/C/D in the invoice release.

To retrieve T/C/D from the invoice release

- In the **Search Filters** group box, use the **Search by** first drop-down list box to select an attribute of the customer service order to retrieve TCD records from the invoice release. The drop-down list box displays the following: **Billable?**. Use the second drop-down list box to indicate whether the attribute that you select in the first drop-down list box must be true for the customer service order that you wish to retrieve. The drop-down list box displays the following: **Yes** and **No**.
- Select the **Search** pushbutton to display details in the **TCD Details** multiline.

To record and compute T/C/D

- In the **TCD Details multiline**, enter the **TCD #** and **Variant #**. Further, enter the following.
- Enter the TCD Amount and TCD Currency.
- Use the **Applied On** drop-down list box to select the entity on which the TCD variant is applicable. The drop-down list box displays the following: **Material**, **Resource** or **Order-Level**.
- The **Cost Center** assigned to the customer order.
- Use the **Billable?** drop-down list box to indicate whether you wish to bill the TCD amount to the customer. The drop-down list box displays the following: **No** and **Yes**.
- The **Pay to Supplier #** to whom the TCD payment was made.
- Select the **Compute TCD** pushbutton to compute and display **TCD Amount** in the **TCD Details** multiline.
- Select the **Save CO T/C/D** pushbutton to save the details in this tab.

Recording direct invoice details

1. On click of the **Direct Invoicing** link in the **Select Customer Order – Services** page, you automatically traverse to the **Direct Rel. Info. tab** page in the **Manage Invoice Release** page. See *Figure 2.1*. You are required to record **Addl. Charges** and **CO T/C/D** tabs subsequent to entries in this tab. See *Figure 2.67*.

The screenshot displays the 'Direct Rel. Info.' tab within a software application. The interface is organized into several sections:

- Release Details:** Contains fields for 'Invoice Type' (set to Regular), 'Invoice Category' (set to Detail), 'Invoice Basis', 'Billing Rep.' (00041383), 'Proj. Inv. Rel. Date', 'Inv. Rel. Date' (15-07-2016), and 'User Status'.
- Direct Release Summary:** A summary section with fields for 'Material Price', 'Labour Price', 'Oth. Res. Price', 'Charges', 'Ext. Services', and 'Basic Value'.
- Direct Release Details:** A table with the following columns: '#', 'Pricing Description', 'Material Price', 'Labour Price', 'Oth. Res. Price', 'Addl. Charges', 'Ext. Services', and 'Total Price'. The table currently shows one row with the number '1' in the first column.
- Navigation and Controls:** Includes a toolbar with various icons and a 'Save Direct Rel. Info.' button at the bottom center.

Figure 2.65 Recording details for customer direct invoice

2. In the **Release Details** group box, use the **Invoice Category** drop-down list box to select the category of invoice release generated for the customer service order.
3. The **Inv. Rel. Date** to indicate the date of release of the invoice for the customer order.
4. Use the **User Status** drop-down list box to select the user status for the invoice release associated with the customer order.
5. Enter **Proj. Inv. Rel. Date** to indicate the projected date of invoice release for the customer order.
6. In the **Direct Release Details**, enter **Pricing Description** of the task/purpose for which you wish to record prices.
7. Enter **Material Price**, **Labour Price**, **Oth. Res. Price**, **Addl. Charges** and **Ext. Repairs** for the customer order.
8. Select the **Save Direct Rel. Info.** pushbutton to save the details that you have entered in the tab. The system computes and displays the **Total Price** in the multiline based on the latest entries. The system also shows the sum total of **Material Price**, **Labour Price**, **Oth. Res. Price**, **Addl. Charges**, **Ext. Repairs** and **Basis Value** in the **Direct Release Summary** group box based on the new prices that you have specified in the multiline.

Note: Basis Value = Material Price + Labour Price + Oth. Res. Price + Addl. Charges + Ext. Repairs

Recording CO prepayment invoice details

9. On selection of a customer service order with invoice type as “Prepayment” in the **Select Customer Order – Services** page, you automatically traverse to the **CO Prepayment Info. tab** in the **Manage Invoice Release** page. You are required to record **Addl. Charges** and **CO T/C/D** tab pages subsequent to entries in this tab. See *Figure 2.68*.

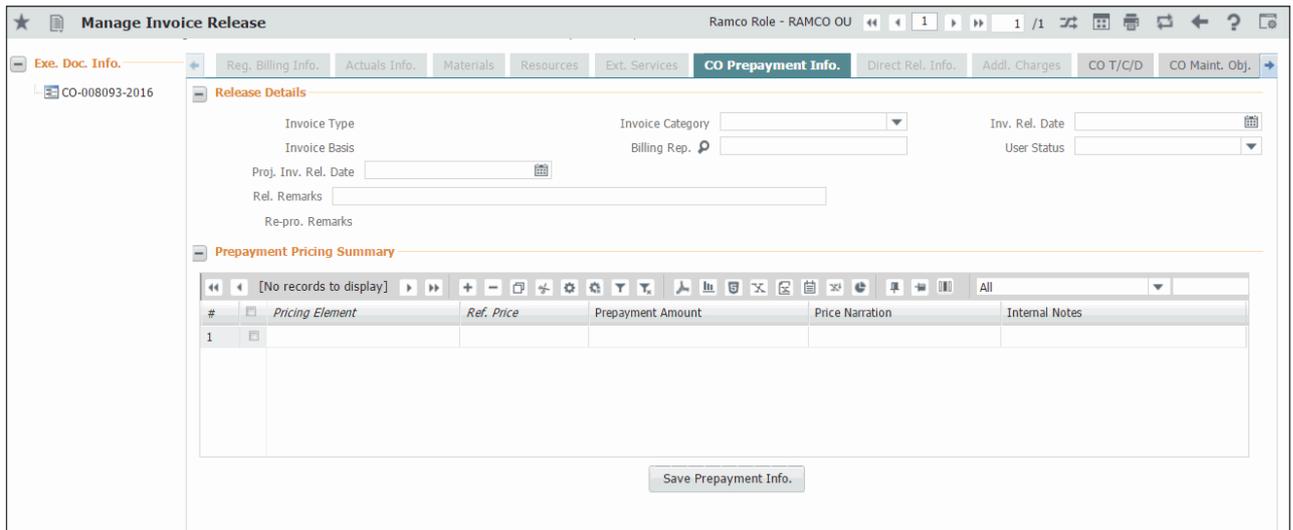


Figure 2.66 Recording details for the customer prepayment invoice

10. Select the **CO Prepayment Info.** tab in the **Manage Invoice Release** page. *See Figure 2.2.*
11. In the **Release Details** group box, use the **Invoice Category** drop-down list box to select the category of invoice release generated for the customer service order.
12. Enter **Inv. Rel. Date** to indicate the date on which the invoice release was generated for the invoice event.
13. Enter the customer representative for the customer service order in the **Billing Rep.** field.
14. Use the **User Status** drop-down list box to select the user status for the invoice release associated with the customer order.
15. Enter **Proj. Inv. Rel. Date** to indicate the projected date for the release of the prepayment invoice for the customer order.
16. In the Prepayment Pricing Summary multiline, enter the Prepayment Amount for the customer order.
17. Select the **Save Prepayment Info.** pushbutton.

2.10 SELECTING DOCUMENTS FOR USAGE BASED BILLING

1. Select the **Manage Usage Based Invoice** activity in the **Service Sale Billing** business component. The **Select Documents** page appears. See *Figure 2.69*.

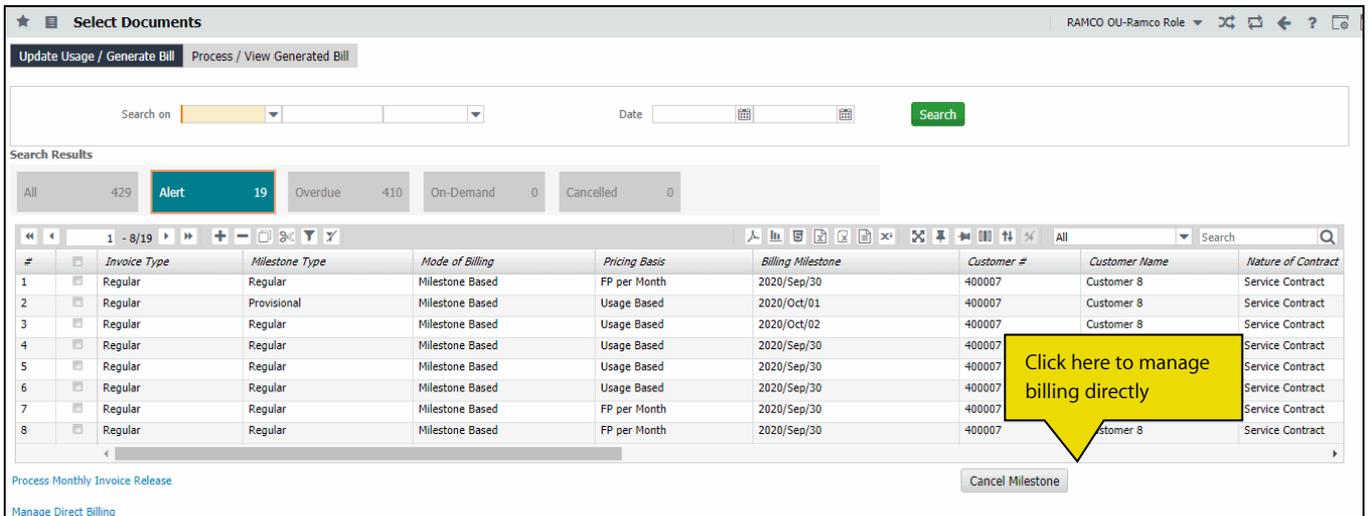


Figure 2.67 Select documents

2. Select the **Update Usage / Generate Bill** tab to update usage details / generate new bills
3. Select the **Process / View Generate Bill** tab page tab to process / view the generated bill.

Updating Usage/Generating new bill

The “Update Usage/Generate Bill” tab page appears by default on launch of the page.

1. Select the **Manage Usage Based Invoice** activity in the **Service Sale Billing** business component. The **Select Documents** page appears. Select the **Update Usage / Generate Bill** tab. See *Figure 2.70*.

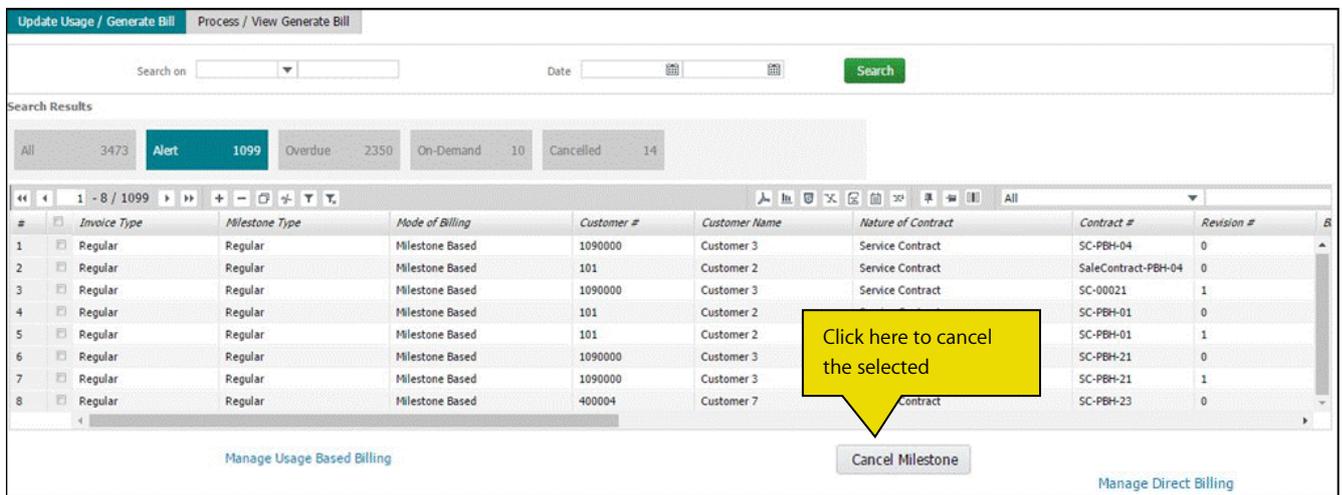


Figure 2.68 Update Usage – Generate Bill tab

2. Use the **Search On** drop-down list box and other search criteria to retrieve the details in the multiline for a given billing period.
3. Click the **Search** pushbutton.
4. In the **Search Results** section, the system displays details of count of records under each of the filter tags as below along with the billing details in the multiline:
 - All - Count of all Milestones / Contracts rendered from Search.

- Alert - Count of all Milestones for which the due Date for processing the release has not yet been crossed.
 - Over-Due - Count of all Milestones / Contracts for which the due date for processing the Release has been crossed.
 - On-Demand - Count of all Milestones/Contracts for which On-Demand Billing has been enabled in the Contract.
 - Cancelled - Indicates the count of all Milestones that were cancelled.
5. Select a milestone from the multiline and select the **Manage Usage Based Billing** link at the bottom of the screen. The **Manage Usage Billing** screen with the usage details for the selected record appears. See Figure 2.71.

| # | Ex. | Billing From Date | Billing To Date | Aircraft Model # | Aircraft Group | Aircraft Reg. # | Aircraft MSN # | Part # |
|---|-----|-------------------|-----------------|------------------|----------------|-----------------|----------------|--------|
| 1 | | 2016-09-01 | 2016-09-30 | 000 | | VT-666 | | |
| 2 | | | | | | | | |

Figure 2.69 Manage Usage Based Billing

6. Enter the actual total usage for billing in the **Act. Billable Usage** column in the multiline
- Or
7. Select a record in the multiline and click the **Get Usage** pushbutton. The system automatically retrieves details of the usage for the Aircraft # / Part # from the Journey log.
 8. Click **Save Usage** to save the updated usage details.
 9. Click the **Confirm Usage** pushbutton indicating that the document is ready for billing.
 10. Select the **One Release per Aircraft** check box if during release you wish to generate one release ID for each aircraft that is bill generated at individual tail level.
 11. Select the “Retain Milestone for exceptions” check box if you wish to generate the same milestone for Object exceptions during generation of release in case of object coverage.
 12. Click the **Generate Release** pushbutton to generate the release ID.

Processing /Viewing Generate Bill

This section displays the details of milestones after the generation of bill

1. Select the Processing/Viewing Generate Bill tab in the Manage Usage Based Invoice activity in the **Service Sale Billing** business component. The **Select Documents** page appears. See Figure 2.72.

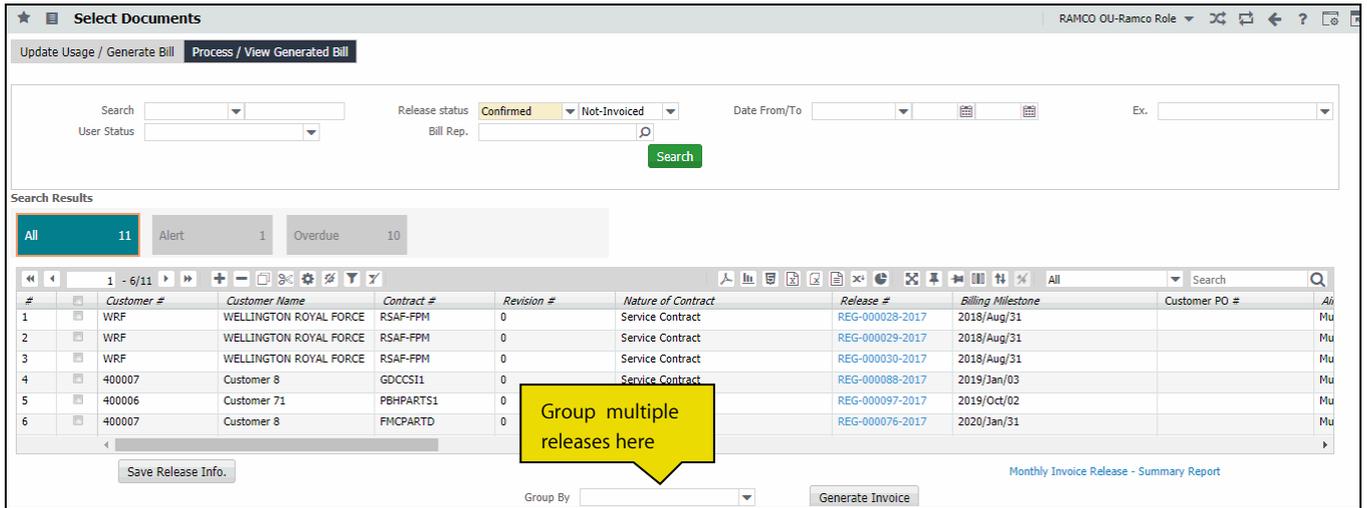


Figure 2.70 Select documents

2. Use the **Search On** drop-down list box and other search criteria to retrieve the details in the multiline for a given billing period.
3. Click the **Search** pushbutton.
4. In the **Search Results** section, the system displays details of count of records under each of the filter tags below along with the billing details:
 - All - Count of all generated Releases rendered from Search.
 - Alert – Count of all Releases for which the due Date for processing the Release has not yet been crossed.
 - Over-Due - Count of all Releases for which the due date for processing the Release has been crossed.
5. Use the **Group By** drop-down list box to select the basis on which you wish to group multiple releases to generate an invoice. You can select from the options **Customer** or **Contract**.
6. Click the **Generate Invoice** pushbutton to generate an invoice in the multiline against the particular record.
7. Click the **Confirm** pushbutton to confirm the Release.
8. Click the **Cancel** pushbutton to cancel the release open the corresponding Sheet ID in “Fresh” status.

To proceed further,

9. Select the **Manage Direct Billing** link at the bottom of the tab page to manage billing directly.

2.11 MANAGING USAGE BASED INVOICE DIRECTLY

1. Select the **Generate Release** pushbutton to process the usage into a Release. The release ID will be generated.
2. Select records in the multiline and select the **Manage Usage Based Billing** link in the **Select Documents** page of the **Manage Usage Based Billing** activity. See Figure 2.73.

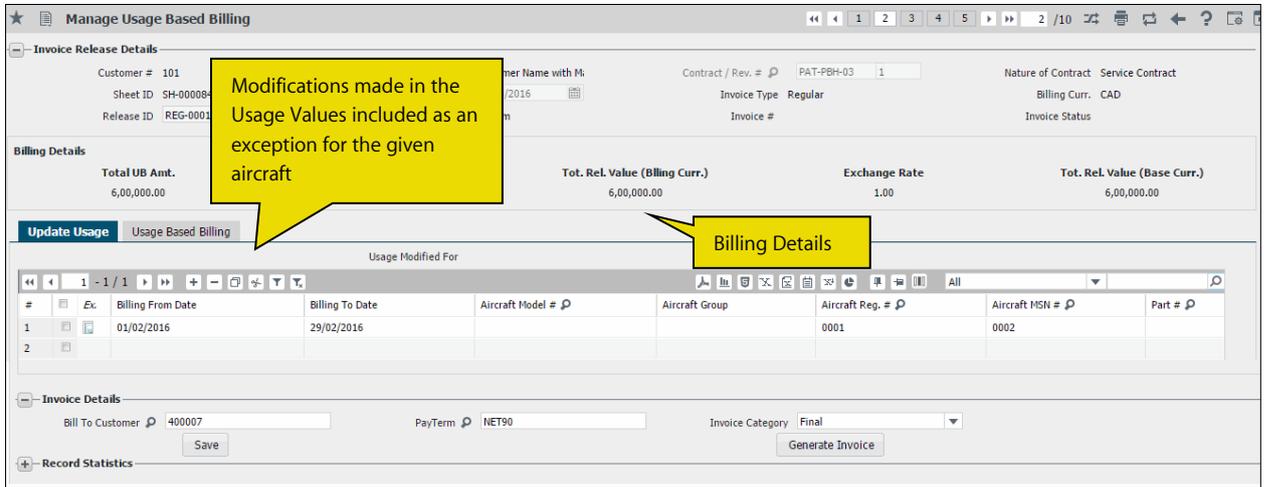


Figure 2.71 Manage Usage Based Invoice directly

3. In the 'Invoice Release Details' group box, use the Release ID drop-down list box to specify the release ID from a list of releases against the Sheet ID.
4. Select the Update Usage tab to updated usage details.
5. Select the Usage Based Billing tab to apply rate to the usage.
6. In the 'Invoice Details' group box, enter the customer to whom the service must be billed in the 'Bill To Customer' field and provide the Pay Term and the Invoice Category.
7. Click the **Save** pushbutton to save the details.
8. Click the **Generate Release** pushbutton to generate the release.

Update Usage tab

This tab allows you to update the usage details of the selected object.

1. Select the **Update Usage** tab in the **Manage Usage Based Billing** link in the **Manage Usage Based** activity of the **Service Sale Billing** business component. See Figure 2.74.

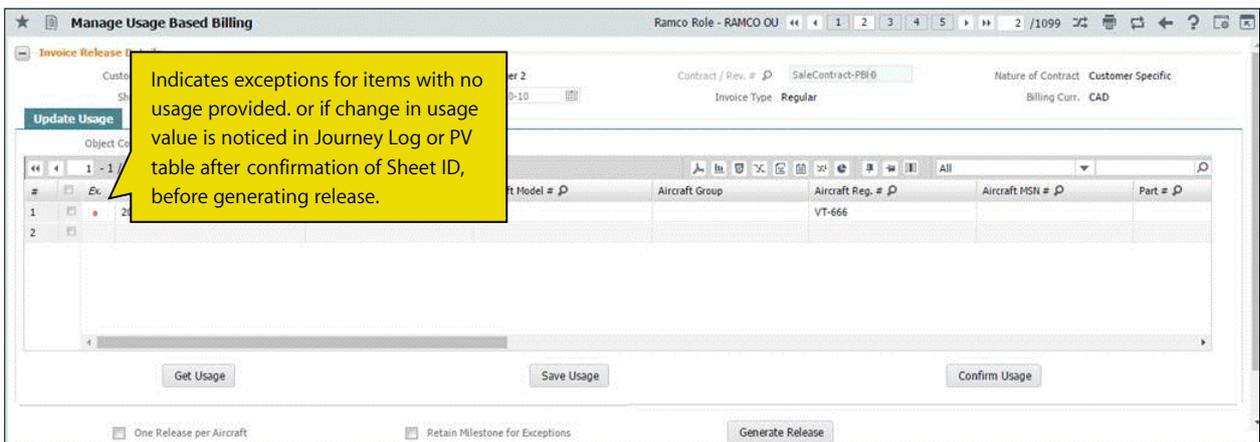


Figure 2.72 Update Usage tab

2. Enter the **Aircraft Model #**, **Billing From** and **To** dates and other details in the multiline.
3. Select the **Get Usage** pushbutton to retrieve details of the usage for the Aircraft # / Part # from the Journey log / PV Table
4. Select the **Save Usage** pushbutton to save the updated usage details.
5. Select the **Confirm Usage** pushbutton to save and confirm the usage details.
6. Select the **One Release per Aircraft** check box if during release you wish to generate one release ID for each aircraft that is bill generated at individual tail level.
7. Select the **Retain Milestone for exceptions** check box if you wish to generate the same milestone for Object exceptions during generation of release in case of object coverage.

Note: The system displays the Retain Milestone for Exceptions only if there is system given milestone billing is present.

8. Select the **Generate Release** pushbutton.

Usage Based Billing tab

This tab allows you to update the usage based billing details.

9. Select the **Update Usage** tab in the **Manage Usage Based Billing** link in the **Manage Usage Based** activity of the **Service Sale Billing** business component. See Figure 2.75.

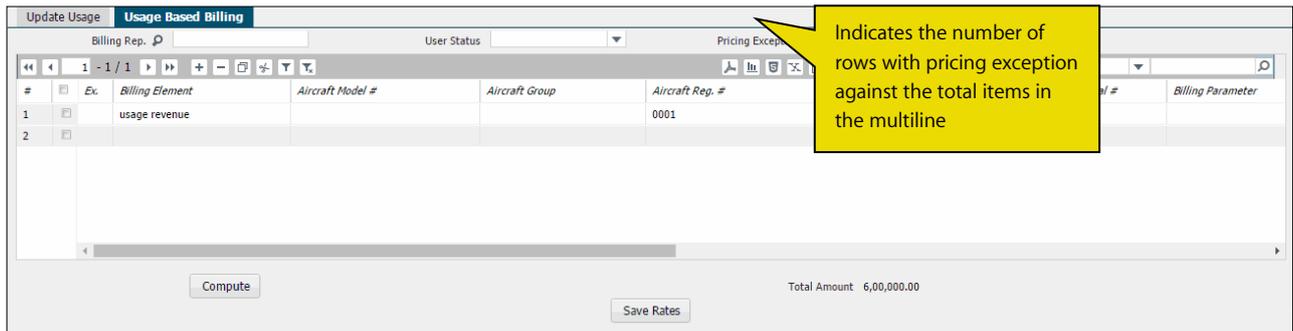


Figure 2.73 Manage Usage Based Invoice directly

10. Enter a code for representative for billing purposes in the **Billing Rep.** field.
11. Use the **User Status** drop-down list box to specify the user status of the contract.
The system displays the details available in the contract in the multiline.
12. Click the **Compute** pushbutton to
13. Select the **Save Rates** pushbutton to save rate details against the usage of the objects.

2.12 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.

2.12.1 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 2.76*.
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.

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.

| # | Customer # | Customer Name |
|---|------------|---------------|
| 2 | 1090000 | Customer 3 |
| 3 | 11133 | RAAM |
| 4 | 123 | XYZ |
| 5 | 400004 | Customer 6 |
| 6 | 400006 | Customer 7 |

Figure 2.74 Selecting customer for creating customer goods pack slip

2.12.2 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. See Figure 2.77.
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.

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.

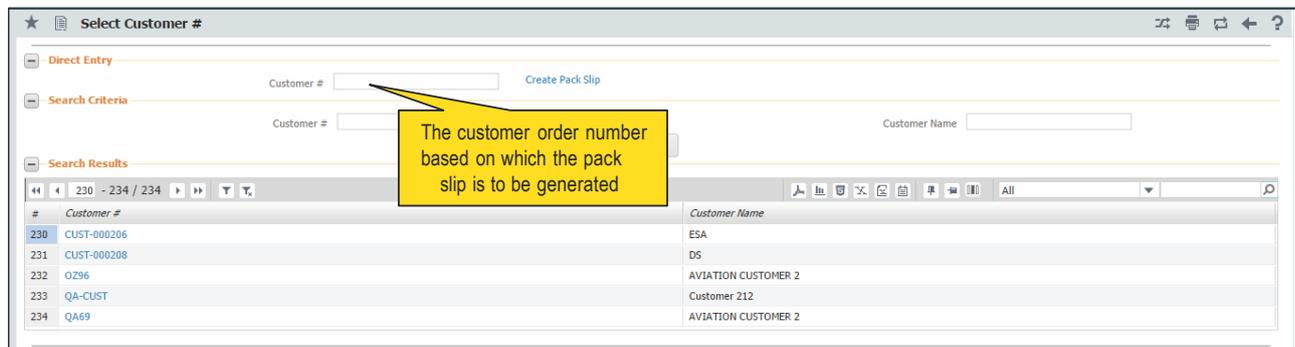


Figure 2.75 Generating customer order based pack slip

2.13 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 2.78.*
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 appears.

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.

The screenshot shows the 'Select Pack Slip #' application window. It features three main sections: 'Direct Entry', 'Search Criteria', and 'Search Results'. The 'Direct Entry' section includes a 'Pack Slip #' field and an 'Allocate Materials for Pack slip' link. The 'Search Criteria' section contains various search fields including 'Pack Slip #', 'Part #', 'Component #', 'Warehouse #', 'Reference Document #', 'Pack Slip Ship Date From', 'Customer #', 'Status', 'User Status', 'Part Type', 'Ref Doc Type', and 'Pack Slip Ship Date To'. The 'Search Results' section displays a table with columns: '#', 'Pack Slip #', 'Pack Slip Date', 'Shipment Date', 'Status', 'User Status', 'Customer #', and 'Customer Name'. The table contains five rows of data. Three yellow callout boxes provide instructions: one points to the 'Pack Slip #' field in 'Search Criteria' with the text 'Enter the code identifying the customer goods based pack slip'; another points to the 'Customer #' field in 'Search Criteria' with the text 'Enter the customer who owns the core or the part that is to be returned'; and a third points to the 'Cancel Allocations' button at the bottom with the text 'Click this pushbutton to cancel the allocation for the customer goods based pack slip'.

| # | Pack Slip # | Pack Slip Date | Shipment Date | Status | User Status | Customer # | Customer Name |
|---|------------------|----------------|---------------|-----------|-------------|------------|---------------|
| 1 | PSPS-000015-2011 | 09-12-2011 | 09-12-2011 | Confirmed | | 400006 | Customer 7 |
| 2 | PSPS-000016-2011 | 09-12-2011 | 09-12-2011 | Confirmed | | 400006 | Customer 7 |
| 3 | PSPS-000017-2011 | 09-12-2011 | 09-12-2011 | Confirmed | | | Customer 7 |
| 4 | PSPS-000020-2011 | 09-12-2011 | 09-12-2011 | Confirmed | | | Customer 7 |
| 5 | PSPS-000024-2012 | 05-01-2012 | 05-01-2012 | Allocated | | | Customer 7 |

Figure 2.76 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 2.79.*
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.

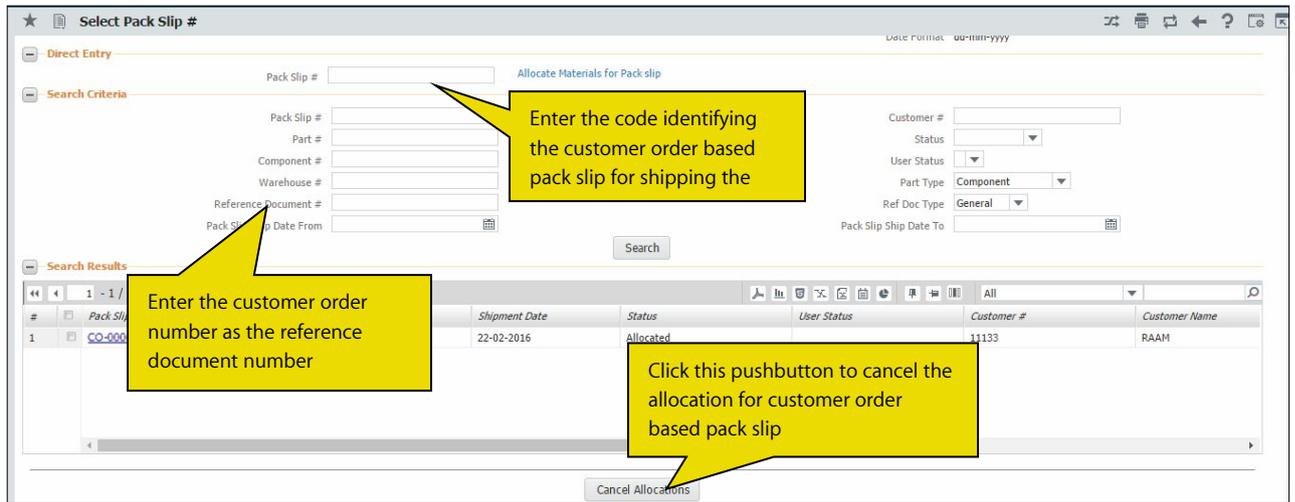


Figure 2.77 Selecting customer order based pack slip for allocation

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.

2.14 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 2.80.

| # | Pack Slip # | Pack Slip Date | Shipment Date | Status | User Status | Customer # | Customer Name |
|---|------------------|----------------|---------------|-----------|-------------|------------|---------------|
| 1 | PSPS-000024-2012 | 05-01-2012 | 05-01-2012 | Allocated | | 400006 | Customer 7 |
| 2 | PSPS-000295-2015 | 01-12-2015 | 01-12-2015 | Allocated | | 400007 | Customer 8 |
| 3 | PSPS-000307-2016 | 22-02-2016 | 22-02-2016 | Allocated | | 11133 | RAAM |
| 4 | PSPS-000309-2016 | | | Allocated | | 101 | Customer 2 |

Figure 2.78 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 2.81.

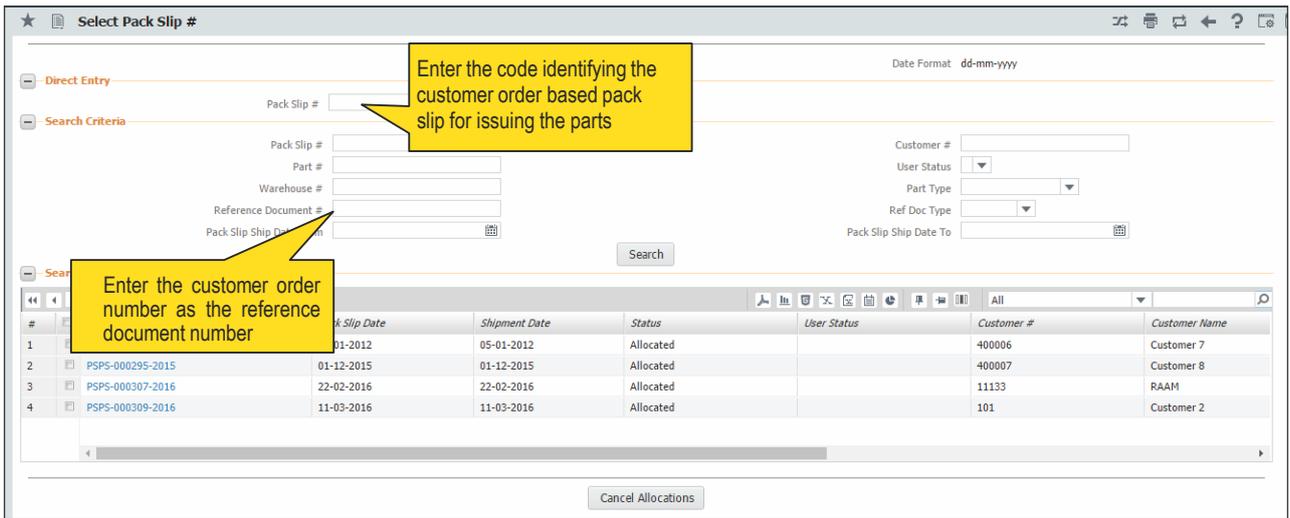


Figure 2.79 Selecting customer order based pack slip

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.

2.15 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.

2.16 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.

2.17 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

5. Select the **Ship Pack Slip** link in the **Pack Slip** business component. The **Select Pack Slip #** page appears. See Figure 2.82.
6. Enter the customer goods based **Pack Slip #** in the **Direct Entry** group box and select the **Ship Pack Slip** link provided alongside.

Figure 2.10 Selecting customer goods based pack slip

Or

7. 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.
8. 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 2.5.
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. See Figure 2.83.

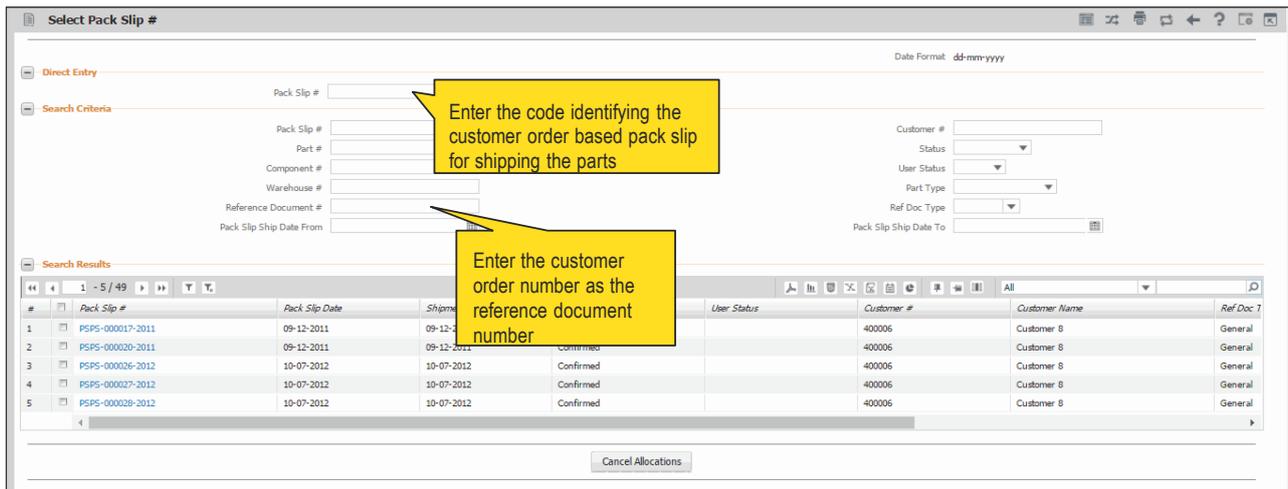


Figure 2.81 Selecting customer order based pack slip

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.

2.18 APPROVING / CLOSING CUSTOMER ORDER

Through this process you as a chief sales manager can process confirmed customer orders. You can perform the following tasks on the customer orders:

- Approve customer order: To initiate work execution of the tasks necessitated by the orders, you must approve confirmed orders. On approval, the system automatically generates the requisite execution documents such as AME Ref., shop work order and repair order for the customer order.
- Return customer order: You can send back an incomplete or an incorrect customer order to the user who created the customer order. This facilitates the creator to record any outstanding information or correct any errors and send it again for approval.
- Close customer order: 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 **Approve / Close Customer Order** under Customer Order – Services business component. The Approve / Close Customer Order page appears. See Figure 2.84.

Figure 2.82 Figure 2.72 Closing customer order

2. Enter the values in the **Search Criteria** group box to find those customer orders that you wish to approve/return/ close.
3. Select the **Search** pushbutton. The **Search Results** multiline displays details of those orders that match the specified search criteria.
4. Enter **Notes** to elaborate details of the action you wish to carry out on the order.
5. Select the check box for the order that you wish to approve, return or close.
6. Select the **Approve** pushbutton to authorize the order.
 - ✍ *Note: The status of the customer order becomes "Approved".*
7. Select the **Return** pushbutton to return the order.
 - ✍ *Note: The status of the customer order becomes "Returned".*
8. Select the **Close/ Short Close** pushbutton to close the order.
 - ✍ *Note: The status of the customer order becomes "Closed".*
9. Select the **Cancel Exe. Doc** pushbutton to cancel the order.

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. 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.

3.1 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 3.85*.

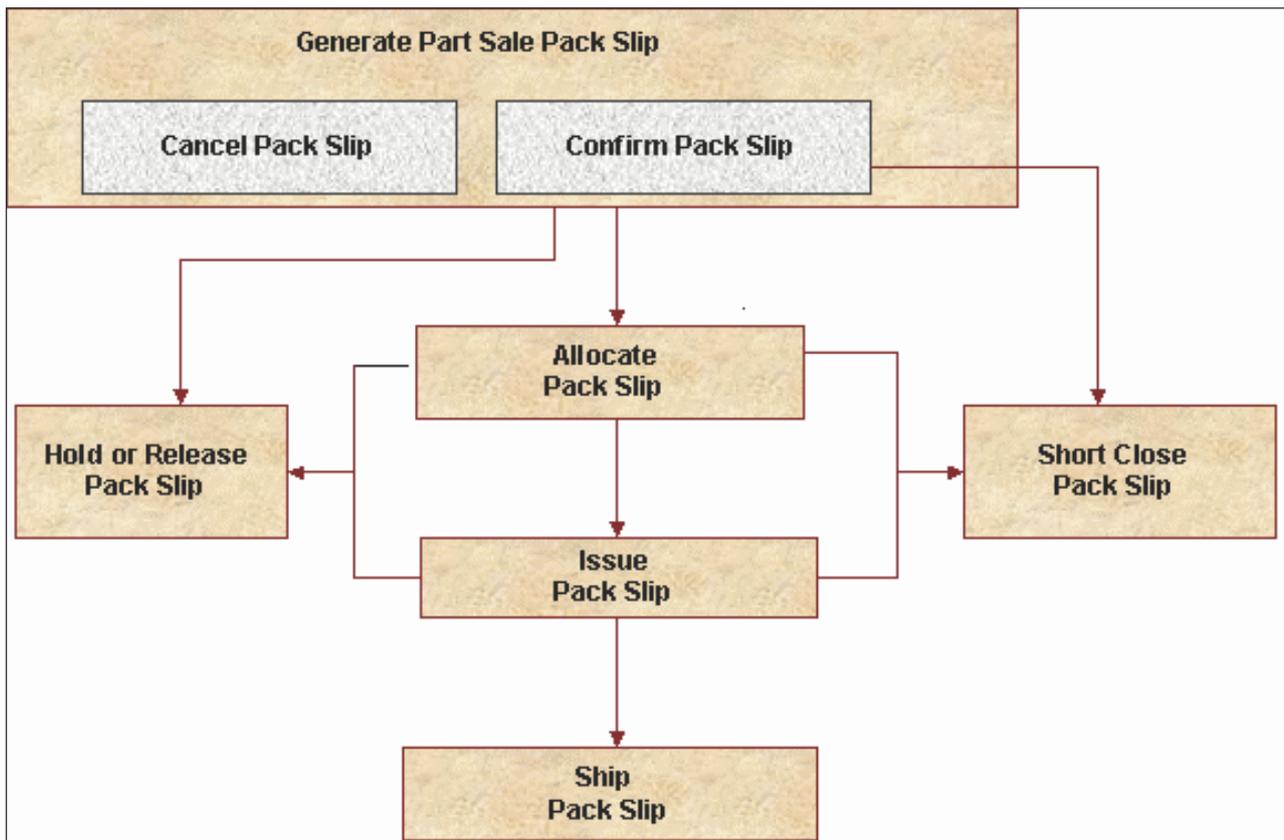


Figure 3.1 Part sale pack slip generation process

3.1.1 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”.
 - Auto Allocation: Select this option to automatically allocate the parts on confirmation.
 - Auto Issue: Select this option to automatically issue the parts on confirmation.

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

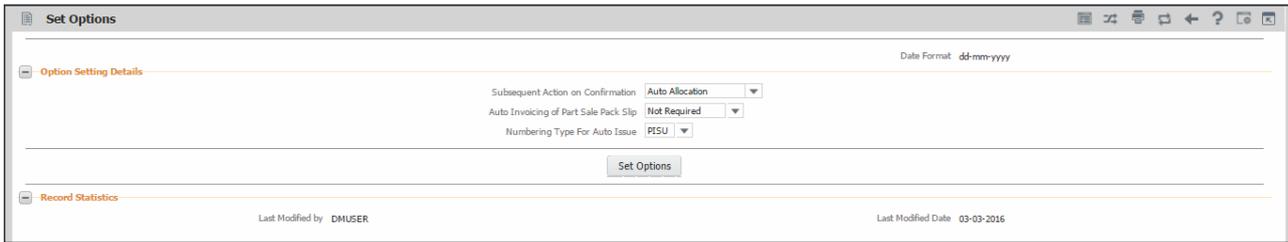


Figure 3.2 Setting options for pack slip

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.

3.1.2 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 “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.

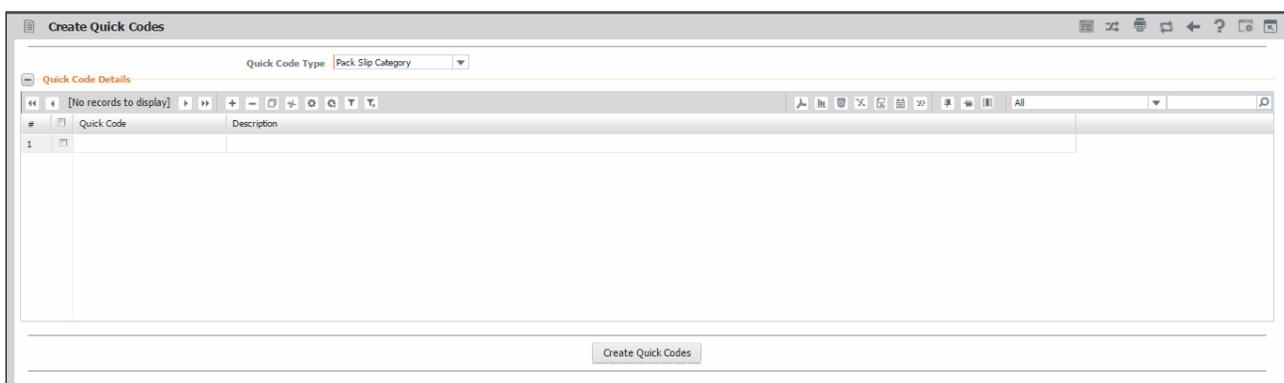


Figure 3.3 Creating quick codes

3.1.3 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, and 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.

3.1.4 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.
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.

Create Pack Slip

Date & Time Format: dd-mm-yyyy h:mm:ss

Pack Slip Details

Pack Slip # _____ Numbering Type: **PSPS**

Pack Slip Category: 0000 Status: _____

Pack Slip Type: Part Sale User Status: _____

Pack Slip Date: 14-07-2016 Invoice Applicable: Yes

Shipment Date & Time: 14-07-2016 19:08:17

Customer Information

Customer #: 1090000 Customer Name: Customer 3

Reference Document Details

Ref Doc Type: General Ordering Point: RAMCOOU

Reference Document #: _____ Amendment #: _____

Document Date: _____ Other References: _____

Ship To Address Details

Ship To Customer #: 1090000 Ship To Address: 1

Address: Air India Building,1st Floor,Nariman Point,Mumbai,400 021,Maharashtra,

Contact Person: _____ Work Phone #: 22796666

E-Mail: _____ Fax: 22021095

Delivery Area: _____

Part Details

| # | Line # | Part # | Customer Part # | Condition | Stock Status | Warehouse # | Pack Slip Quantity | UOM | Picking Strategy | Pack Slip For |
|---|--------|--------|-----------------|-----------|--------------|-------------|--------------------|-----|------------------|---------------|
| 1 | | | | | Avces Owned | | | | Automatic | Part Sale |

Shipping Information

ShipmentType: _____ Carrier / Agency #: _____

Transportation Mode: _____ Vehicle / Flight #: _____

Freight Billable: No Freight Amount: _____ CAD

Port Of Destination: _____ Freight Terms: _____

Way Bill #: _____ PRO No: _____

AWB No: _____ BOL No: _____

INCO Terms: _____ Tracking #: _____

Insurance Liability: None Insurance Terms: _____

Packaging Details

Packaging Code : Cores: _____ Hazardous Product: No

Packaging Code : Spares: _____ Shipping Label: _____

Packaging Code : Serviceable Component: _____

Comments

Pack Slip Comments: _____

Document Attachment Details

File Name: _____

Buttons: Create Pack Slip Confirm Pack Slip

Links: Edit Storage Details, Edit Address Details, Edit Certificate Details, Edit References Details, Generate Pack Slip Report, Allocate Materials for Pack Slip, Upload Documents, View Associated Doc. Attachments

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 Freight Terms and enter the **Way Bill #** to specify the document, containing the list of goods with shipping instructions related to the shipment.

21. Enter the **PRO No** to specify the bill number identifying a carrier’s contract and receipt for goods when transportation is by land.

22. 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.

23. 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.

24. 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.
25. Select the **Insurance Liability** as “Shipper”, “Carrier” or “Consignee” to indicate the person who bears the insurance amount.
26. 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.
27. 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”.*
28. 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:*
 - 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.
 - If the “Subsequent Action on Confirmation” is set as “Auto Issue”, the system updates the status of the pack slip as “Issued”.
 - If the “Subsequent Action on Confirmation” is set as “Auto Shipment”, the system updates the status of the pack slip as “Shipped”.
 - 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.
- ▶ Select the **Generate Pack Slip Report** link to generate a pack slip report.
- ▶ Select the **Allocate Materials for Pack Slip** link to allocate materials for pack slip.
- ▶ Select the **Upload Documents** link to upload the documents.
- ▶ Select the **View Associated Doc. Attachments** link to view the associated document attachments.

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 **Create Pack Slip** 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.

| # | WH - Zone # | Bin # | Serial # | Manufacturer Serial # | Lot # | Manufacturer Lot # | Quantity |
|---|-------------|------------|-------------|-----------------------|-------|--------------------|----------|
| 1 | G--- | ACM_NEW_BI | MS-BD8FF-D0 | MS-BD8FF-D0 | | | |
| 2 | | | | | | | |

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.
6. 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”.

3.1.5 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.

| # | Pack Slip # | Pack Slip Date | Shipment Date | Status | User Status | Customer # | Customer Name | Ref Doc # |
|---|------------------|----------------|---------------|-----------|-------------|------------|---------------|-----------|
| 1 | PSPS-000017-2011 | 09-12-2011 | 09-12-2011 | Allocated | | 400006 | Customer 8 | General |
| 2 | PSPS-000020-2011 | 09-12-2011 | 09-12-2011 | Confirmed | | 400006 | Customer 8 | General |
| 3 | PSPS-000026-2012 | 10-07-2012 | 10-07-2012 | Confirmed | | 400006 | Customer 8 | General |
| 4 | PSPS-000027-2012 | 10-07-2012 | 10-07-2012 | Confirmed | | | Customer 8 | General |
| 5 | PSPS-000028-2012 | 10-07-2012 | 10-07-2012 | Confirmed | | | Customer 8 | General |

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.

Figure 3.7 Allocating materials for pack slip

3.1.6 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.

3.2 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”.

3.2.1 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.

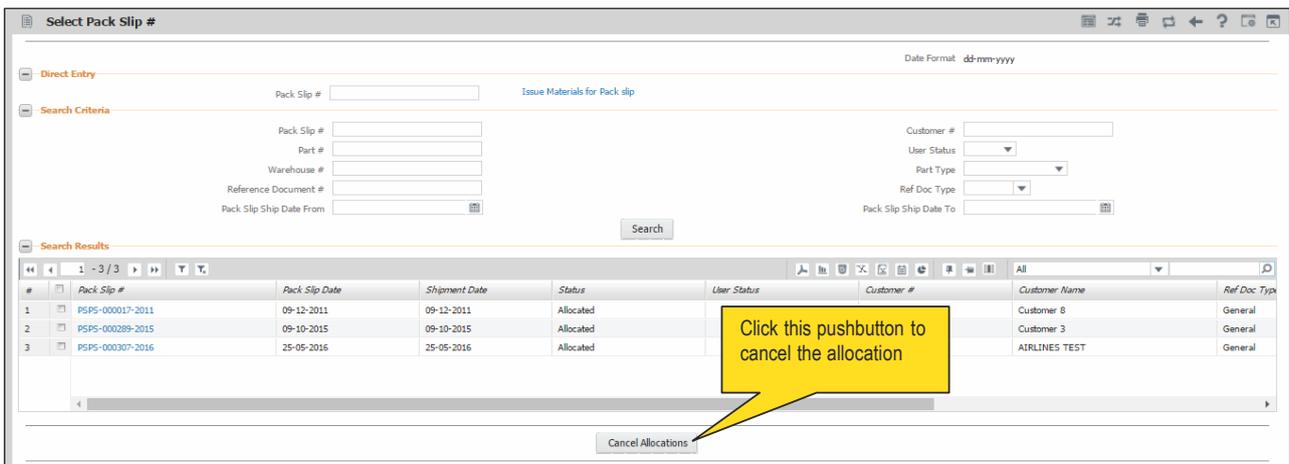


Figure 3.8 Selecting pack slip for issuing materials

2. Enter the **Pack Slip #** in the **Direct Entry** group box and select the **Issue Materials for Pack Slip** link provided alongside.
- 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.

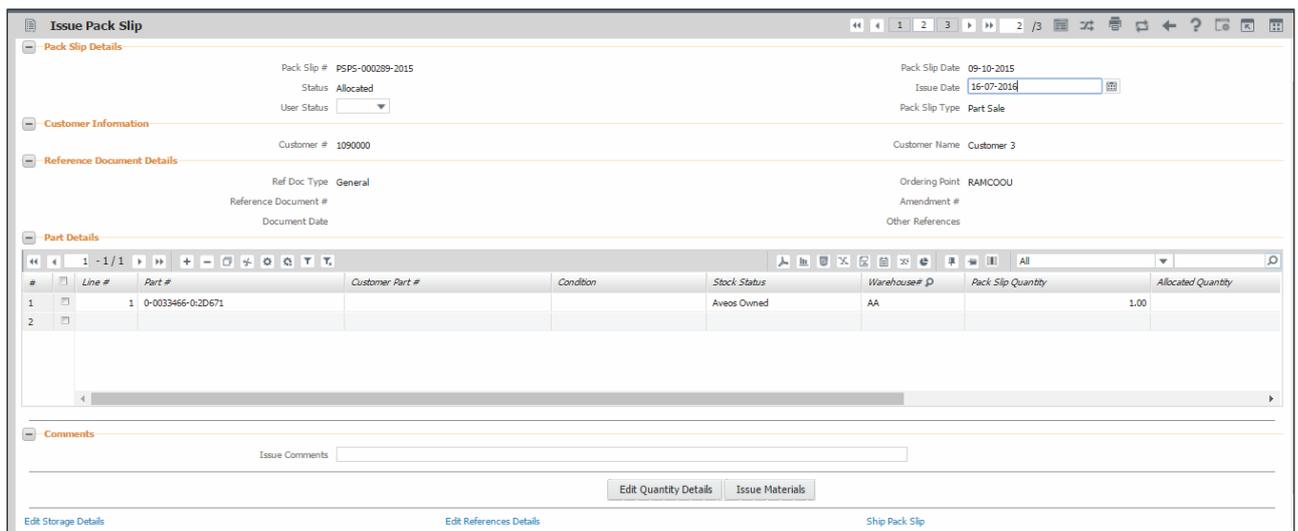


Figure 3.9 Issuing materials for pack slip

3.2.2 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.

★ Edit Storage Details
RamcoRole - RAMCO OU

Pack Slip Details

Pack Slip # P5PS-000314-2016

Date Format dd-mm-yyyy

Pack Slip Date 04-08-2016

Customer Information

Customer # 400007

Customer Name Customer 8

Part Details

Line # 1

Warehouse # yulcs

Part # 0-1:09058

Part Type Component

Condition New

Picking Strategy Automatic

Warehouse Description Ban Main warehouse

Part Description 0-1" OUTSIDE MICROMETER

Stock Status Aveos Owned

Part Control Type Serial Controlled

Pack Slip Quantity 1.00 ea

Serial / Lot Details

| # | WH - Zone # | Bin # | Serial # | Manufacturer Serial # | Lot # | Manufacturer Lot # | Quantity |
|---|-------------|------------|-------------|-----------------------|-------|--------------------|----------|
| 1 | G---- | ACM_NEW_BI | MS-BD8FF-D0 | MS-BD8FF-D0 | | | |
| 2 | | | | | | | |

Navigation icons: back, forward, search, etc.

Figure 3.10 Entering storage details for the issued quantity

3.3 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*.

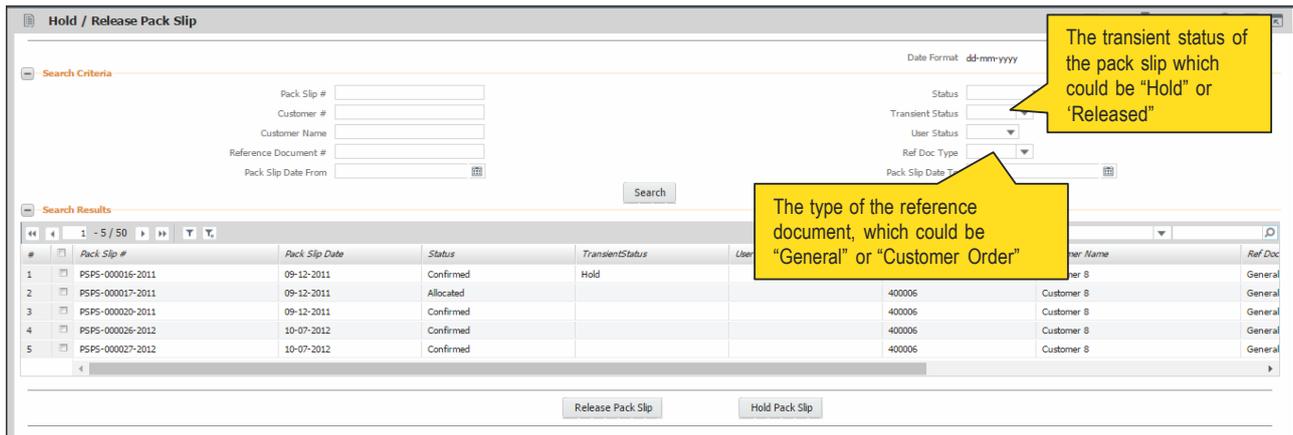


Figure 3.11 Holding or releasing pack slip

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.

3.4 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.

3.5 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.

3.5.1 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.*

3.5.2 SHIPPING GOODS BASED ON THE SELECTED PACK SLIP

5. Select the **Ship To Customer #** and **Ship To Address** in the **Ship To Address Details** group box.
6. Enter the **Address**, **Contact Person**, **Work Phone #**, **E-Mail** and **Fax** of the person to whom the parts are to be delivered.
7. Enter the **Shipped Quantity** in the **Part Details** multiline, to specify the quantity of parts to be shipped to the customer from the warehouse.
8. Select the **Shipment Type** and **Transportation Mode** in the **Shipping Information** group box.
9. Set **Freight Billable** as “Yes” to indicate that the freight is billable for the stock. Select “No” otherwise.
10. 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”.*
11. Enter the **Port of Destination** to specify the port to which the stock is designated to arrive.
12. Select the **Fright Terms**.

Enter the date and time of the shipment

Enter the carrier through which the stock must be shipped

Select "Yes" to indicate that the part is hazardous. Select "No" otherwise

| # | Line # | Part # | Customer Part # | Condition | Stock Status | Warehouse # | Pack Slip Quantity |
|---|--------|-----------|-----------------|-----------|--------------|-------------|--------------------|
| 1 | 1 | 0-1:09058 | | New | Aeos Owned | yulcs | |
| 2 | | | | | Aeos Owned | | |

Figure 3.13 Shipping pack slip

13. Enter the **Way Bill #** to specify the document, containing the list of goods with shipping instructions related to the shipment.
14. Enter the **PRO No** to specify the bill number identifying a carrier's contract and receipt for goods when transportation is by land.
15. 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.
16. 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.
17. 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.
18. Enter the **Tracking #** to specify the document used for tracking the shipment.
19. Select the **Insurance Liability** as "Shipper", "Carrier" or "Consignee" to indicate the person who bears the insurance amount.
20. 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.

21. Enter the **Shipping Comments** to specify the any additional information pertaining to the shipping of the parts.
22. Click the **Ship pack Slip** pushbutton to ship the pack slip.

 *Note: The system updates the status of the pack slip as “Shipped”.*

23. 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.
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.

PART SALES MANAGEMENT

This activity enables you to define the master level SLA definitions for sourcing, core receipt and acknowledgment of Repair, Exchanges and Sales. The sequence of events for each transaction type can be defined in this screen based on which the SLA's can be tracked at each transaction-event level and the actual duration be compared with the standard duration as per the agreed terms and conditions. Also at each event level you can identify the delay reason and take necessary action. In case of any deviation, post mortem analysis will be done at each of the event level to identify the delay reason and take the necessary action. That is the events along with the sequence in which they will be performed for a transaction will be identified so the time taken for each event can be calculated accordingly.

The **Set Time Stamp Sequence** link in this screen enables the user to define the different events along with the sequence of occurrence for a specific SLA term against a transaction.

4.1 MANAGING SLA TIMESTAMP SEQUENCE

This activity enables you to define the master level SLA definitions for sourcing, core receipt and acknowledgment of Repair, Exchanges and Sales. The sequence of events for each transaction type can be defined in this screen based on which the SLA's can be tracked at each transaction-event level and the actual duration be compared with the standard duration as per the agreed terms and conditions. Also at each event level you can identify the delay reason and take necessary action.

1. Select the **Manage SLA Timestamp Sequence** under the **SLA Management** business component. The **Manage SLA Timestamp Sequence** page appears. See *Figure 4.1*.

| # | Terms For | Transaction Type | Line# | Start Reference Date | Sys. Start Reference Date | End Reference Date | Sys. End Reference Date | Remarks |
|---|-----------|------------------|-------|-------------------------------|---------------------------------|-------------------------------|---------------------------------|-------------|
| 1 | Sourcing | Part Sale Issue | 1 | AWB# Generation Date and T... | Manual | AWB# Generation Date and T... | Manual | |
| 2 | Sourcing | Part Sale Issue | 9 | Issue date and time | Issue Confirmation Date & TI... | Shipment Date and Time | Shipping Note Confirmation D... | parts are s |
| 3 | Sourcing | | | | | | | |

Figure 4.1 Manage SLA Timestamp Sequence

In the **Search Criteria** section,

2. Select the cycle for which timestamp sequence details is to be retrieved from the **Terms For** combo and provide the **Transaction Type** and **Status** of the cycle specified.
3. Click the **Search** pushbutton to search for the timestamp sequence details.
4. Select the pack slip to be held or released, in the **Search Results** multiline.

In the **SLA Timestamp Details** multiline,

5. Select the **Terms For** for the cycle for which line number is to be generated from the options Sourcing, Return or Acknowledgement.
6. Specify the **Transaction Type** of the cycle.
7. Use the **Start Reference Date** to specify the starting event for the cycle and provide the system identified event or transaction for the user selected start reference dates in the **Sys. Start Reference Date**. Also specify the **End Reference Date** and **Sys. End Reference Date**.
8. Use the **Status** drop-down list box to specify the status of the record which could be active or inactive.
9. Click the **Save** pushbutton.

To proceed further,

- ▶ Select the **Set Timestamp Sequence** link at the bottom of the page to define the different events along with the sequence.

Setting Timestamp Sequence

This page enables the user to define the different events along with the sequence for a specific SLA term against a transaction

10. Select the **Set Timestamp Sequence** link at the bottom of the **Manage SLA Timestamp Sequence** activity under the **SLA Management** business component. See *Figure 4.1*.

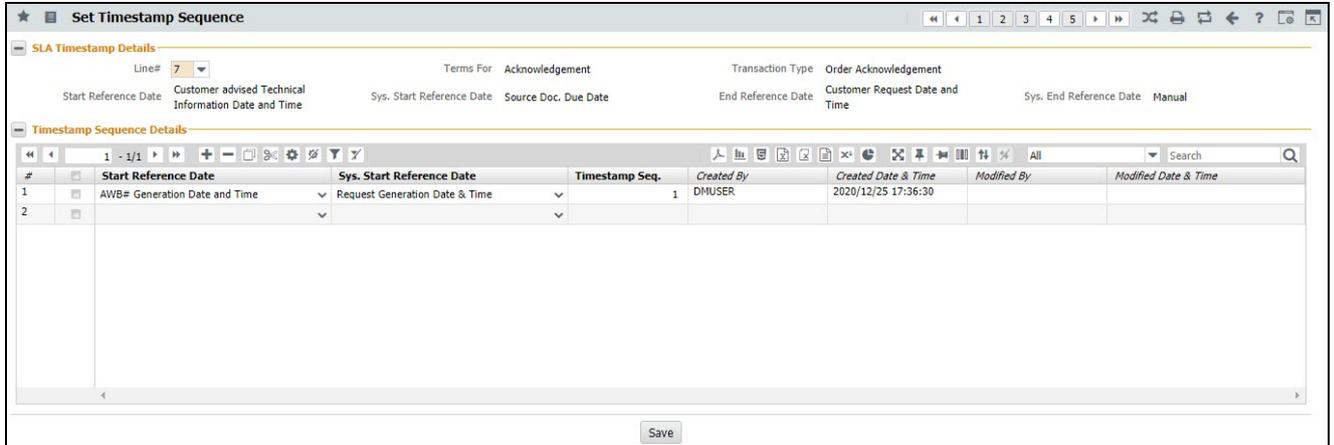


Figure 4.2 Set Timestamp Sequence

11. Use the **Line #** to select the number for which you wish to retrieve details in the multiline. The system retrieves the header details such as the **Terms For** that is the cycle for timestamp sequence, the **Transaction Type**, user defined **Start Reference Date** of the event, the **Sys. Start Reference Date**, the **End Reference Date** and the **Sys. End Reference Date**.

In the Timestamp Sequence Details multiline:

12. Use the **Start Reference Date** drop-down list box to specify the immediate event for the cycle transaction type.
13. Use the **Sys. Start Reference Date** to select the system identified event or transaction for the user selected start reference dates,
14. Provide the sequence of the even in the cycle in the **Timestamp Sequence** column.
15. Click the **Save** pushbutton.

Note: Ensure that Line # - Start Reference Date - Sys. Start Reference Date is a unique combination

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