



Service Management For MAS 90/200

457 Palm Drive
Glendale, CA 91202
818-956-3744
818-956-3746
sales@iigservices.com

www.iigservices.com



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Installation Instructions and Cautions

PLEASE NOTE: MAS 90 must already be installed on your system before installing any IIG enhancement. If not already done, perform your MAS 90 installation and setup now; then allow any updating to be accomplished automatically.

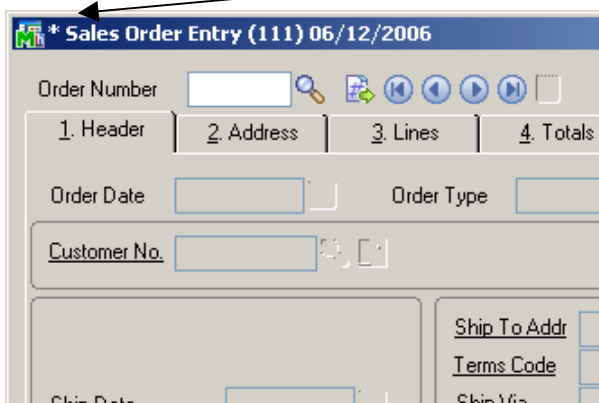
Once MAS 90 installation and file updating is complete, you may install your IIG enhancement product by following the procedure below.

Please note that installation of IIG Service Management is different from installation of other IIG enhancements. The step-by-step process of installation is described below.

Wait! Before You Install – Do You Use CUSTOM OFFICE?

THIS IS AN IMPORTANT CAUTION: If you have Custom Office installed, **and** if you have modified any MAS 90 screens, you must run **Customizer Update** after you do an enhancement installation.

But wait! BEFORE you run **Customizer Update**, it is very important that you **print all of your tab lists**. Running **Customizer Update** will clear all Tab settings; your printed tab list will help you to reset your Tabs in Customizer Update. **Custom Office** is installed on your system if there is an asterisk in the title bar of some of the screens. The asterisk indicates that the screen has been changed.



An **asterisk** in a window's title bar indicates that the screen has been modified. This means that **Custom Office** is installed.

Follow all the instructions on this page before you run **Customizer Update!**

Registering IIG products

IIG Enhancement should be registered to be able to use it. If registration is not performed, the enhancement will work in a demo mode for a limited time period. The registration can be still done during the demo period.

Select the **IIG Product Registration** program under the **Library Master Main** menu of the MAS 90.

If this option is not listed under the Library Master Setup menu, go to the main menu, and select **Run** from the **File** menu. Type in SVIIGR and click **OK**.

The screenshot shows the 'IIG Master Developer Enhancement Registration' dialog box. The 'Registered Customer' field is filled with 'IIG'. The 'Registration Information' section includes fields for 'Reseller Name', 'Serial Number' (0090049), 'Customer Number' (7005547550), 'User Key' (6CA649960BB310C514D4), and 'Product Key' (LM5W9, CYVSR, 8LEKR, Q4ZC8, QN2AD). Below this is a table with columns: Enhancement, Level, Release Date, Serial Number, Unlocking Key, and Status. The table contains one row: Service Management Processir, 4.20, IIG3DSMP20070909, QTWRNR, and Demo expires 09/09/07. At the bottom right are buttons for 'OK', 'Undo', 'Print Registration Form', and 'Close'. The status bar at the bottom shows 'ABC' and '8/10/2007'.

Enhancement	Level	Release Date	Serial Number	Unlocking Key	Status
Service Management Processir	4.20		IIG3DSMP20070909	QTWRNR	Demo expires 09/09/07

Enter **Serial Number** and **Unlocking Key** provided by IIG, and click **OK**.

If multiple IIG Enhancements are installed, Serial Numbers and Unlocking Keys should be entered for each enhancement.

IIG Registration Form can be printed by using the **Print Registration Form** button.

Installing Service Management

After installing MAS 90 and running it to update files, close the MAS 90. To install Service Management:

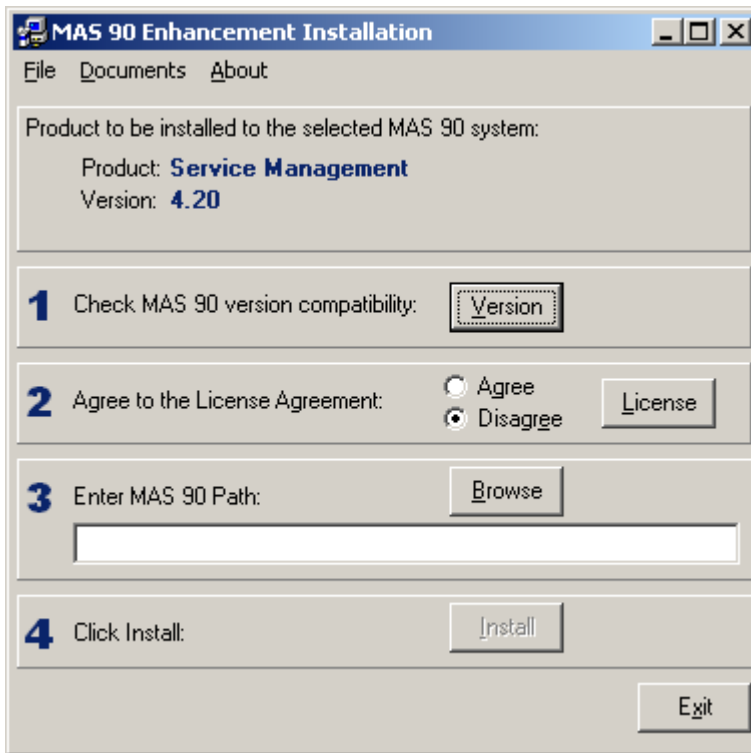
If not installing the Board Package, proceed to step 3.

1. Open the DispatchBoardPackage folder.
2. Run Setup.exe. (Note that if installing to Windows 2000 Professional, at least Service Pack 2 should be installed for Windows 2000.)
3. Open the SMP420_CD folder.
4. Run Setup.exe.

Additionally, the dictionaries for Spell Check can be installed at any time with the SSCEDEMO.EXE from the SpellCheck folder.

Enhancement Installation

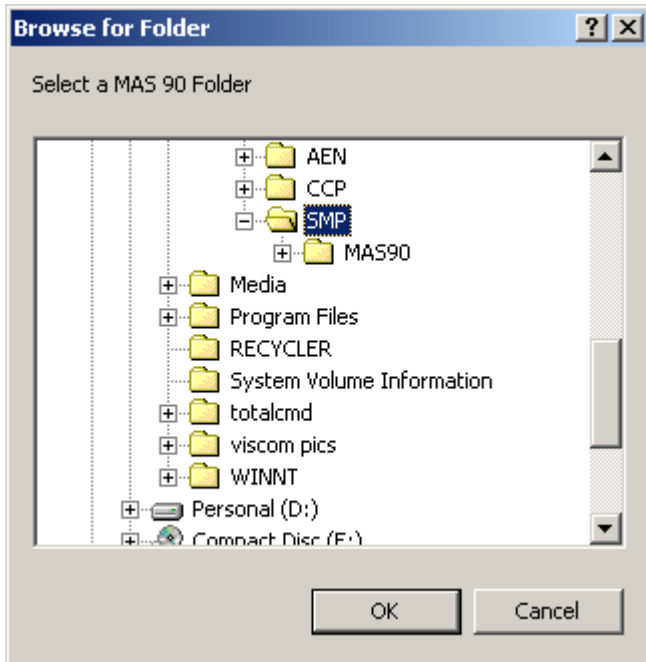
Running SETUP.EXE begins the installation process. The installation screen will look similar to this:



Click the **Agree** option (the **Install** button will not be activated till Agree is selected).

Use the **Browse** button to point where MAS 90 is installed. On the **Select MAS 90 Directory** screen, select the drive letter then select the folder where your MAS 90 is installed.

The screen should look like this:



Click **OK** to accept the folder selection.

Now click the **Install** button on the **MAS 90 Enhancement Installation** screen.

Wait for the copying files process to be finished.

ODBC Security

After installing the **IIG Enhancement**, it is **very important to verify** whether or not the **ODBC Security within Role Maintenance** check box is selected in the **System Configuration** window of your system. If it is selected you must assign ODBC security permissions and allow access to custom data tables/ fields for the roles defined in your system.

Important Notes

Reservation - New Dispatch Status

Note: If installing on existing version of SMP that has already been used, pay attention to the **Task/Dispatch Statuses** you have been using. New pre-defined **Reservation** status has been added, with the Status Code **R**.

If you have used the Status Code **R** before, keep in mind that this Code will be now used for generating **Reservation Sales Orders**. Existing in the system dispatches with the **R** Status Code will not be affected; moreover, you can assign the **R** status to other dispatches without generating Reservation Sales Order, in which case the status will remain having the same meaning as before latest installation. All you will have to do is answer **No** each time the program prompts to generate Sales Order, if you do not want to use this status as Reservation.

We recommend creating new status with a different Status Code to be used for the same purpose as you have used the R Code. After that, delete the old R status code. The Reservation status will be created after installing Service Management at the moment you open and close the **Technician Code Maintenance** program.

For more information of the Reservation process see the *Dispatch Data Entry* section of this manual.

ODBC Security

After installing the **IIG Enhancement**, it is **very important to verify** whether or not the **ODBC Security within Role Maintenance** check box is selected in the **System Configuration** window of your system. If it is selected, you must assign ODBC security permissions and allow access to custom data tables/ fields for the roles defined in your system.

Setup Activities

Service management Options

Use **Service Management Options** from the **Setup** menu to customize S/M to fit your company's individual needs.

Main Tab

The **Next Automatic Task Entry Number** field is used to assign the next task number.

The **Allow Quote Hours in Task Entry** box allows you to set Quote Hours and Quote Amount when entering Task Data (in the More Information screen). When allowed, these quotas will affect also the **Labor Charge Data Entry** screen. Two fields for **Unused** hours and amount will become visible

on that screen, displaying the difference between quotes and hours already spent at this task and corresponding amounts.

If the **Allow Addition of New Items During Data Entry** box is selected, inventory items can be added “on the fly” when entering dispatch line items.

If the **Check for Quantity on Hand During Data Entry** box is not selected, the system will ignore inventory quantities when entering dispatch lines.

Enter the **Time Interval in minutes** to be used for populating drop-down lists of the starting and ending times selection in the **Dispatch Data Entry** program.

The screenshot shows the 'Service Management Options' dialog box with the following settings:

- Next Automatic Task Entry Number: 0000001
- Allow Quote Hours in Task Entry:
- Allow Addition of New Items During Data Entry:
- Check for Quantity on Hand During Data Entry:
- Time interval in minutes: 15
- Automatically Increment Steps By: 010** (highlighted)
- Present Sales Kit as a Set of Regular Items:
- Close Dispatches into the: Sales Order
- Generated Document Line Hours Rounding:
 - Spent Hours Rounding: None
 - Spent Hours Precision in Minutes: 15
 - Minimum Billed Time: 0
- Retain Task Entry History:
- Days to Retain Closed Tasks: 0
- Default Values:
 - Task Type: new i
 - Dispatch Status (Quick Entry): Open
- No prompt for Technician not having required skill level:
- No prompt for Technician being busy for the period:
- Use Dispatch Board:
- Auto Load:
 - Technician from Task to Dispatches and Labors:
 - Dispatch Starting Date/Time from Scheduled: First
 - First Labor Hours from Dispatch Dates/Times:
 - Use Overtime Calculation for Labor:
 - Apply Dispatch Date/Time to Labor Lines: None

Buttons: Accept, Cancel, Help. Status bar: SMD, 8/10/2007

The **Automatically Increment Steps By** is used as increment for Routing Steps. Available values are listed in the status bar, when the cursor is in the field.

In the **Close Dispatches into the** dropdown menu, indicate whether charges from a closed dispatch should generate a sales order or an invoice.

If the **Present Sales Kit as a Set of Regular Items** check box is selected, then the Sales Kit Item number will be replaced in that document with a comment line indicating sales kit number during Sales Order Entry or Invoice Data Entry. All the components of that kit will be presented as regular line items.

Service Management Options

1. Main | 2. Labor/Item | 3. Additional | 4. B/M Options | 5. Other

Next Automatic Task Entry Number: 0000001

Allow Quote Hours in Task Entry:

Allow Addition of New Items During Data Entry:

Check for Quantity on Hand During Data Entry:

Time interval in minutes: 15

Automatically Increment Steps By: 010

Present Sales Kit as a Set of Regular Items:

Close Dispatches into the: Sales Order

Generated Document Line Hours Rounding

Spent Hours Rounding: None

Spent Hours Precision in Minutes: 15

Minimum Billed Time: 0

Retain Task Entry History:

Days to Retain Closed Tasks: 0

Default Values

Task Type: I new i

Dispatch Status (Quick Entry): 0 Open

No prompt for Technician not having required skill level:

No prompt for Technician being busy for the period:

Use Dispatch Board:

Auto Load

Technician from Task to Dispatches and Labors:

Dispatch Starting Date/Time from Scheduled: First

First Labor Hours from Dispatch Dates/Times:

Use Overtime Calculation for Labor:

Apply Dispatch Date/Time to Labor Lines: None

Accept | Cancel | [Print] | [Help]

Enter the Automatic Step Increment for Routing (10,20,30,40,50,60,70,80,90,100) | SMD | 8/10/2007

Click here for an example:

The screenshot shows the 'Service Management Options' dialog box with the following settings:

- Next Automatic Task Entry Number: 0000001
- Allow Quote Hours in Task Entry:
- Allow Addition of New Items During Data Entry:
- Check for Quantity on Hand During Data Entry:
- Time interval in minutes: 15
- Automatically Increment Steps By: 010
- Present Sales Kit as a Set of Regular Items:
- Close Dispatches into the: Sales Order
- Retain Task Entry History:
- Days to Retain Closed Tasks: 0
- Default Values:
 - Task Type: I new i
 - Dispatch Status (Quick Entry): 0 Open
- No prompt for Technician not having required skill level:
- No prompt for Technician being busy for the period:
- Use Dispatch Board:
- Auto Load:
 - Technician from Task to Dispatches and Labors:
 - Dispatch Starting Date/Time from Scheduled: First
 - First Labor Hours from Dispatch Dates/Times:
 - Use Overtime Calculation for Labor:
 - Apply Dispatch Date/Time to Labor Lines: None
- Generated Document Line Hours Rounding** (highlighted):
 - Spent Hours Rounding: None
 - Spent Hours Precision in Minutes: 15
 - Minimum Billed Time: 0

Buttons: Accept, Cancel, Print, Help. Status: SMD 8/10/2007

The **Generated Document Line Hours Rounding** group provides settings for rounding the hours of dispatch labor lines during generation of sales order or invoice when the dispatch is closed.

The available methods for **Spent Hours Rounding** are **Up, Down, Closest, None**.

You can set the **Spent Hours Precision in Minutes** for the rounding.

The **Minimum Billed Time** dropdown menu is also set in minutes and can be set so that the specified time is always billed even the actual spent time rounded is less than this setting.

Select the **Retain Task Entry History** box if you wish to keep track of entered tasks. If this box is left unchecked, there will be no way to recover a history of entered task information later.

Task history information is displayed in the **Task History Inquiry** and the **Task History Report**.

A field allows you to specify the number of **Days To Retain Closed Tasks** in the history. After this period, you are able to delete the task manually from your history file.

The **Default Values** group of options specifies how the values will be set by default when entering new Tasks, Dispatches, and Labors. New Tasks will have the specified Task Type by default. The Dispatches created with **Quick Dispatch Line Entry** will have the default **Dispatch Status** indicated here.

Check the **No Prompt for Technician not having required skill level** box to suppress displaying the prompt, if the technician's skill level does not match the Nature of Task, in Dispatch Board, and Sales Order Quote Entry screen.

Check the **No prompt for Technician being busy for the period** box to disable checking if the Technician is busy on any other Dispatch with period intersecting with the period of the Dispatch being accepted. If the box is cleared, the **Technician Busy** screen will display the list of Dispatches with intersecting periods for the selected Technician.

Check the **Use Dispatch Board** box if you have the Dispatch Board program installed.

The screenshot shows the 'Service Management Options' dialog box with the following settings:

- Next Automatic Task Entry Number: 0000001
- Allow Quote Hours in Task Entry:
- Allow Addition of New Items During Data Entry:
- Check for Quantity on Hand During Data Entry:
- Time interval in minutes: 15
- Automatically Increment Steps By: 010
- Present Sales Kit as a Set of Regular Items:
- Close Dispatches into the: Sales Order
- Retain Task Entry History:
- Days to Retain Closed Tasks: 0
- Default Values:
 - Task Type: I
 - Dispatch Status (Quick Entry): 0
- No prompt for Technician not having required skill level:
- No prompt for Technician being busy for the period:
- Use Dispatch Board:
- Auto Load:
 - Technician from Task to Dispatches and Labors:
 - Dispatch Starting Date/Time from Scheduled: First
 - First Labor Hours from Dispatch Dates/Times:
- Use Overtime Calculation for Labor:
- Apply Dispatch Date/Time to Labor Lines: None

Buttons: Accept, Cancel, Print, Help. Status: SMD 8/10/2007

In the **Auto Load** group, check the **Technician from Task to Dispatches and Labors** box to automatically load the Preferred Technician Code from the Task to the new Dispatches and the Dispatch Technician to Labor lines.

From the **Dispatch Starting Date/Time from Scheduled** dropdown list box, select whether the Dispatch Date/Time will be populated with the Task Scheduled Date/Time. You can select to load the Date/Time from the Task to **All**, only the **First**, or to **None** of the Dispatches.

Check the **First Labor Hours from Dispatch Dates/Times** box to automatically calculate the Hours for the first entered Labor line of the Dispatch, based on the Dispatch Starting and Ending Dates/Times.

The screenshot shows the 'Service Management Options' dialog box with the following settings:

- Next Automatic Task Entry Number: 0000001
- Allow Quote Hours in Task Entry:
- Allow Addition of New Items During Data Entry:
- Check for Quantity on Hand During Data Entry:
- Time interval in minutes: 15
- Automatically Increment Steps By: 010
- Present Sales Kit as a Set of Regular Items:
- Close Dispatches into the: Sales Order
- Retain Task Entry History:
- Days to Retain Closed Tasks: 0
- Default Values:
 - Task Type: I new i
 - Dispatch Status (Quick Entry): 0 Open
- No prompt for Technician not having required skill level:
- No prompt for Technician being busy for the period:
- Use Dispatch Board:
- Auto Load:
 - Technician from Task to Dispatches and Labors:
 - Dispatch Starting Date/Time from Scheduled: First
 - First Labor Hours from Dispatch Dates/Times:
 - Use Overtime Calculation for Labor:
 - Apply Dispatch Date/Time to Labor Lines: None

Buttons: Accept, Cancel, Print, Help. Status: SMD 8/10/2007

Select the **Use Overtime Calculation for Labor** box to enable special calculation of Labor with Overtime Factor, based on the working hours and Coverage Code.

From the **Apply Dispatch Date/Time to Labor Lines** dropdown list box, select the method of loading the Dispatch Date/Time during Labor Lines entry. You can select to load the Date/Time from the Dispatch to **All lines** of the Labor part, only the **First line** entered, or to **None** of the Labor lines.

Labor/Item Tab

The screenshot shows the 'Service Management Options' dialog box with the 'Labor/Item' tab selected. The 'Billing Rate and Cost Calculation Priority' section includes dropdowns for 'Highest', 'Middle', and 'Lowest', and 'Technician Code', 'Skill Code', and 'Labor Code'. The 'Labor Presentation Item Number' section includes fields for 'Technician Code complement symbol' (T), 'Labor Code complement symbol', 'Skill Code complement symbol', 'Labor Indication' (LLL), and 'Skill Indication' (SSSSSS). The 'Sales Account Priority' section includes a list box with 'Technician Code', 'Labor Code', 'Skill Code', 'Nature of Task', and 'Task Type'. The 'Receiving Cost Write Back for' section includes checkboxes for 'Standard Cost', 'Average Cost', 'FIFO/LIFO', and 'Lot/Serial'. The 'Accept' and 'Cancel' buttons are visible at the bottom. The status bar shows 'SMD' and '8/10/2007'.

Labor Billing Presentation group is a set of controls that allows the user to choose from the following options for charges or labor billing presentations.

If **None** is selected, the system will not process labor charges.

If **Inventory Item** is selected, the system will build an Inventory Item based on the Technician Code of the person who performed the Task and Labor or Skill Code of the job that was performed.

The **Product Line** should be specified.

If **Miscellaneous Item** is selected in the **Labor Billing Presentation** field, the system will build a Miscellaneous Item based on the Technician Code of

the person who performed the Task and Labor or Skill Code of the job that was performed.

The **Miscellaneous Item** to be copied from should be selected.

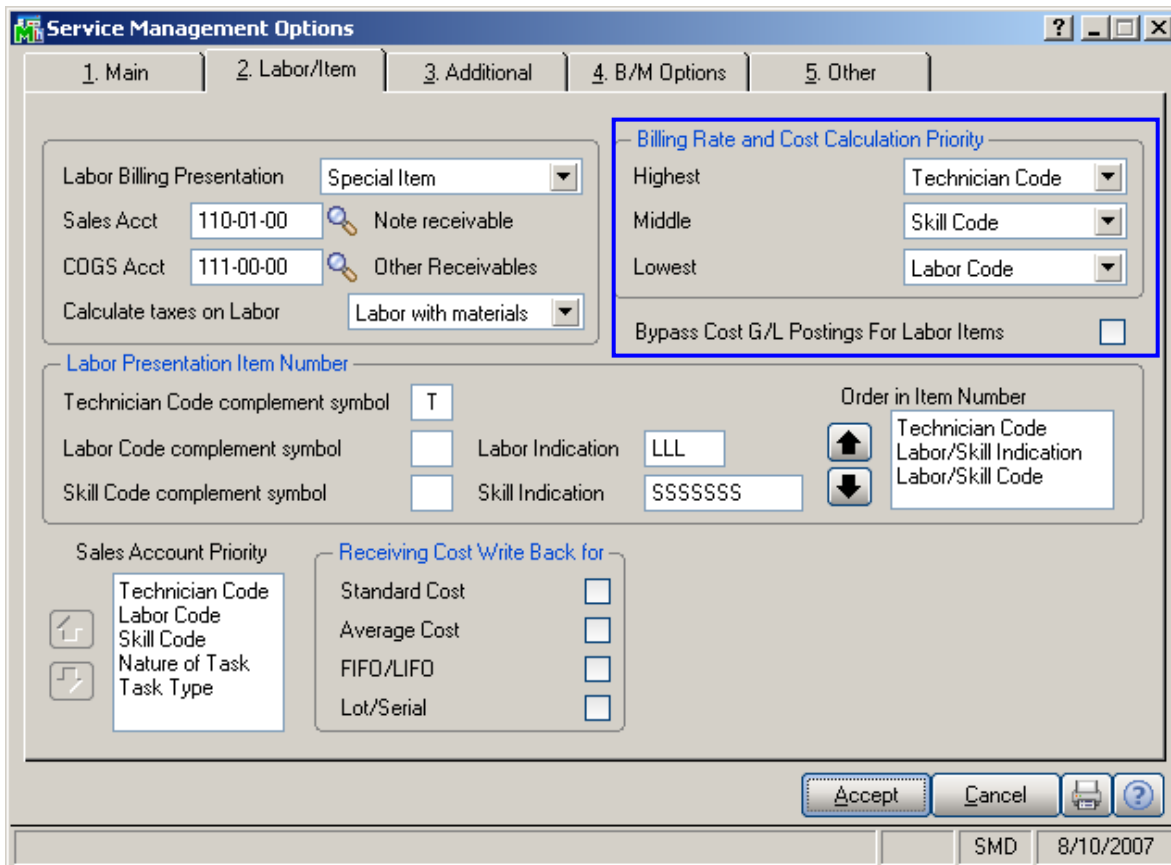
If **Special Item** is selected, the system will build a Special Item based on the Technician Code of the person who performed the Task and Labor or Skill Code of the job that was performed.

The **Sales** and **COGS Accounts** should be selected.

In the **Calculate taxes on Labor** drop-down box, way of taxes to be calculated on the Labor is specified. **No** means that **Tax Class** cannot be specified on the Dispatch Line, and will be set to NT in the generated Sales Order or Invoice.

Labor only means that Tax Class will be used from the Dispatch Line irrespective of other non-Labor lines on the Dispatch. **Labor with material** means that Tax Class will be used from the Dispatch Line only if the Dispatch contains material lines (inventory, miscellaneous, special items).

Comments are not considered material lines. If the Labor Presenting item is generated anew, the **Tax Class** for it will be set from the corresponding Labor/Skill.



The **Billing Rate and Cost Calculation Priority** group of controls will define the priority by which labor billing rates and costs will be calculated. Rate and Cost can be used from **Technician Code, Labor Code, or Skill Code**.

The **Bypass Cost G/L Postings For Labor Items** allows to process items generated for labor with zero cost, that is, cost is not posted to G/L.

The screenshot shows the 'Service Management Options' dialog box with the following settings:

- 1. Main:** Labor Billing Presentation: Special Item; Sales Acct: 110-01-00 (Note receivable); COGS Acct: 111-00-00 (Other Receivables); Calculate taxes on Labor: Labor with materials.
- 2. Labor/Item:** Billing Rate and Cost Calculation Priority: Highest (Technician Code), Middle (Skill Code), Lowest (Labor Code); Bypass Cost G/L Postings For Labor Items: .
- 3. Additional:** Labor Presentation Item Number: Technician Code complement symbol: T; Labor Code complement symbol: ; Skill Code complement symbol: ; Labor Indication: LLL; Skill Indication: SSSSSS; Order in Item Number: Technician Code, Labor/Skill Indication, Labor/Skill Code.
- 4. B/M Options:** Sales Account Priority: Technician Code, Labor Code, Skill Code, Nature of Task, Task Type; Receiving Cost Write Back for: Standard Cost, Average Cost, FIFO/LIFO, Lot/Serial.

Buttons: Accept, Cancel, Print, Help. Status: SMD 8/10/2007.

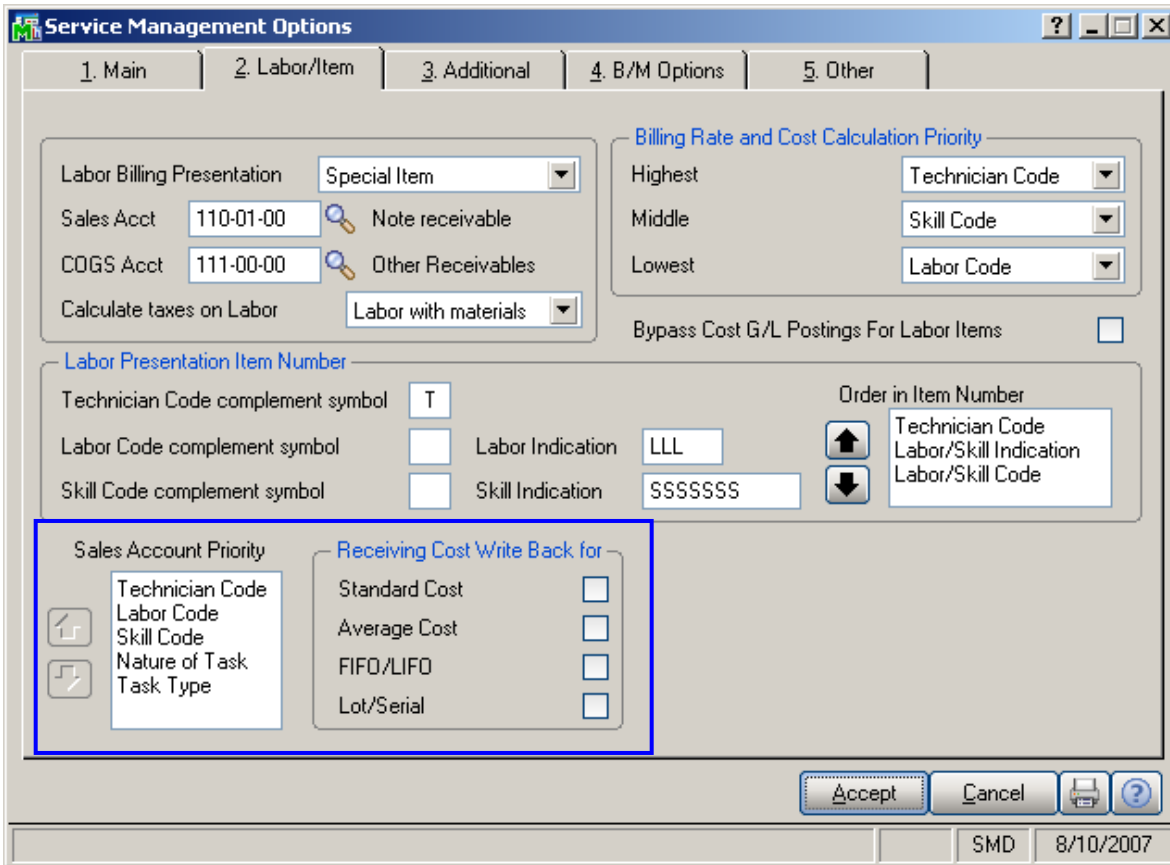
Technician Code complement symbol will be used to complement the technician code to four symbols.

Labor Code complement symbol will be used to complement the labor code to seven symbols.

Skill Code complement symbol will be used to complement the skill code to three symbols.

Labor Indication or **Skill Indication** will be used when item is constructed from labor or skill, correspondingly.

In the **Order in Item Number** list, you can set the order of components in the constructed number, with the help of the **Arrow** buttons.



Sales Account Priority defines the priority of using the G/L accounts for sales postings of Service Management. G/L accounts are set in the **Technician Code Maintenance**, **Labor Code Maintenance**, **Skill Code Maintenance**, **Nature of Task Maintenance** and **Task Type Maintenance**. The first in the list will be used if on file, otherwise the second will be used, etc.

The **Receiving Cost Write Back for** group enables using the receiving cost during the invoice update. This option can be set separately for the following Valuation types of items: **Standard Cost**, **Average Cost**, **LIFO/FIFO**, **Lot/Serial**.

Additional Tab

The screenshot shows the 'Service Management Options' dialog box with the 'Additional' tab selected. The 'Default Warehouse' field is highlighted with a blue border and contains the value '000' and the text 'MAIN WAREHOUSE'. Below it, the 'Use Alt Warehouse for Out of Stock Items' checkbox is unchecked. Other options include 'Retain Contract Entry History' (unchecked), 'Use Graphical Forms' (checked), and job code fields for Material, Labor, and Freight, all set to '000-000-000' and marked as 'NOT ON FILE'. Job code sizes for segments 1, 2, and 3 are all set to '3'. The 'J/C Cost Code Seg. for Tech Postings' is set to 'Seg3', and the 'Def G/L Acct for Job Posting Entry' is '205-00-00'. On the right side, 'Next Automatic Contract Number' and 'Next Automatic Template Contract Number' are both '000000001'. 'Use Item contract instead of Order contract' and 'Contract is Required' are checked. 'Coverage Password' is empty. 'Use Sort File in Quick Dispatch' is unchecked. 'Track Contract Masterfile Changes' is set to 'Yes' and 'Track Additions in Detail or Summary' is set to 'Detail'. 'G/L Seg for Sales Postings' is set to 'None'. At the bottom right, there are 'Accept', 'Cancel', and a help icon button. The status bar at the bottom shows 'SMD' and the date '8/10/2007'.

The **Default Warehouse** field is only accessible if you have installed the Inventory Management module for MAS 90 on your system, and multiple warehouses are used.

The warehouse selected is used as the default when entering items in the Dispatch Data Entry.

You can look for items in other warehouses to fill dispatch lines if you indicate that alternate warehouses can be used for out-of-stock items. Check the **Use Alternate Warehouse for Out of Stock Items** box to enable this option.

Service Management Options

1. Main | 2. Labor/Item | **3. Additional** | 4. B/M Options | 5. Other

Default Warehouse: 000 MAIN WAREHOUSE

Use Alt Warehouse for Out of Stock Items:

Retain Contract Entry History:

Use Graphical Forms:

Next Automatic Contract Number: 000000001

Next Automatic Template Contract Number: 000000001

Use Item contract instead of Order contract:

Contract is Required:

Coverage Password:

Use Sort File in Quick Dispatch:

Track Contract Masterfile Changes: Yes

Track Additions in Detail or Summary: Detail

G/L Seg for Sales Postings: None

Mat. Job Code: 000-000-000 *** NOT ON FILE ***

Lbr. Job Code: 000-000-000 *** NOT ON FILE ***

Fr. Job Code: 000-000-000 *** NOT ON FILE ***

Job Code Size: Seg 1: 3 Seg 2: 3 Seg 3: 3

J/C Cost Code Seg. for Tech Postings: Seg3

Def G/L Acct for Job Posting Entry: 205-00-00

Notes payable

Accept Cancel Print ?

SMD 8/10/2007

Job Codes are used to track material and labor cost and revenue in the contract file. Job Codes are entered for each inventory item, for posting of material related information and in the Technician, Labor and Skill Code Master files for labor information tracking.

You can add new codes in the **Job Codes Maintenance** program in the Service Management Main menu.

If no Job Codes are assigned to inventory items or charge codes, the default job codes specified in **Service Management Options** will be used for material or labor items.

A total of nine characters can be used for Job Codes. You can define segmentation of the Job Codes by changing the appropriate setting on the Service Management Options screen here on the second tab.

The screenshot shows the 'Service Management Options' dialog box with the 'Additional' tab selected. The 'J/C Cost Code Seg. for Tech Postings' dropdown menu is highlighted with a blue box and set to 'Seg3'. The 'Def G/L Acct for Job Posting Entry' text box is also highlighted with a blue box and contains '205-00-00'. Other fields include 'Default Warehouse' (000), 'Next Automatic Contract Number' (000000001), and 'Use Graphical Forms' (checked).

The following options are available only if the **Job Cost** module is installed and setup in the system.

The **J/C Cost Code Seg. for Tech Posting** is used for specifying the segment of Cost Code that should be substituted with **Cost Code Segment Value** entered in the **Technician Code Maintenance** (if any), during the import in the **Job Posting Entry**.

The **Def G/L Acct for Job Posting Entry** is used as default value for **G/L Account** during the import in the **Job Posting Entry**, if the **Post to G/L for Work in Process** option is selected in the **Job Cost Options**, or if the **Post to G/L for Work in Process** option is not checked but there is no **G/L Account** specified for the Material **Cost Type** of the selected **Cost Code**.

Note: If **Def G/L Acct for Job Posting Entry** is not set, the lines will not be imported in **Job Posting Entry**.

Next Automatic Contract Number field is used to specify the next Contract Number.

The **Next Automatic Template Contract Number** field is used to specify the next Template Contract Number. A template contract is used to generate a regular contract (such as a standard service contract) whenever a particular item is sold. If you enter a template contract once and then assign it to an item in **Inventory Maintenance**, the system will automatically set up a contract adhering to the rules of the template for any customer who purchases that item.

Check the **Use Item contract instead of Order contract** box to attach the contract specified for the Item in the **Inventory Maintenance** program instead of the contract specified in the **Sales Order Entry** to the tasks generated for the item.

The screenshot shows the 'Service Management Options' dialog box with the '4. B/M Options' tab selected. The 'Contract is Required' checkbox is checked and highlighted with a blue box. Other options include 'Coverage Password', 'Use Sort File in Quick Dispatch', 'Track Contract Masterfile Changes' (set to 'Yes'), 'Track Additions in Detail or Summary' (set to 'Detail'), and 'G/L Seg for Sales Postings' (set to 'None').

Users can specify whether or not a contract is required with a client by selecting the **Contract is Required** checkbox. If the checkbox is marked, users will have to specify the contract number during **Task Data Entry**.

Coverage Password allows editing contract amount and coverage options.

If the **Use Sort File in Quick Dispatch** check box is not selected, the **Quick Dispatching** program loads all the newly updated/created information. Otherwise, if the **Use Sort File in Quick Dispatch** check box is selected, the **Quick Dispatching** program displays only existing information.

From the **Track Contract Masterfile Changes** dropdown list box, select which changes to Contracts you want to track. You can select **Yes** for tracking all kind of changes, **No** for not tracking at all, or tracking of **Deletions, Additions, or Changes**.

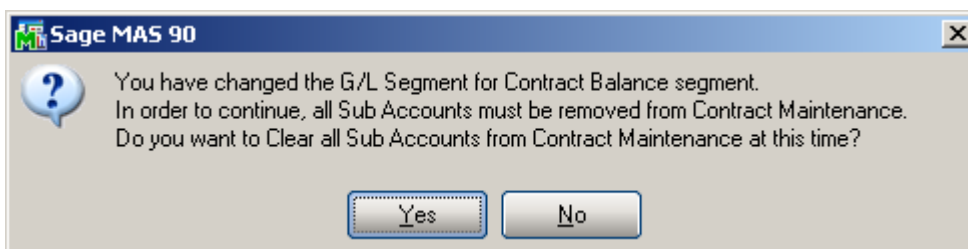
From the **Track Additions in Detail or Summary** dropdown list box, select whether you want to track detailed or summary information for Contract changes.

Select **G/L Seg for Sales Postings** that represents the segment that is substituted when posting sales by division. By selecting a segment description at this field, you can determine whether sales, cost of goods sold and inventory postings are applied to substituted accounts based on division. A substituted account is defined by selecting an account and one of its associated sub accounts.

If **None** is selected at this field, all sales, cost of goods sold, and inventory postings are applied to default accounts, regardless of the division.

This field only displays descriptions of sub account segments defined in **General Ledger Account Structure Maintenance**.

You will get the following message when selecting some segment description (not **None**), then changing the Balance accounts on the Contract, and then again changing the segment description in the Options:



B/M Options Tab

The screenshot shows the 'Service Management Options' dialog box with the '4. B/M Options' tab selected. The dialog has five tabs: 1. Main, 2. Labor/Item, 3. Additional, 4. B/M Options, and 5. Other. The 'B/M Options' tab contains several settings:

- Maximum Number of Levels in Bills:** A text box containing the value '10'.
- Next Automatic Production Entry Number:** A text box containing the value '0000001'.
- Explode Sub-Assemblies During Production Entry:** An unchecked checkbox.
- Batch Processing:** A section containing:
 - Allow Batch Entry:** An unchecked checkbox.
 - Password for Batch Entry Override:** An empty text box.
 - Next Batch Number:** A text box containing the value '00001'.
- Allow Addition of New Items in Bill Maintenance:** A checked checkbox.
- Allow Negative Quantities in Bills:** A checked checkbox.
- Allow Duplicate Components:** An unchecked checkbox.
- Use Bill Revision Codes:** A checked checkbox.
- Use Sales Kit Processing:** A checked checkbox.
- Use Option Bills:** A checked checkbox.

At the bottom of the dialog are buttons for 'Accept', 'Cancel', a printer icon, and a help icon. The status bar at the bottom right shows 'SMD' and the date '8/10/2007'.

The **Maximum Number of Levels in Bills** is used when displaying bills. It is recommended that you set the maximum number of levels to two levels greater than the anticipated maximum. This option is used as a safety precaution to prevent an endless loop from occurring in Bill of Materials reports when the parent bill has been entered as a component of one of its subassembly items.

Next Automatic Production Entry Number is used to assign the next Production entry number.

Select the **Explode Sub-Assemblies During Production Entry** check box to explode subassemblies. Clear the check box if you do not want to explode subassemblies.

The screenshot shows the 'Service Management Options' dialog box with the following settings:

Option	Value
Maximum Number of Levels in Bills	10
Next Automatic Production Entry Number	0000001
Explode Sub-Assemblies During Production Entry	<input type="checkbox"/>
Allow Addition of New Items in Bill Maintenance	<input checked="" type="checkbox"/>
Allow Negative Quantities in Bills	<input checked="" type="checkbox"/>
Allow Duplicate Components	<input type="checkbox"/>
Batch Processing	
Allow Batch Entry	<input type="checkbox"/>
Password for Batch Entry Override	
Next Batch Number	00001
Use Bill Revision Codes	<input checked="" type="checkbox"/>
Use Sales Kit Processing	<input checked="" type="checkbox"/>
Use Option Bills	<input checked="" type="checkbox"/>

Buttons: Accept, Cancel, Print, Help

Footer: SMD 8/10/2007

If the **Allow Addition of New Items in Bill Maintenance** is checked, it allows inventory items to be added “on the fly” when entering Bill of Material information.

Allow Negative Quantities in Bills is used with Option Bills to allow negative quantities for component items of a bill.

Allow Duplicate Components lets you have two identical line items for a bill.

The screenshot shows the 'Service Management Options' dialog box with the following fields and options:

- 1. Main
- 2. Labor/Item
- 3. Additional
- 4. B/M Options
- 5. Other

Batch Processing (highlighted in blue):

- Maximum Number of Levels in Bills: 10
- Next Automatic Production Entry Number: 0000001
- Explode Sub-Assemblies During Production Entry:
- Allow Batch Entry:
- Password for Batch Entry Override: [Empty text box]
- Next Batch Number: 00001

Other options:

- Allow Addition of New Items in Bill Maintenance:
- Allow Negative Quantities in Bills:
- Allow Duplicate Components:
- Use Bill Revision Codes:
- Use Sales Kit Processing:
- Use Option Bills:

Buttons: Accept, Cancel, Print, Help

Footer: SMD 8/10/2007

Select the **Allow Batch Entry** check box to enable batch entry within **Production Entry**.

Enter the **Password for Batch Entry Override**. This password is requested when a user attempts to either access a private batch created by another user or change the private batch flag for a batch created by another user.

Next Batch Number is used to assign the next batch number in the Automatic Batch Entry feature in **Production Entry**.

Service Management Options

1. Main | 2. Labor/Item | 3. Additional | 4. B/M Options | 5. Other

Maximum Number of Levels in Bills: 10

Next Automatic Production Entry Number: 0000001

Explode Sub-Assemblies During Production Entry:

Batch Processing

Allow Batch Entry:

Password for Batch Entry Override:

Next Batch Number: 00001

Allow Addition of New Items in Bill Maintenance:

Allow Negative Quantities in Bills:

Allow Duplicate Components:

Use Bill Revision Codes:

Use Sales Kit Processing:

Use Option Bills:

Accept Cancel [Printer] [Help]

SMD 8/10/2007

Use Bill Revision Codes allows you to do the following:

- If selected, changes to a Bill of Materials can be tracked using a three-digit revision code.
- Using revisions allows you to retain a complete history of the evolution of your product each time a bill is modified.
- A duplicate of the entire bill is stored for each revision entered.
- A revision code must be entered each time a bill of material is referenced to insure that the correct items and quantities are listed.
- Revision codes are beneficial in situations where service or repairs are required on a previous version of a Bill of Material.

Check the **Use Sales Kit Processing** box to be able to use Kits in Bills.

Check the **Use Option Bills** box to be able to use Options in Bills.

Other Tab

The screenshot shows a dialog box titled "Service Management Options" with five tabs: 1. Main, 2. Labor/Item, 3. Additional, 4. B/M Options, and 5. Other. The "5. Other" tab is selected. A blue box highlights the "Payroll Integration" section, which contains three options: "Include History in Payroll Batch" (checked), "Payroll Overtime Calculation" (set to "40 hours a week"), and "Activate Commission Processing" (checked). At the bottom right of the dialog are buttons for "Accept", "Cancel", a printer icon, and a help icon. The status bar at the bottom shows "IIG", "SMD", and "12/14/2007".

Check the **Include History in Payroll Batch** box to have the program search for labor records during the given period in the S/M history as well. This setting is the default setting for all Payroll Batch Entries, and can be changed on each separate Payroll Batch Entry.

The **Payroll Overtime Calculation** can be set to **8 hours a day** or **40 hours a week**. This determines how the hours over time will be calculated - on the daily or weekly basis.

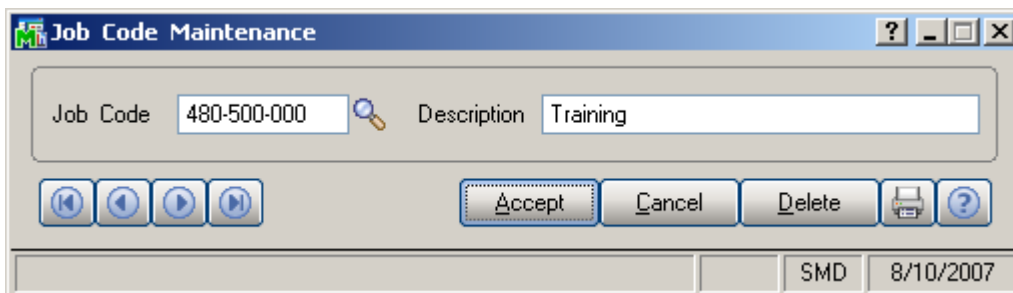
You can **Activate Commission Processing** by checking the box.
See the **Commission Processing** section for details.

Job Code Maintenance

Job Codes are used to track material and labor cost and revenue in the contract file.

Service Management modifies several standard MAS 90 programs, including Inventory Maintenance, Charge Code Maintenance and others, adding a new field – the Job Code field. You can assign job codes to the inventory items and charge codes in order to track their usage by service contracts.

The **Job Codes Maintenance** program from the **Service Management Main** menu allows you to add and remove Job Codes.



If no Job Codes are assigned to inventory items or charge codes, the default job codes specified in **Service Management Options** will be used for material or labor items.

A total of nine characters can be used for Job Codes. You can define segmentation of the Job Codes by changing the appropriate setting in the second tab of **Service Management Options**.

Skill Code Maintenance

In Service Management, **Skill Codes** describe, in a generic way, the type of work a technician can perform. The **Skill Code Maintenance** program is used to maintain, edit and add skill codes used in the Service Management Module.

Skills defined in this program are used during Technician Code Maintenance to describe the different skills, at appropriate levels, of each technician. This allows you to pick the appropriate or most qualified technician during Task or Dispatch Data Entry.

Job Code is used when posting labor charges to the contract file.

Sales Acct is used for postings when closing dispatches with labor (based on the priority in Options).

Skill Cost is used for posting cost to contracts for transactions generated when closing dispatches with labor (based on billing rate calculation).

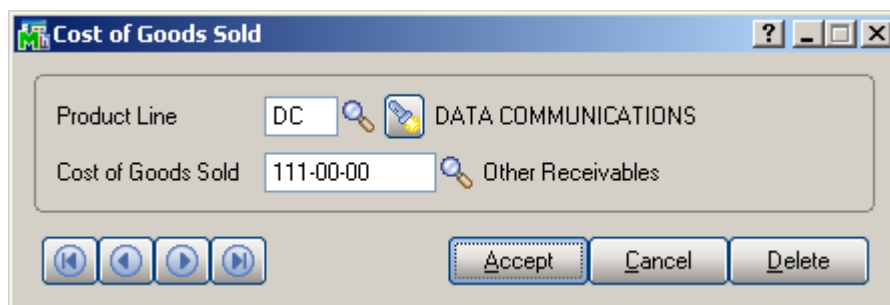
Billing Rate is the billing rates for labor items subject to contract settings or the billing rate calculation priority set-up in **Service Management Options**.

The **Retainer Factor** is used when calculating used hours from the contract hours.

The **Overtime Factor** is used for calculation of hours during Labor lines entry for the hours out of the coverage period defined by the **Coverage Code** of the task.

Clicking the **COGS G/L** button opens the **Cost Of Goods Sold** screen, where you can specify account to be used for the labor items generated from the selected Skill during dispatch closing into Sales Orders or Invoices.

The **COGS G/L** button is available only if the **Labor Billing Presentation** is set to **Inventory Item** in the **Service Management Options**.



Different G/L accounts can be set for different **Product Lines** and for all the Product Lines (empty Product Line) not having separate accounts specified.

The **COGS G/L** button is available only if the **Labor Billing Presentation** is set to **Inventory Item** in the **Service Management Options**.

The account specified for the **Product Line** set in the **Service Management Options** will be used for the generated inventory items.

If there is no account set for that Product Line, the program uses the account set **without Product Line**.

Labor Code Maintenance

In **Service Management**, **Labor Codes** describe, in a detailed way, the type of work a technician can perform.

The **Labor Code Maintenance** program is used to maintain, edit and add labor codes used in the **Service Management** Module.

Skill Codes are used to specify to which Skill Code group this labor code belongs. A single Skill Code can include any number of individual labor codes. Using the **Skill Code** during Dispatch Data Entry can reduce confusion and speed your data entry.

Job Codes are used when posting labor charges to the contract file.

Sales Account is used for postings when closing dispatches with labor (based on the priority in **Service Management Options**).

Labor Cost is used for posting cost to contracts for transactions generated when closing dispatches with labor (based on billing rate calculation).

Billing Rate is the billing rates for labor items subject to contract settings or the billing rate calculation priority set-up in **Service Management Options**.

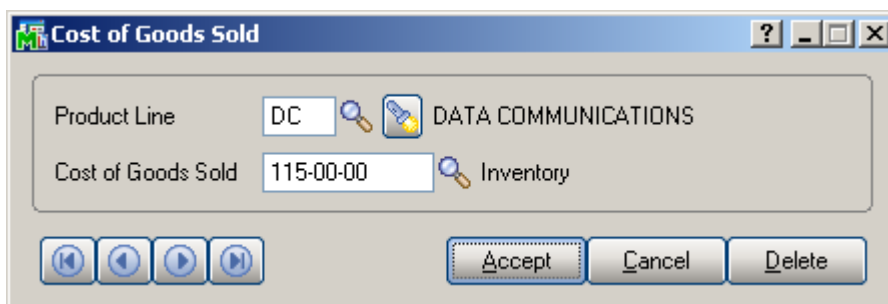
Select the **Regular** and **Overtime Earnings Codes** from the **Earnings List**. Earnings Codes are set in the **Earnings Code Maintenance** under the **Payroll Setup** menu.

The **Retainer Factor** is used when calculating used hours from the contract hours.

The **Overtime Factor** is used for calculation of hours during Labor lines entry for the hours out of the coverage period defined by the **Coverage Code** of the task.

Tax Class will be used in the Dispatch by default, if the Task's **Ship To Address** has **Calculate taxes on Labor** checked and the **Calculate taxes on Labor** option is not set to **No** in **Service Management Options**. If the Labor Presenting item is generated anew during dispatch closing, this **Tax Class** will be set for it.

Clicking the **COGS G/L** button opens the **Cost Of Goods Sold** screen, where you can specify account to be used for the labor items generated from the selected Labor during dispatch closing into Sales Orders or Invoices.



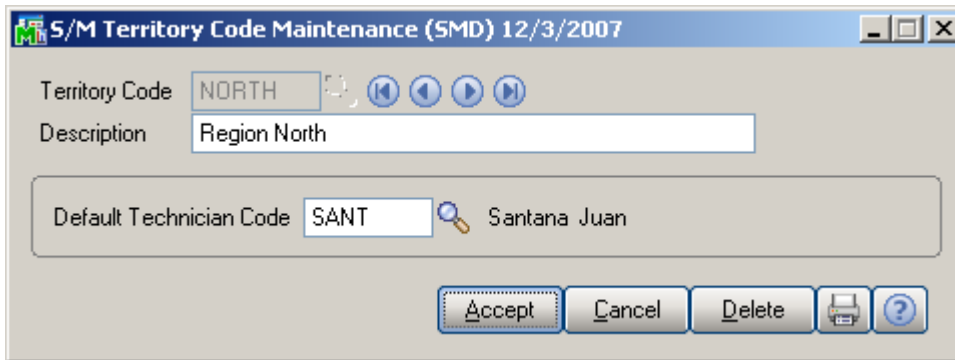
Different G/L accounts can be set for different **Product Lines** and for all the Product Lines (empty Product Line) not having separate accounts specified.

The account specified for the **Product Line** set in the **Service Management Options** will be used for the generated inventory items.

If there is no account set for that Product Line, the program uses the account set **without Product Line**.

Territory Code Maintenance

The technician code specified in the **Default Technician Code** field of **Territory Code Maintenance** is the default technician for current territory.



S/M Territory Code Maintenance (SMD) 12/3/2007

Territory Code: NORTH

Description: Region North

Default Technician Code: SANT Santana Juan

Buttons: Accept, Cancel, Delete, Print, Help

The **Territory Code** can then be used as a selection criterion in the **Quick Dispatching, Technician Maintenance, Customer Maintenance, Ship to Maintenance, Task Data Entry, Dispatch Board** and some other programs in order to match technicians and task job sites with the same **Territory Code**.

Technician Code Maintenance

The **Technician Code Maintenance** screen is used to maintain, edit and add technician codes used in the **Service Management** Module.

The **Technician Code Maintenance** program is used to enter technicians' qualifications using a set of skill codes and a performance evaluation level (0 to 9) for each skill. **Dispatch Entry** uses skill information taken from **Technician Code Maintenance** to match skill requirements with a list of available personnel. This returns a list showing only the qualified personnel available to perform the task.

Technician Code Maintenance

Technician Code: EVA

Password: [Empty]

Active:

Last Name: Smith

First Name: Eva

Labor Cost: 90.00

Billing Rate: 100.00

Territory Code: NORTH

E-mail Address: eva@yahoo.com

Sales Acct: 105-00-01

Employee Number: 0000105

Buttons: Skills, Web Settings

Buttons: Accept, Cancel, Delete

Status: SMD 8/10/2007

Enter new **Technician Code** to add or an existing one to modify data.

Enter the **Last** and **First Names** and **E-mail Address** of the technician in the appropriate fields.

Use the **Labor Cost** field and the **Billing Rate** field to enter hourly cost and price information for a given Technician Code.

The **J/C Cost Code Segment Value** is used during the import in the **Job Posting Entry**, to substitute the **J/C Cost Code Seg. for Tech Posting** specified in the **Service Management Options**.

Enter the **Territory Code** for the area covered by the technician. The code must have been previously entered in the **Territory Code Maintenance** screen. This code is used to search for Tasks and Dispatches elsewhere in the system.

Sales Acct is used for postings when closing dispatches with labor (based on the priority in **Service Management Options**).

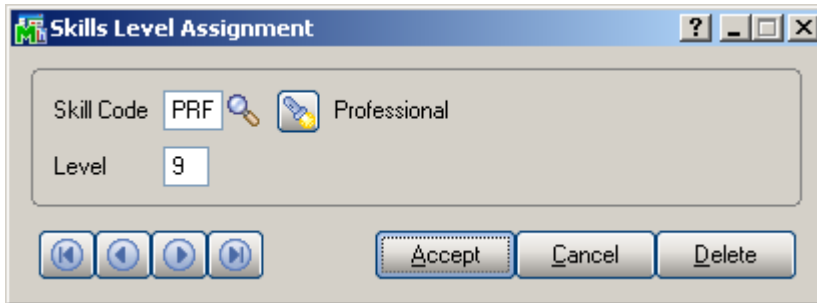
Employee Number sets the connection between the Technician Code and Employee Number used in the **Payroll** module.

Check the **Overtime Exception** box to denote that workday for this technician equals to 10 hours instead of usual 8.

Clear the **Active** check box, if the **Technician** is not available for assigning dispatches. The Technicians with the **Active** option not selected cannot be selected anywhere for new Tasks and Dispatches. Existing Task and Dispatches of the inactive technician can be still processed.

Press the **Skills** button to submit the technician qualification information using the existing skills defined in the **Skill Code Maintenance** program.

The following screen will appear.



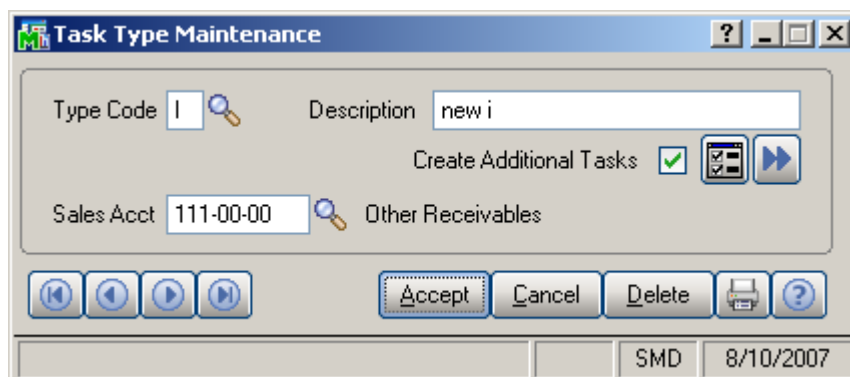
The screenshot shows a dialog box titled "Skills Level Assignment". It contains two input fields: "Skill Code" with the value "PRF" and a magnifying glass icon, and "Level" with the value "9". To the right of the "Skill Code" field is a key icon and the word "Professional". Below the input fields are four navigation buttons (back, forward, left, right) and three action buttons: "Accept", "Cancel", and "Delete".

Enter the desired **Skill Code** for the technician.

Enter the **Skill Level Number** representing the technical expertise required for satisfactory task completion. Skill level can be from 0 to 9.

Task Type Maintenance

The **Task Type Maintenance** program is used to maintain task type codes.



The screenshot shows the 'Task Type Maintenance' window. It features a title bar with a question mark, minimize, maximize, and close buttons. The main area contains several input fields and controls: 'Type Code' with the value '1' and a magnifying glass icon; 'Description' with the value 'new i'; 'Sales Acct' with the value '111-00-00' and a magnifying glass icon; and 'Other Receivables'. A 'Create Additional Tasks' checkbox is checked, and there is a button with a right-pointing arrow and a list icon. At the bottom, there are navigation buttons (back, forward, search, etc.), 'Accept', 'Cancel', and 'Delete' buttons, a printer icon, and a help icon. The status bar at the bottom right shows 'SMD' and the date '8/10/2007'.

Sales Acct is used for postings when closing dispatches with labor (based on the priority in **Service Management Options**).

Enter the **Type Code** and check the **Create Additional Tasks** box to have the program create records for the additional tasks. The tasks will be generated at the moment you're accepting a new task of this type in the **Task Data Entry**.

By default, the list of the additional tasks contains four tasks of the type set as default in the **Service Management Options**. Click the **Additional Tasks** button to view the list in the **Create Additional Tasks** screen. You can change the number and types of the tasks to be created in this screen.

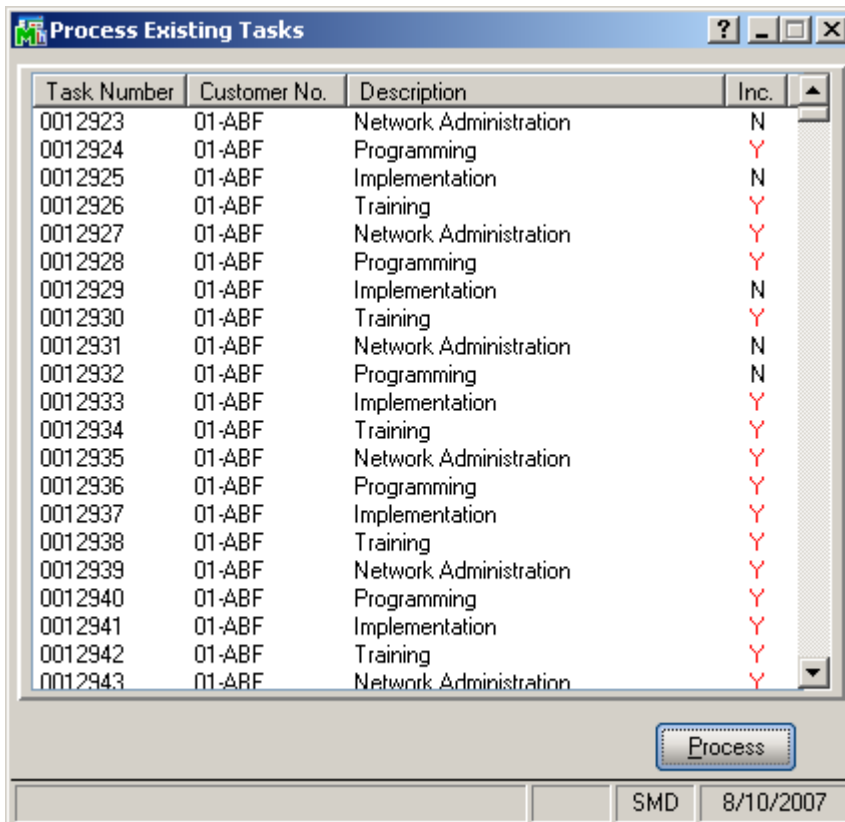
If you delete all the additional tasks in the list, and close the **Create Additional Tasks** screen, the check box in the **Task Type Maintenance** will be automatically cleared. You must check it anew and click the button, if you want to add tasks after that.

If you check the **Create Additional Tasks** box and do not click the **Additional Tasks** button, the program will use the four default records to create additional tasks.

Here is the **Create Additional Tasks** screen with the default additional tasks records:

Task Type	Description	Nature Of Ta...
new i	Network Administration	INST
new i	Programming	
new i	Implementation	
new i	Training	

You can also create additional tasks for the existing tasks in the system. This is useful when you do not want to generate additional tasks at the moment of entering and accepting the task, but want to generate them afterwards. Click the **Process Existing Tasks** button to view the list of existing tasks of the selected type.



Task Number	Customer No.	Description	Inc.
0012923	01-ABF	Network Administration	N
0012924	01-ABF	Programming	Y
0012925	01-ABF	Implementation	N
0012926	01-ABF	Training	Y
0012927	01-ABF	Network Administration	Y
0012928	01-ABF	Programming	Y
0012929	01-ABF	Implementation	N
0012930	01-ABF	Training	Y
0012931	01-ABF	Network Administration	N
0012932	01-ABF	Programming	N
0012933	01-ABF	Implementation	Y
0012934	01-ABF	Training	Y
0012935	01-ABF	Network Administration	Y
0012936	01-ABF	Programming	Y
0012937	01-ABF	Implementation	Y
0012938	01-ABF	Training	Y
0012939	01-ABF	Network Administration	Y
0012940	01-ABF	Programming	Y
0012941	01-ABF	Implementation	Y
0012942	01-ABF	Training	Y
0012943	01-ABF	Network Administration	Y

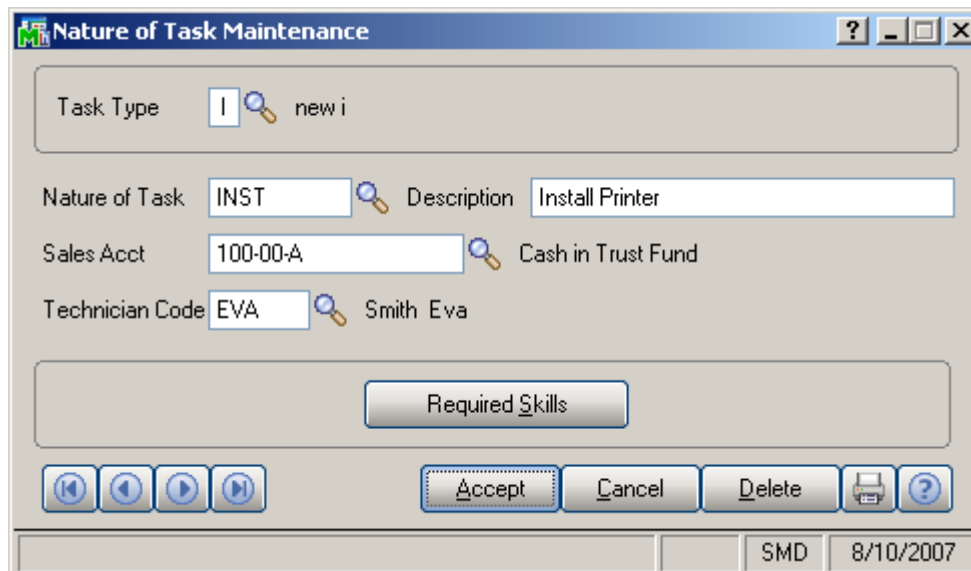
The **Include** column displays if you want to include task into processing.

Double-click tasks to change their including setting.

Click the **Process** button.

Nature of Task

The **Nature of Task Maintenance** program is used to maintain, edit and add Nature of Task codes used in the **Service Management** Module. This program can also be used to list the skills required to perform these tasks, in order to match the task to a technician.



The screenshot shows the 'Nature of Task Maintenance' window. It features several input fields with lookup icons (magnifying glasses): 'Task Type' with 'new i', 'Nature of Task' with 'INST', 'Description' with 'Install Printer', 'Sales Acct' with '100-00-A', and 'Technician Code' with 'EVA' and 'Smith Eva'. A 'Required Skills' button is located below the input fields. At the bottom, there are navigation buttons (back, forward, etc.), 'Accept', 'Cancel', and 'Delete' buttons, along with a printer icon and a help icon. The status bar at the bottom right shows 'SMD' and the date '8/10/2007'.

Enter **Task Type** or select it from the lookup for the Nature of the Task you wish to maintain.

Enter the desired **Nature of Task** code to add or maintain and a **Description** for the Nature of Task.

Sales Acct is used for postings when closing dispatches with labor (based on the priority in the **Service Management Options**).

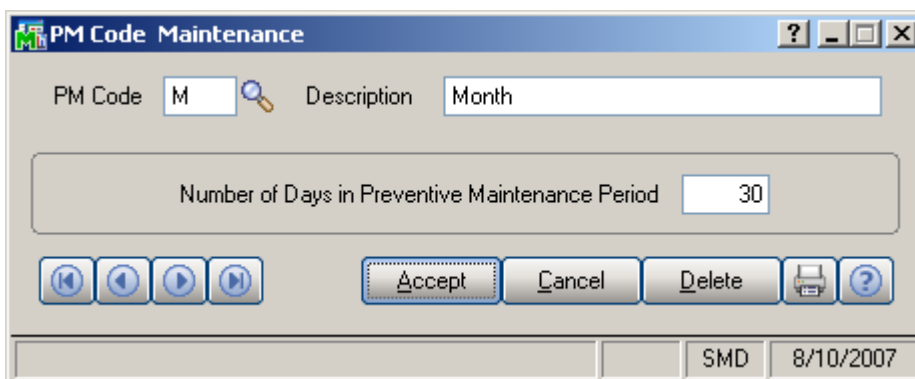
Select the **Technician Code** to be loaded by default when selecting the **Nature of Task**.

Use the **Required Skills** button on the **Nature of Task Maintenance** screen to open the **Skills Level Assignment** screen. Use this screen to specify the list of skills needed for the assigned tasks.

PM Code Maintenance

The **PM Code Maintenance** is used to maintain, edit and add PM (Preventive Maintenance) codes used in the **Service Management** Module.

The **PM Code** can be assigned to a preventive maintenance contract entered in **Contract Maintenance**. The system will then use the number of days associated with the PM Code to automatically generate a preventive maintenance task at the appropriate time, when the **Auto Generate Task Selection** program is run.



Enter the desired **PM Code** you wish to enter or maintain.

Use the **Description** field to enter or maintain the description for specific PM Code. This description may be up to thirty characters in length.

Use the **Number of Days in Preventive Maintenance Period** field to enter the frequency (measured in days) with which the maintenance task should be performed.

Routing Maintenance

Routing Maintenance is a program that allows entry of repair tasks to be performed on a given item, or for entry of tasks required to install an item that has been sold. For the system to generate the tasks listed in the routing for the repair or installation of an item, the item must be entered in **Bill of Materials Maintenance** along with the desired **Routing Number**.

The term “Routing” is used in this case to describe the total set of steps, of any kind, taken to complete a dispatch or task. “Routing” can be any kind of alphanumeric information, as well as the commonly understood repair and installation instructions.

Step No.	Step Description	Manufacturing	Labor/Skill	Gen. Task	Task Type	Nature of Task	Required Hours
0010	First	Y	INSTALL	Y	service type 11	NATURE S1	2.00

Enter the **Routing Number** that represents the series of steps to be performed in completing a repair or an installation.

Enter the **Description** (effectively, the name) of the routing in this field. You may use up to thirty characters for the description.

Enter the number of the step you wish to add or maintain in the **Step Number** field. Use the **Next Number** icon to accept the next automatically incremented step number.

If the **Step Number** represented by the next incremented value already exists, then the difference between the current step number and the step represented by the multiple will be divided by two.

If you are entering the first step number for a new routing, clicking the **Next Number** icon will insert **Step Number 0000** automatically.

Enter the **Step Description**. You may use as many characters as you wish to describe each step in the routing. The **Step Text Maintenance** window will appear when you exceed the initial thirty-character count.

During normal use of this screen, only the first thirty characters will be shown in the **Routing Maintenance Description** field. Clicking the button allows you to see the additional characters.

Choose the **Text** button to display the **Step Text Maintenance** window. If an extended step description has been entered for the step, *Ext* appears to the right of the **Text** button.

Enter the **Required Hours** planned to complete this step.

Routing Maintenance

Routing Number: MAS90_INSTALLATION Description: MAS90_Installation

Step Number: 0010 Description: First Required Hours: 2.00

Generate Task: Task Type: S service type 11

Nature of Task: NATURE S1 Nature S1

Manufacturing: Labor/Skill Code: INSTALL Installation Services

Technician Code: EVA Smith Eva

Step No.	Step Description	Manufacturing	Labor/Skill	Gen. Task	Task Type	Nature of Task	Required Hours
0010	First	Y	INSTALL	Y	service type 11	NATURE S1	2.00

Buttons: Del, Accept, Cancel, Delete, SMD, 8/10/2007

Select the **Generate Task** box to mark this step as a task, which can be automatically dispatched by the system when an item with this routing is sold or needs repairing.

If the **Generate Task** box is checked, select a **Task Type** describing the task. This will be transferred automatically to the generated task, and can be used for assigning a technician with the skills appropriate for completing the task.

If the **Generate Task** box is checked, enter a **Nature of Task** describing the task. You can click the **Lookup** button and select it from the list, which changes based on the Task Type. This will be transferred automatically to the generated task.

The **Manufacturing** check box is available only for Steps with the **Generate Task** option selected.

If the **Manufacturing** box is selected for a **Step**, the **Labor/Skill Code** and **Technician Code** fields become visible, allowing for selection for that Step.

For **Manufacturing** Step, Dispatch with Labor Charge line will be generated when generating Task, using the specified **Labor/Skill** and **Technician** Codes.

Task/Dispatch Status Maintenance

The **Task/Dispatch Status Maintenance** program is used to maintain task/dispatch status codes, which are used to display the current status of tasks and dispatches. For example, task can be opened or closed, entered or waiting for a receipt.

Check the **Allow Cascade Replacement** box if you want to have the Status applied to the Dispatches when applying it to the Task.

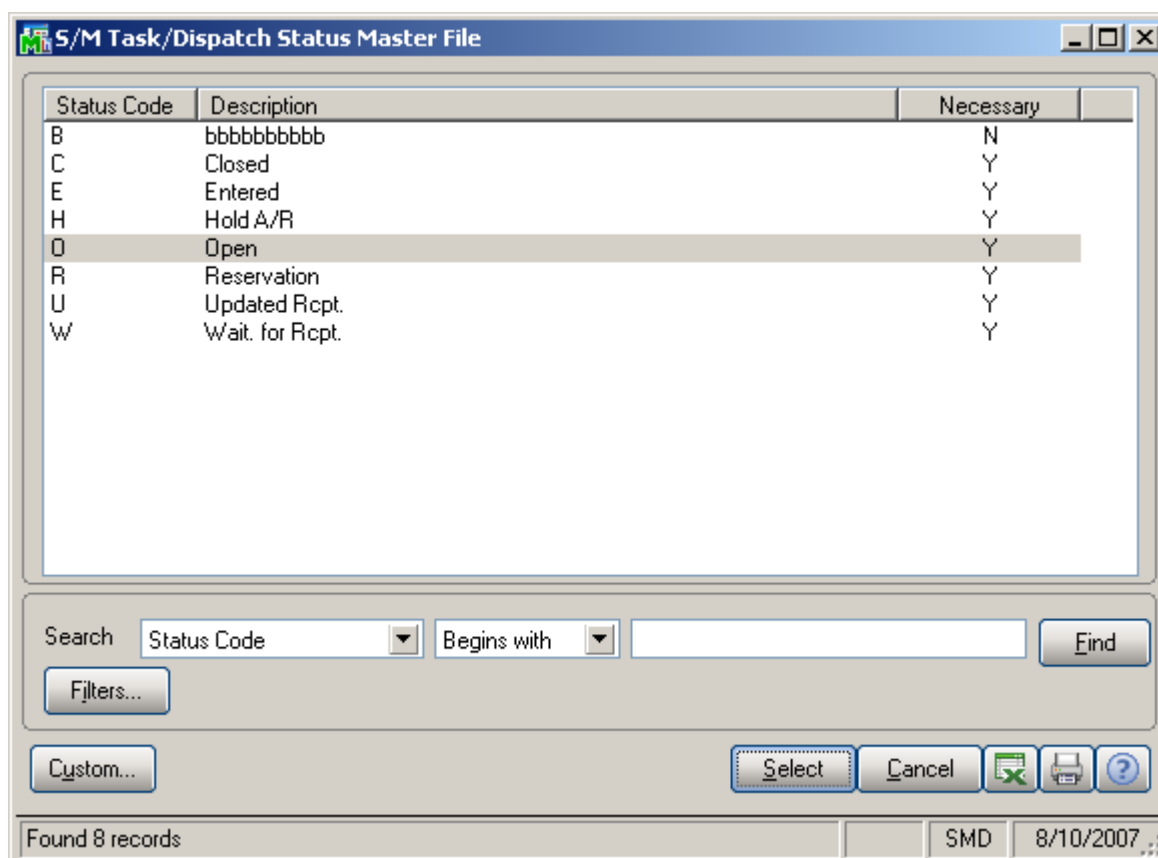
Check the **Retain during Cascade Replacement** box if you want the Status to be retained for the Dispatches when applying cascade replacement from the Task.

Check the **Use color for Tasks/Dispatches in Dispatch Board** box, to display Color Bars for statuses of Tasks or Dispatches, correspondingly.

When the box is checked, the color selection fields become enabled. You can enter RGB of the color, or click the **Lookup Colors** icon to select color in the standard Windows **Color** dialog box.

The previews display currently selected colors. You can use the arrows to easily copy one of the selected colors to the other.

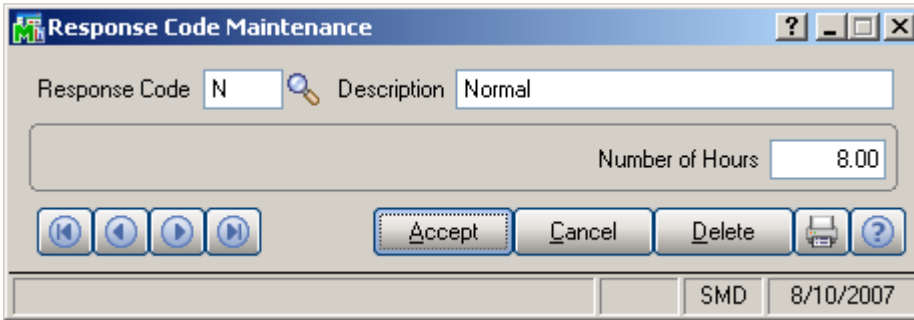
Clicking the **Status Code** Lookup button displays the **S/M Task/Dispatch Status Master File** screen with the list of Status Codes with their descriptions.



There are several standard Status Codes that are always present in this list. Besides, you can add new codes for your special needs, delete them and modify their settings. However, the standard Status Codes cannot be deleted.

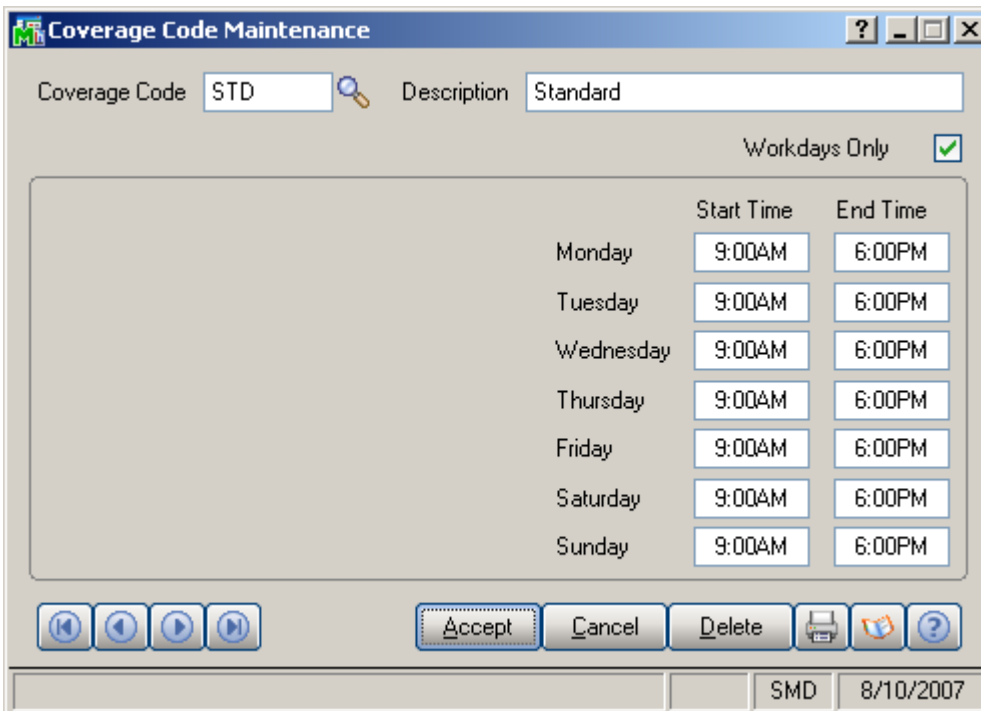
Response Code Maintenance

The **Response Code Maintenance** allows entry of **Number of Hours** for each Response Code.

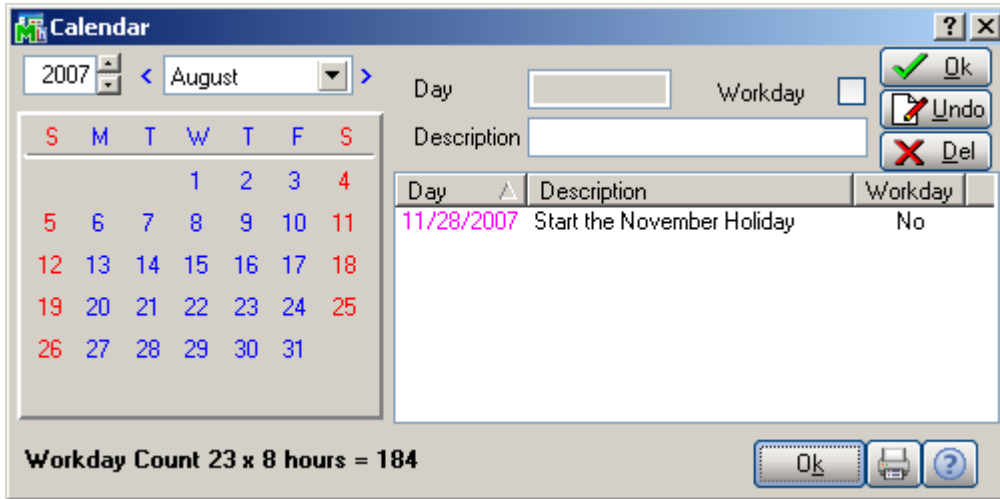


Coverage Code Maintenance

The **Coverage Code Maintenance** allows entry of coverage hours for each of day of the week. Each Coverage Code can be specified as **Workdays Only** or not.

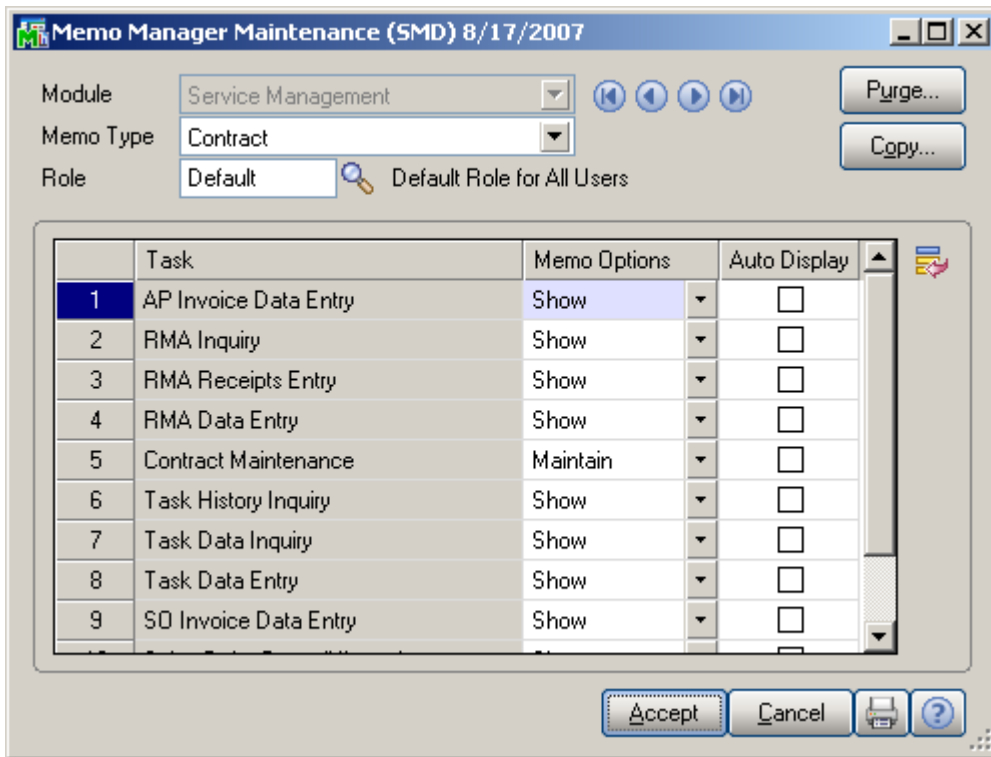


Clicking the **Calendar** button displays the **Calendar** screen, where you can specify the Workdays and Holidays.



Memo Manager Maintenance

The **Memo Manager Maintenance** program allows setting Memo Options to be displayed on the screens specified here.

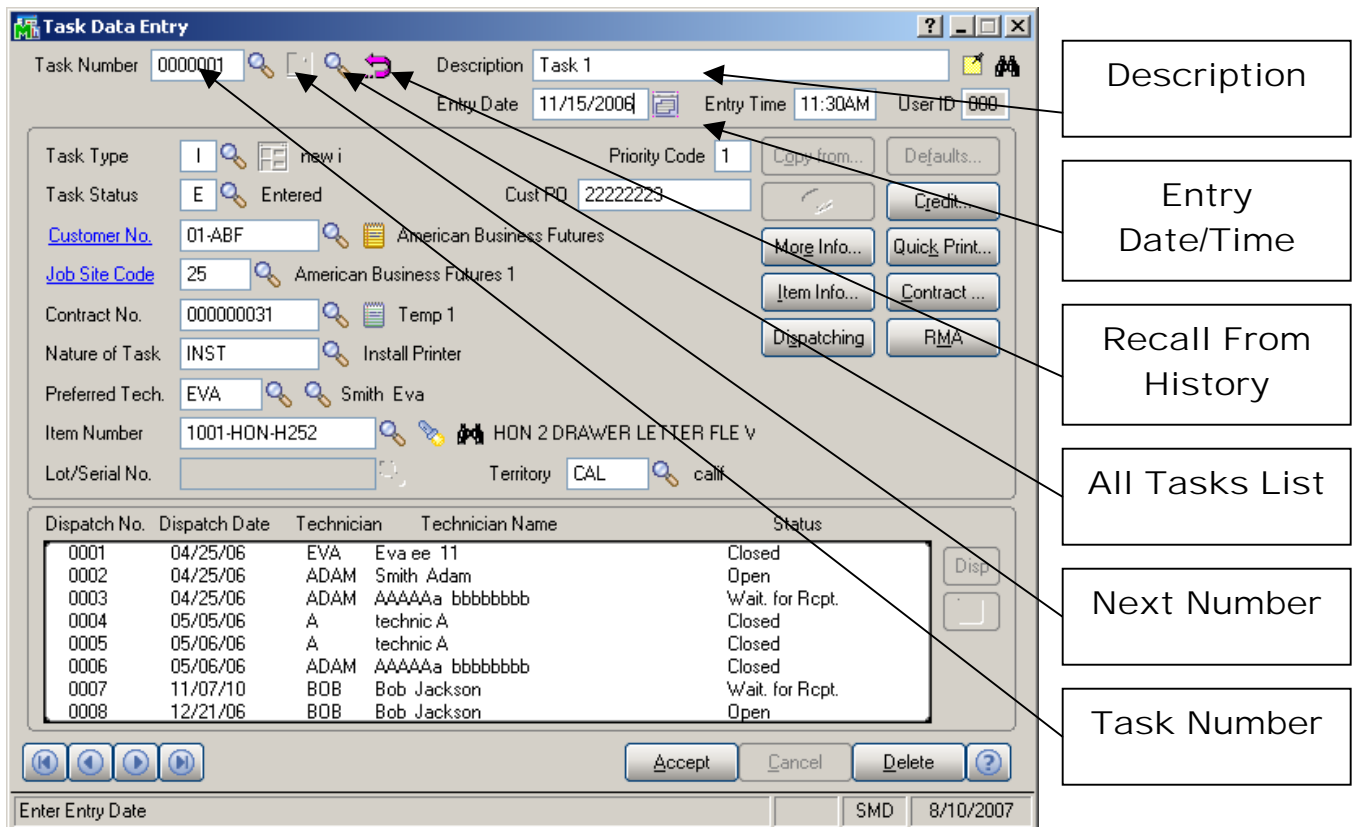


The Main Menu

Task Data Entry

Task Data Entry is used to allow entry of tasks to be dispatched in response to calls received from customers. It can also dispatch for tasks generated automatically by the following processes in the Service Management System:

- Tasks detailing installation steps generated by the Sales Order Entry program.
- Tasks generated for special items by the Sales Order Entry program.
- Tasks generated for Preventive Maintenance by the Auto Generate Task Selection program.



You may enter the **Task Number** you want to add or maintain manually by typing it into the **Task Number** field.

If you are adding new tasks, click the **Next Number** icon to accept the next new Task Number, which the program will increment automatically.

Click the **All Tasks List** lookup button to view all the tasks including both Active and History tasks. You can select an active task, or select a History task, which will be prompted to be recalled from history.

Click the **Recall From History** button to view History tasks.

Enter the **Description** of the task to be performed. The program allows you to enter an extended description. Click the **Extended Task Description** button to enter more detailed description. You can use the Spell Check there.

By default, the system sets the **Entry Date** and **Time** to the current date and time. You can change it.

Task Data Entry

Task Number: 0000001 | Description: Task 1 | Entry Date: 11/15/2006 | Entry Time: 11:30AM | User ID: 000

Task Type: I | Priority Code: 1

Task Status: E Entered | Cust PO: 22222223

Customer No.: 01-ABF | Job Site Code: 25

Contract No.: 000000031 | Nature of Task: INST Install Printer

Preferred Tech.: EVA Smith Eva

Item Number: 1001-HON-H252 | Lot/Serial No.: | Territory: CAL

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	04/25/06	EVA	Eva ee 11	Closed
0002	04/25/06	ADAM	Smith Adam	Open
0003	04/25/06	ADAM	AAAAAa bbbbbbbb	Wait. for Rcpt.
0004	05/05/06	A	technic A	Closed
0005	05/06/06	A	technic A	Closed
0006	05/06/06	ADAM	AAAAAa bbbbbbbb	Closed
0007	11/07/10	BOB	Bob Jackson	Wait. for Rcpt.
0008	12/21/06	BOB	Bob Jackson	Open

Buttons: Accept, Cancel, Delete, ?

Footer: Enter Entry Date | SMD | 8/10/2007

Search By Task Description

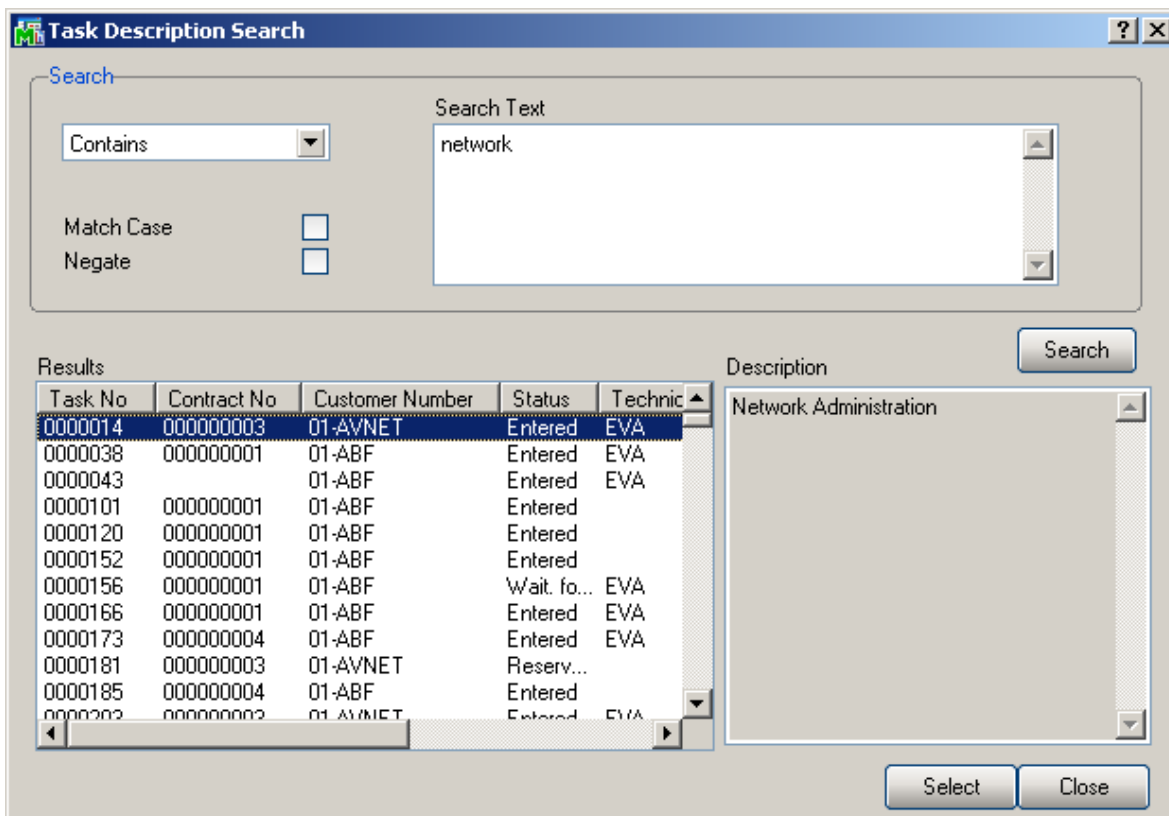
Customer Memo

Contract Memo

Click the **Customer Memo** button to create Memo for current customer.

Click the **Contract Memo** button to create Memo for current contract.

Click the **Search By Task Description** button to open the **Task Description Search** screen. You can select any task.



The screenshot shows the 'Task Data Entry' window with the following fields and values:

- Task Number: 0000001
- Description: Task 1
- Entry Date: 11/15/2006
- Entry Time: 11:30AM
- User ID: 000
- Task Type: I
- Task Status: E (Entered)
- Priority Code: 1
- Customer PO: 22222223
- Customer No.: 01-ABF
- Job Site Code: 25
- Contract No.: 000000031
- Nature of Task: INST
- Preferred Tech.: EVA
- Item Number: 1001-HON-H252
- Lot/Serial No.:
- Territory: CAL

Callouts on the right side of the image point to the following fields:

- Priority Code
- Customer PO
- Task Type
- Task Status

At the bottom of the window, there is a table with the following data:

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	04/25/06	EVA	Eva ee 11	Closed
0002	04/25/06	ADAM	Smith Adam	Open
0003	04/25/06	ADAM	AAAAAa bbbbbb	Wait. for Rcpt.
0004	05/05/06	A	technic A	Closed
0005	05/06/06	A	technic A	Closed
0006	05/06/06	ADAM	AAAAAa bbbbbb	Closed
0007	11/07/10	BOB	Bob Jackson	Wait. for Rcpt.
0008	12/21/06	BOB	Bob Jackson	Open

Enter desired **Priority Code** for the task. **Priority Code** is used as a search term for the task.

Enter the **Customer Purchase Order** number for this task.

Enter the desired **Task Type**. Task Type is used as a search term for the task. In addition, the Nature of the Task entered later must be of this Task Type. The tool tip displays the Type Code of the task. This is useful when you delete type in the Type Maintenance, and forget the type of task, while the “Not On File” message is displayed in the field.

Enter desired **Task Status**. Task Status is used as a search term for the task. Once a task is closed, it will no longer appear on your Task List. If you keep Task History, the task will be transferred into the history when it is closed.

When entering new task, the customer you select may have exceeded his credit limit. In this case, a warning with **Over Credit Limit** is displayed.

Customer Credit History
? X

Customer No. Avnet Processing Corp WARNING - OVER CREDIT LIMIT !

Credit Limit	A/R Balance	Open Order	Over By
<input type="text" value="7,500.00"/>	<input type="text" value="51,814.03"/>	<input type="text" value="74,585.67"/>	<input type="text" value="118,899.70"/>

Current	30 Days	60 Days	90 Days	120 Days
<input type="text" value="51,814.03"/>	<input type="text" value=".00"/>	<input type="text" value=".00"/>	<input type="text" value=".00"/>	<input type="text" value=".00"/>

Avg Days Pay/Overdue	082 / 052	Date Last Statement	04/30/2010
Date Established	01/01/2009	Highest Balance	5,416.36
Last Activity Date	05/31/2010		
Last Payment Date	05/31/2010	Date Last Finance Charge	04/30/2010
Last Payment Amount	1,000.00	Unpaid Finance Charge	44.12

Task Data Entry

Task Number: 0000001 Description: Task 1

Entry Date: 11/15/2006 Entry Time: 11:30AM User ID: 000

Task Type: I Priority Code: 1

Task Status: E Entered Cust PO: 22222223

Customer No.: 01-ABF American Business Futures

Job Site Code: 25 American Business Futures 1

Contract No.: 000000031 Temp 1

Nature of Task: INST Install Printer

Preferred Tech.: EVA Smith Eva

Item Number: 1001-HON-H252 HON 2 DRAWER LETTER FLE V

Lot/Serial No.: Territory: CAL calif

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	04/25/06	EVA	Eva ee 11	Closed
0002	04/25/06	ADAM	Smith Adam	Open
0003	04/25/06	ADAM	AAAAAa bbbbbb	Wait. for Rcpt.
0004	05/05/06	A	technic A	Closed
0005	05/06/06	A	technic A	Closed
0006	05/06/06	ADAM	AAAAAa bbbbbb	Closed
0007	11/07/10	BOB	Bob Jackson	Wait. for Rcpt.
0008	12/21/06	BOB	Bob Jackson	Open

Accept Cancel Delete ?

Enter Entry Date SMD 8/10/2007

Create Additional Tasks

When accepting new task of a type, for which the **Create Additional Task** box is checked in the **Task Type Maintenance**, the program asks if you want to generate additional tasks.

If you click **No**, no additional task will be generated.

If you click **Yes**, a message will be displayed with the numbers of generated tasks.

Additional tasks will have all the fields taken from the initial task, except for the Task Type and Description.

If you haven't generated additional tasks when accepting the tasks, you can do that afterwards. Open the task in the **Task Data Entry** screen, and click the **Create Additional Tasks** button. A message will prompt you if you really want to generate the tasks. If you answer Yes, a message will display the numbers of generated tasks.

The screenshot shows the 'Task Data Entry' window with the following fields and values:

- Task Number: 0000001
- Description: Task 1
- Entry Date: 11/15/2006
- Entry Time: 11:30AM
- User ID: 000
- Task Type: I
- Task Status: E (Entered)
- Priority Code: 1
- Customer No.: 01-ABF
- Job Site Code: 25
- Contract No.: 000000031
- Nature of Task: INST (Install Printer)
- Preferred Tech: EVA (Smith Eva)
- Item Number: 1001-HON-H252
- Lot/Serial No.:
- Territory: CAL (Calif)

Callouts point to the following fields:

- Customer No.
- More Info...
- Job Site Code
- Contract No.

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	04/25/06	EVA	Eva ee 11	Closed
0002	04/25/06	ADAM	Smith Adam	Open
0003	04/25/06	ADAM	AAAAAa bbbbbbbb	Wait. for Rcpt.
0004	05/05/06	A	technic A	Closed
0005	05/06/06	A	technic A	Closed
0006	05/06/06	ADAM	AAAAAa bbbbbbbb	Closed
0007	11/07/10	BOB	Bob Jackson	Wait. for Rcpt.
0008	12/21/06	BOB	Bob Jackson	Open

Enter the **Customer Number** for the task.

You may enter the code of the Customer's **Job Site Code** represented by the Customer's Master File Ship-to Address Code. You may see those possible job site addresses by clicking the **More Info** button.

If the **Ship-to Address** has the **Calculate taxes on Labor** option specified, and the corresponding option is set in the **Service Management Options**, the **Tax Class** will be set for each Labor line of Dispatches and replaced to the generated document when closing a Dispatch.

Use the **Contract Number** field to enter contract numbers for the current task. You can select any existing contract using the Lookup button (the Template contracts are not displayed in the lookup). If the **Contract is Required** box in the **Service Management Options** screen has been checked, a contract number for this customer must be entered; otherwise entry in this field is optional. Any revenues or expenses related to this task will be posted to this contract.

The screenshot shows the 'Task Data Entry' window with the following data:

- Task Number: 0000001
- Description: Task 1
- Entry Date: 11/15/2006
- Entry Time: 11:30AM
- User ID: 000
- Task Type: I
- Task Status: E (Entered)
- Customer No.: 01-ABF
- Job Site Code: 25
- Contract No.: 000000031
- Nature of Task: INST
- Preferred Tech.: EVA
- Item Number: 1001-HON-H252
- Territory: CAL

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	04/25/06	EVA	Eva ee 11	Closed
0002	04/25/06	ADAM	Smith Adam	Open
0003	04/25/06	ADAM	AAAAAa bbbbbbbb	Wait. for Rcpt.
0004	05/05/06	A	technic A	Closed
0005	05/06/06	A	technic A	Closed
0006	05/06/06	ADAM	AAAAAa bbbbbbbb	Closed
0007	11/07/10	BOB	Bob Jackson	Wait. for Rcpt.
0008	12/21/06	BOB	Bob Jackson	Open

Nature of Task

Preferred Tech.

Enter the **Nature of Task**, using a code entered in the **Nature of Task Maintenance** screen. It must be a code corresponding to the Task Type. The **Nature of Task** code you enter is used later when displaying the list of technicians available to be assigned to the task.

You may enter the Code Number for the customer's **Preferred Technician** for this task. By using the Lookup button, you can see those technicians qualified to perform this task based on the Nature of Task's required skills. The Alternate Lookup button displays the list of all the technicians. If the **Nature of Task** has **Technician Code** assigned, it will be loaded when selecting the **Nature of Task**.

If the **Auto Load Technician** box is checked in the **Service Management Options**, the **Preferred Technician** will be automatically loaded in all the Dispatches.

If the **Auto Load Technician** box is cleared, the program will prompt to load the Preferred Technician to the new created Dispatch, while the task has no dispatch for the Preferred Technician.

Task Data Entry

Task Number: 0000001 Description: Task 1

Entry Date: 11/15/2006 Entry Time: 11:30AM User ID: 000

Task Type: I Priority Code: 1

Task Status: E Cust PO: 22222223

Customer No.: 01-ABF American Business Futures

Job Site Code: 25 American Business Futures 1

Contract No.: 000000031 Temp 1

Nature of Task: INST Install Printer

Preferred Tech.: EVA Smith Eva

Item Number: 1001-HON-H252 HON 2 DRAWER LETTER FILE V

Lot/Serial No.: Territory: CAL calif

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	04/25/06	EVA	Eva ee 11	Closed
0002	04/25/06	ADAM	Smith Adam	Open
0003	04/25/06	ADAM	AAAAAa bbbbbb	Wait. for Rcpt.
0004	05/05/06	A	technic A	Closed
0005	05/06/06	A	technic A	Closed
0006	05/06/06	ADAM	AAAAAa bbbbbb	Closed
0007	11/07/10	BOB	Bob Jackson	Wait. for Rcpt.
0008	12/21/06	BOB	Bob Jackson	Open

Enter Entry Date SMD 8/10/2007

Enter the **Item Number** reported by the customer identifying the product in need of service.

The program will load the **Response** and **Coverage Codes** from the Item, when it is entered/selected.

If the Item Number entered is not in the customer's purchase history file, the program will display a prompt.

An item is considered to be on customer's history if it has been sold to him, no matter from SM or SO.

The system should be configured to retain purchase history, to be able to identify sold items.

First, the **Track Customer Site Inventory** option should be selected for the item on the **Options** tab of the **Inventory Maintenance**.

Second, the **Retain Lot/Serial Sales History** option should be set to **Both Lot & Serial Items** on the **History** tab of the **Sales Order Options**, to enable saving history for Lot/Serial items.

Task Data Entry

Task Number: 0000001 | Description: Task 1 | Entry Date: 11/15/2006 | Entry Time: 11:30AM | User ID: 000

Task Type: I | Priority Code: 1

Task Status: E Entered | Cust PO: 22222223

Customer No.: 01-ABF | Job Site Code: 25

Contract No.: 000000031 | Nature of Task: INST

Preferred Tech.: EVA | Item Number: 1001-HON-H252

Lot/Serial No.: | Territory: CAL

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	04/25/06	EVA	Eva ee 11	Closed
0002	04/25/06	ADAM	Smith Adam	Open
0003	04/25/06	ADAM	AAAAAa bbbbbb	Wait. for Rcpt.
0004	05/05/06	A	technic A	Closed
0005	05/06/06	A	technic A	Closed
0006	05/06/06	ADAM	AAAAAa bbbbbb	Closed
0007	11/07/10	BOB	Bob Jackson	Wait. for Rcpt.
0008	12/21/06	BOB	Bob Jackson	Open

Buttons: Accept, Cancel, Delete

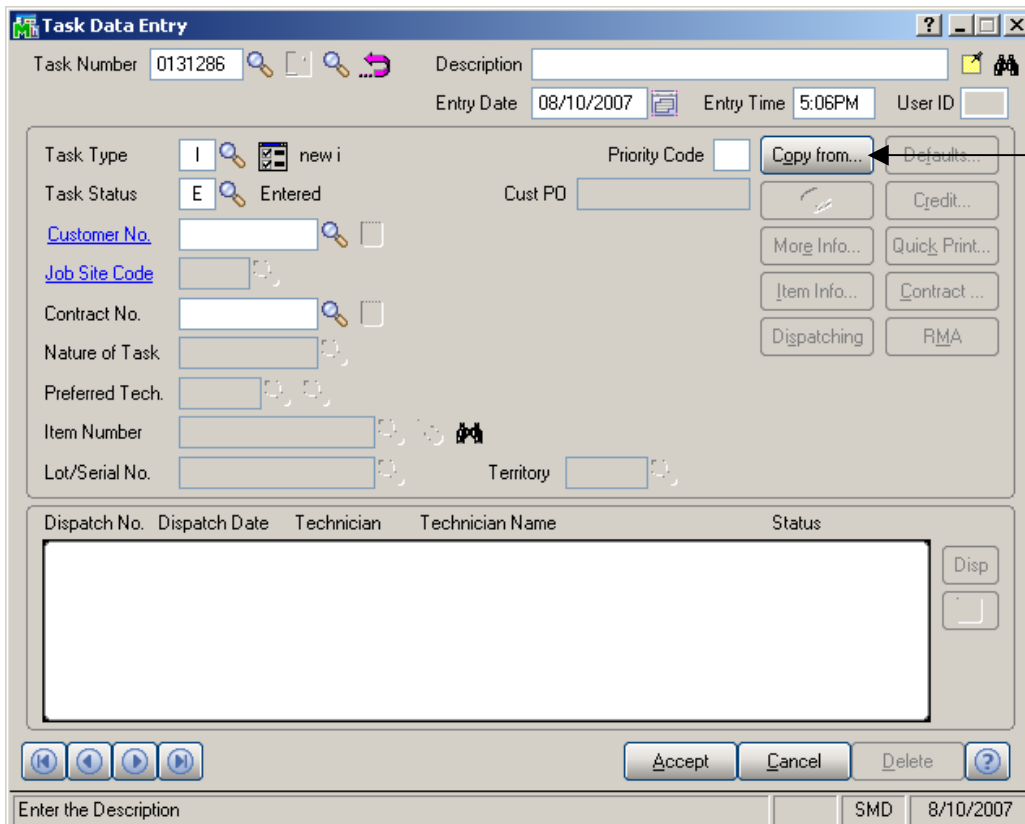
Footer: Enter Entry Date | SMD | 8/10/2007

Lot/Serial No

If the Item Number entered is stored with options in the **BOM Master File**, the options available are displayed to identify the specific components in need of repair.

If the item reported by the customer has a **Lot/Serial Number**, you may enter it in the corresponding field.

After selecting the customer, the **Territory** field is loaded automatically from the **Customer Maintenance** or **Customer Ship To Address Maintenance** screens. It can also be entered manually for the task.

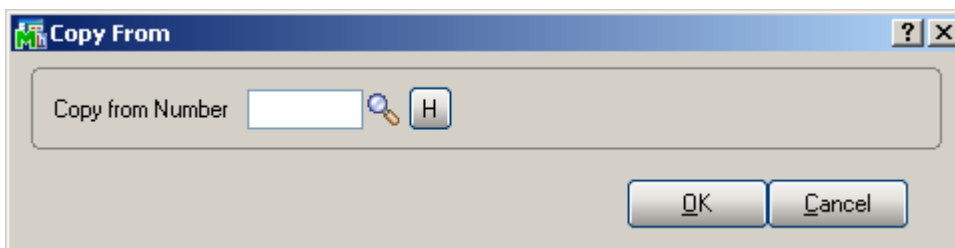


Copy from...

Use the **Copy from** button if you want to copy information from an already existing task into a new one.

After assigning the next new task number, specify the source task in the following window.

Use the **Lookup** button to select the Task Number. Tasks from **History** can be selected using the **H** button.



Task Data Entry

Task Number [] Description []

Entry Date 08/10/2007 Entry Time 5:07PM User ID []

Task Type [I] new i Priority Code [] Copy from... Defaults...

Task Status [E] Entered Cust PO [] Credit...

Customer No. [] More Info... Quick Print...

Job Site Code [] Item Info... Contract...

Contract No. [] Dispatching RMA

Nature of Task [] Preferred Tech. []

Item Number [] Lot/Serial No. [] Territory []

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
--------------	---------------	------------	-----------------	--------

Accept Cancel Delete ?

SMD 8/10/2007

Defaults...

Use the **Defaults** button to enter the **Default Values for Task Data Entry** screen and specify default values like **Task Type** or **Task Date** for the current entry session.

Default Values for Task Data Entry

Next Task No. 0131287

Task Date 08/10/2007 Task Type [I] new i

OK Cancel

Task Date

Task Type

From the **Customer Maintenance** screen you can view the necessary customer-related information as well as make and accept changes to the records.

Customer Maintenance (SMD) 8/10/2007

Customer No. 01-ABF
 Name American Business Futures
 Customer Credit Limit Is Exceeded

1. Main | 2. Additional | 3. Statistics | 4. Summary | 5. History | 6. Invoices | 7. Transactions | 8. S/O's

Address: 2131 N. 14th Street1
 Suite 100
 Accounting Department
 ZIP Code: 53205-1204
 City: Milwaukee State: WI
 Country: USA United States of America
 Residential Addr:
 Salesperson: 0100 Jim Kentley
 Telephone: (414) 655-4787 Ext: 219
 Fax: 12

Terms Code: 01 Net 30 Days
 Primary Contact: ARTIE JOHN Artie Johnson
 Ship Code: UPS BLUE
 Primary Ship To: 22

Tax Schedule: WI MILMIL Milwaukee Exemptions...

Credit Hold:
 Credit Limit: 120,000.00

E-mail Address: artie@abf.com
 URL Address: www.abf.com
 E-mail Statements:

Accept Cancel Delete [Printer] [Help]

Task Data Entry

Task Number: 0000001 | Description: Task 1 | Entry Date: 11/15/2006 | Entry Time: 11:30AM | User ID: 000

Task Type: I | Priority Code: 1 | Cust PO: 22222223

Task Status: E (Entered)

Customer No.: 01-ABF (American Business Futures)

Job Site Code: 25 (American Business Futures 1)

Contract No.: 000000031 (Temp 1)

Nature of Task: INST (Install Printer)

Preferred Tech.: EVA (Smith Eva)

Item Number: 1001-HON-H252 (HON 2 DRAWER LETTER FLE V)

Lot/Serial No.: | Territory: CAL (calif)

Dispatches Table:

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	04/25/06	EVA	Eva ee 11	Closed
0002	04/25/06	ADAM	Smith Adam	Open
0003	04/25/06	ADAM	AAAAAa bbbbbb	Wait. for Rcpt.
0004	05/05/06	A	technic A	Closed
0005	05/06/06	A	technic A	Closed
0006	05/06/06	ADAM	AAAAAa bbbbbb	Closed
0007	11/07/10	BOB	Bob Jackson	Wait. for Rcpt.
0008	12/21/06	BOB	Bob Jackson	Open

Buttons: Accept, Cancel, Delete, ?

Enter Entry Date: SMD 8/10/2007

Credit

Use the **Credit** button to enter the **Customer Credit History** screen and briefly review credit history.

Customer Credit History

Customer No.: 01-ABF (American Business Futures)

Credit Limit	A/R Balance	Open Order	Over By
120,000.00	31,363.54	110,320.85	21,684.39

Current	30 Days	60 Days	90 Days	120 Days
21,538.76	2,764.80	1,382.40	.00	5,677.58

Avg Days Pay/Overdue: 004 / 000 | Date Last Statement: 05/01/2010

Date Established: 01/01/2009 | Highest Balance: 5,677.58

Last Activity Date: 05/31/2010

Last Payment Date: 05/31/2010 | Date Last Finance Charge: 04/30/2010

Last Payment Amount: 864.25 | Unpaid Finance Charge: 43.89

OK

Task Data Entry

Task Number: 0000001 Description: Task 1

Entry Date: 11/15/2006 Entry Time: 11:30AM User ID: 000

Task Type: I Priority Code: 1

Task Status: E Entered Cust PO: 22222223

Customer No.: 01-ABF American Business Futures

Job Site Code: 25 American Business Futures 1

Contract No.: 000000031 Temp 1

Nature of Task: INST Install Printer

Preferred Tech.: EVA Smith Eva

Item Number: 1001-HON-H252 HON 2 DRAWER LETTER FLE V

Lot/Serial No.: Territory: CAL calif

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	04/25/06	EVA	Eva ee 11	Closed
0002	04/25/06	ADAM	Smith Adam	Open
0003	04/25/06	ADAM	AAAAAa bbbbbb	Wait. for Rcpt.
0004	05/05/06	A	technic A	Closed
0005	05/06/06	A	technic A	Closed
0006	05/06/06	ADAM	AAAAAa bbbbbb	Closed
0007	11/07/10	BOB	Bob Jackson	Wait. for Rcpt.
0008	12/21/06	BOB	Bob Jackson	Open

Buttons: Accept, Cancel, Delete, ?

Enter Entry Date: SMD 8/10/2007

More Info

Click the **More Info** button to view or enter the location for the task entered from the existing Ship-To Location Codes on file for the customer whose number you have entered.

More Information

Addresses

Job Site Code 25 Copy Job Site Hours

Job Site Code

Bill To Address

Name American Business Futures 1

Address Distribution Warehouse 2

0

3333333333

ZIP Code 53146

City Milwaukee State WI

Country USA United States of America

Telephone (414) 655-4311 Ext

Job Site Address

Name American Business Futures 1

Address Distribution Warehouse 2

0

3333333333

ZIP Code 53146

City Milwaukee State WI

Country USA United States of America

Telephone (414) 655-4311 Ext

Response 0005 55555555

Coverage 0000111 Code 111

Scheduled Date 04/25/2006 Time 11:36AM Tax Schedule WI MILMIL Milwaukee

Due Date 05/24/2006 Time 10:22AM Job Site Contact Artie Johnson

Bill Freq Code 5 Separate Invoice Quote Hours 25.00 Quote Amount 5,000.00

OK

SMD 8/10/2007

You can enter new **Job Site Codes** and necessary address information or changes, and then save the data as a customer's new **Ship To Code**.

Select the **Response** code to specify the number of hours for accomplishing the task. You can use the Lookup button to list available Response codes.

Select the **Coverage** code to specify the coverage hours for each weekday. Use Lookup button to list the available Coverage codes.

Enter the **Scheduled Date/Time** of the task start.

The **Due Date/Time** of the task will be calculated automatically based on the entered Scheduled Date/Time, Response and Coverage codes.

Bill Freq Code denotes a scheme of Billing Frequency. The code is displayed as it is set for a customer, and can be changed if needed.

Check the **Separate Invoice** box, if you want separate invoices generated for each task during Auto Invoice Generation.

Enter **Quote Hours** and **Quote Amount** for the task. If entered, the difference between these quotas and already spent hours and amounts will be displayed in the **Labor Charge Data Entry** screen as **Unused** quote hours and amount.

Task Data Entry

Task Number: 0000001 Description: Task 1

Entry Date: 11/15/2006 Entry Time: 11:30AM User ID: 000

Task Type: I Priority Code: 1

Task Status: E Cust PO: 22222223

Customer No.: 01-ABF American Business Futures

Job Site Code: 25 American Business Futures 1

Contract No.: 000000031 Temp 1

Nature of Task: INST Install Printer

Preferred Tech.: EVA Smith Eva

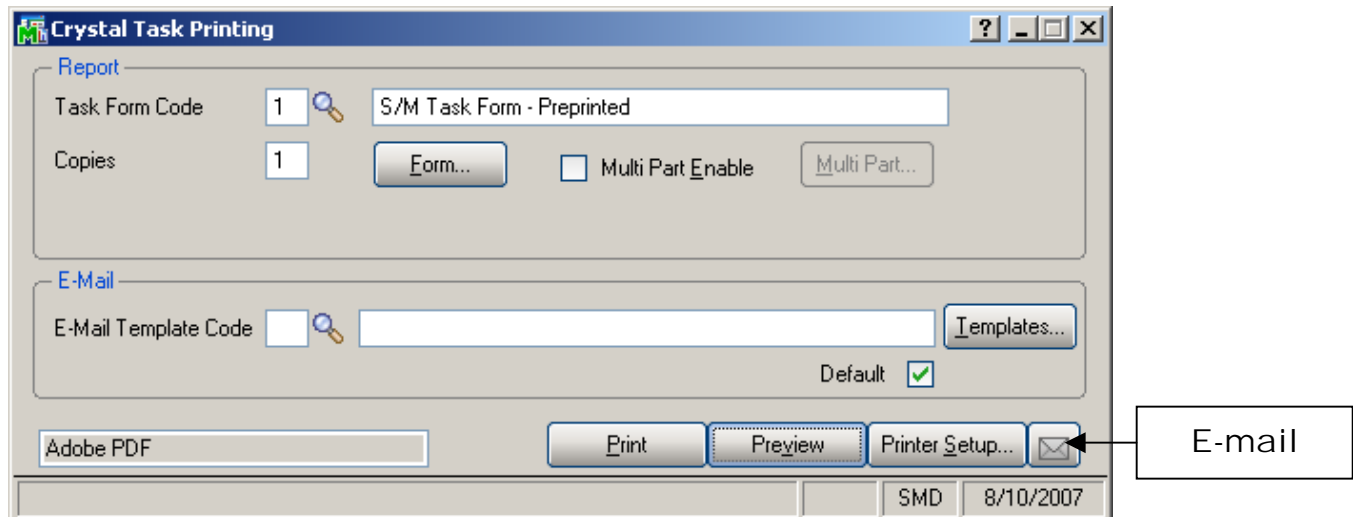
Item Number: 1001-HON-H252 HON 2 DRAWER LETTER FILE V

Lot/Serial No.: Territory: CAL calif

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	04/25/06	EVA	Eva ee 11	Closed
0002	04/25/06	ADAM	Smith Adam	Open
0003	04/25/06	ADAM	AAAAAa bbbbbb	Wait. for Rcpt.
0004	05/05/06	A	technic A	Closed
0005	05/06/06	A	technic A	Closed
0006	05/06/06	ADAM	AAAAAa bbbbbb	Closed
0007	11/07/10	BOB	Bob Jackson	Wait. for Rcpt.
0008	12/21/06	BOB	Bob Jackson	Open

Buttons: Quick Print, Item Info, Contract, RMA, Dispatching, More Info, Credit, Defaults, Copy from...

Click the **Quick Print** button to print a report on the task using **Crystal Task Printing**.



You can e-mail a copy of the report to the customer directly from this screen clicking the **E-mail** button. The program will use Microsoft Outlook to send the mail.

If both Customer and Technician have e-mail address set, a message will be displayed asking to whom the e-mail should be send.

You can have multiple E-mail Templates for the text included in the e-mail body. In the **E-Mail Template Code** field, select the template. The **Default** check box indicates which Template comes selected when the **Crystal Task Printing**. You can leave the **E-Mail Template Code** blank, to send e-mail with blank body (no text, only attachment). Empty Template Code can also be set as Default. The setting of the Default will be saved only after the e-mail is sent.

The E-Mail Templates can be created and edited by clicking the **Templates...** button.

The screenshot shows the 'E-Mail Templates Maintenance' window. At the top, there is a search bar for 'Template Code' containing 'C' and 'Customer E-mail'. Below this are two input fields: 'Field' with a dropdown menu set to 'Task Description' and 'Text' containing the text 'Attached is the information on the task'. To the right of these fields are buttons for 'OK', 'Undo', and 'Del'. Below the 'Text' field is an 'End Line' checkbox which is checked. A table below the input fields contains one row with the following data:

Line #	Text	Field
1	Attached is the information on the ta...	Task Description

At the bottom of the window, there are navigation buttons (left, right, up, down), a 'Delete' button, and a 'Close' button. The status bar at the very bottom shows 'SMD' and the date '8/10/2007'.

For the selected **Template Code**, select which field's value you want to add to the current line from the **Field** drop-down list. If you haven't entered Text for that field yet, clicking in the **Text** field will bring the name of the selected Field, which you can edit then.

You can add lines containing only Field (no Text), only Text (no Field), or completely empty lines.

By default, all the lines contain one Field at most, with one portion of Text only. To have more than one Text-Field pair in the same line, clear the **End Line** check boxes for all the lines to be merged, except for the last one.

You can arrange lines with the help of the **Move Up** and **Move Down** buttons.

If the **Item Info...** field on the **Task Data Entry** screen contains any number, the **Item Info** button allows you to open the **Item History Display** screen displaying the previous tasks performed for this item.

The screenshot shows the 'Item History Display' window. At the top, there are input fields for 'Customer No.' (01-ABF), 'Item No.' (1001-HON-H252), 'Lot/Serial No.' (empty), and a 'Task Status' dropdown menu set to 'All'. Below these fields is a table with the following columns: Task No., Task Date, Task Type, Task Status, Nature of Task, and Preferred Tech. The table contains 12 rows of task data. A 'Task Zoom' button is visible on the right side of the table, and an 'OK' button is at the bottom right of the window.

Task No.	Task Date	Task Type	Task Status	Nature of Task	Preferred Tech.
0000001	11/15/06	new i	Entered	INST	EVA
0000008	04/25/06	new i	Wait. for Rcpt.		EVA
0000028	05/06/06	new i	Entered		A
0000030	07/03/06	service type 11	Entered	NATURE S1	BOB
0000050	10/19/06	Ongoing	Entered		
0000077	07/03/06	Ongoing	Entered		
0000370	10/04/06	new i	Entered	NNNN	A
0001118	11/06/06	new i	Entered	INST	EVA
0005555	10/23/06	new i	Wait. for Rcpt.		EVA
0050824	11/14/06	Ongoing	Entered		
0050841	12/05/06	new i	Entered		

From the **Task Status** drop-down box, select if you want to view **All**, **Non Closed**, or **Closed** tasks.

The **Task Zoom** button displays **Task Inquiry** for the selected Active tasks (Non Closed Statuses) and **Task History Inquiry** for the selected Closed tasks.

Task Data Entry

Task Number: 0000001 | Description: Task 1 | Entry Date: 11/15/2006 | Entry Time: 11:30AM | User ID: 000

Task Type: I | Priority Code: 1 | Task Status: E (Entered) | Cust PO: 22222223

Customer No.: 01-ABF | Job Site Code: 25 | Contract No.: 000000031 | Nature of Task: INST (Install Printer) | Preferred Tech.: EVA (Smith Eva) | Item Number: 1001-HON-H252 | Lot/Serial No.: | Territory: CAL (calif)

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	04/25/06	EVA	Eva ee 11	Closed
0002	04/25/06	ADAM	Smith Adam	Open
0003	04/25/06	ADAM	AAAAAa bbbbbb	Wait. for Rcpt.
0004	05/05/06	A	technic A	Closed
0005	05/06/06	A	technic A	Closed
0006	05/06/06	ADAM	AAAAAa bbbbbb	Closed
0007	11/07/10	BOB	Bob Jackson	Wait. for Rcpt.
0008	12/21/06	BOB	Bob Jackson	Open

Buttons: Copy from..., Defaults..., Credit..., More Info..., Quick Print..., Item Info..., Contract..., Dispatching, RMA

Footer: Enter Entry Date | SMD | 8/10/2007

Contract

Click the **Contract** button to display the **Contract Material and Labor Detail** screen with information on Material and Labor coverage.

Contract Material and Labor Detail

Contract Number: 000000031 Temp 1

Contract Date: 11/06/2006 Contract Starting Date: 11/03/2006 All Materials Are Covered:

Contract Type: Prev. Maint Contract Ending Date: 11/03/2009 All Labor Is Covered:

Invoice Format: T&M Entry Text PM Code: D Day

Billing Type: Time and Material Days in One PM Period: 10

Contract Status: New Last Task Gener. Date:

1. Material Coverage 2. Labor Coverage

Line	Item / Kit Number Lot/Serial Number	Description U/M	Pricing Method	Exp.Date
1	1001-HON-H252	HON 2 DRAWER LETTER FLE W/O LK EACH	O	5,111 11/03/2009
2	1001-HON-H252LK *EXT*	HON 2 DRAWER LETTER FLE W/ LCK EACH	P	3,215 11/03/2009

OK

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The screenshot shows the 'Task Data Entry' window with the following fields and values:

- Task Number: 0000001
- Description: Task 1
- Entry Date: 11/15/2006
- Entry Time: 11:30AM
- User ID: 000
- Task Type: I
- Task Status: E (Entered)
- Priority Code: 1
- Customer No.: 01-ABF (American Business Futures)
- Job Site Code: 25 (American Business Futures 1)
- Contract No.: 000000031 (Temp 1)
- Nature of Task: INST (Install Printer)
- Preferred Tech.: EVA (Smith Eva)
- Item Number: 1001-HON-H252 (HON 2 DRAWER LETTER FLE V)
- Lot/Serial No.:
- Territory: CAL (calif)

Buttons on the right side include: Copy from..., Defaults..., Cust PO, Credit..., More Info..., Quick Print..., Item Info..., Contract..., Dispatching, and RMA. An arrow points from a box labeled 'RMA' to the RMA button.

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	04/25/06	EVA	Eva ee 11	Closed
0002	04/25/06	ADAM	Smith Adam	Open
0003	04/25/06	ADAM	AAAAAa bbbbbb	Wait. for Rcpt.
0004	05/05/06	A	technic A	Closed
0005	05/06/06	A	technic A	Closed
0006	05/06/06	ADAM	AAAAAa bbbbbb	Closed
0007	11/07/10	BOB	Bob Jackson	Wait. for Rcpt.
0008	12/21/06	BOB	Bob Jackson	Open

At the bottom, there are navigation buttons (Back, Forward, Home, Stop) and 'Accept', 'Cancel', 'Delete' buttons. A status bar at the bottom shows 'Enter Entry Date', 'SMD', and '8/10/2007'.

Click the **RMA** button to create new RMA entry directly from the **Task Data Entry** screen.

The **Return Merchandise Authorization Entry** screen is opened with the **Next RMA Number** automatically selected.

The **Customer No.** is loaded from the Task.

If the Task has an **Item** assigned, the item information goes to the **Lines** tab of the RMA Entry. When clicking the **Lines** tab, the item of the task is already selected. Select an invoice, make necessary changes to other fields, and accept the line.

After opening the **Return Merchandise Authorization Entry** screen, the **Task Data Entry** program runs independently. You can leave the **RMA Entry** program running and continue working with your tasks.

RMA Entry (SMD) 9/10/2007

RMA Number: 0000041

Defaults... Customer... Credit...

1. Header | 2. Address | 3. Lines

RMA Date: 9/10/2007

Customer No.: 01-ABF American Business Futures

Contract No.: 000000031 Temp 1

Bill To Customer No.: 01-ABF American Business Futures

RMA Status: New | Expire Date: 10/10/2007

Return Via: MAIL | Return To: 0000 DEFAULT RETURN TO ADDF | Return Addr...

Ship To: 22

Confirm To: Artie Johnson

Comment: Call Ed for credit approval.

Inspect on Receipt:

Cross Ship:

Apply Restocking Charges:

E-mail:

Fax No.: Batch Fax:

Print Customer RMA:

Print RMA Receiver:

Quick Print... | Express Sales Order... | Accept | Cancel | Delete | ?

RMA Entry (SMD) 9/10/2007

RMA Number: 0000041

1. Header | 2. Address | 3. Lines

Quick Row: 1

	Invoice No.	Item Code	Return Reason	Cust Action	Return Qty	Item Action	Rep
1					.000		

Description: [Empty]

Vendor Action: None

Vendor No. [Empty]

MOE Invoice [Empty]

Quick Print... | Xpress Sales Order... | Accept | Cancel | Delete | [Print] | [Help]

If the standard MAS 90's **Bill of Materials** module is not used (not installed or not activated), the Service Management's Bill of Material will be used in the RMA.

If the item is to generate tasks when generating a Sales Order, the task will be generated when generating Sales Order from the RMA.

Sales Order is generated for the **Cross Ship** items (the **CS** box checked when selecting the line) at the moment the **Accept** button is clicked. For the items not specified as Cross Ship, the Sales Order (and tasks, if needed) will be generated when running the **Generate Transactions** program from the **Return Merchandise Authorization Main** menu. Sales Orders can be generated for the lines marked as Cross Ship using the **Xpress Sales Order...** button. In this case, the tasks to be generated along with the Sales Order, will be automatically generated, too.

Task Data Entry

Task Number: 0000001 | Description: Task 1 | Entry Date: 11/15/2006 | Entry Time: 11:30AM | User ID: 000

Task Type: I | Priority Code: 1

Task Status: E | Entered | Cust PO: 22222223

Customer No.: 01-ABF | American Business Futures

Job Site Code: 25 | American Business Futures 1

Contract No.: 000000031 | Temp 1

Nature of Task: INST | Install Printer

Preferred Tech.: EVA | Smith Eva

Item Number: 1001-HON-H252 | HON 2 DRAWER LETTER FLE V

Lot/Serial No.: | Territory: CAL | calif

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	04/25/06	EVA	Eva ee 11	Closed
0002	04/25/06	ADAM	Smith Adam	Open
0003	04/25/06	ADAM	AAAAAa bbbbbb	Wait. for Rcpt.
0004	05/05/06	A	technic A	Closed
0005	05/06/06	A	technic A	Closed
0006	05/06/06	ADAM	AAAAAa bbbbbb	Closed
0007	11/07/10	BOB	Bob Jackson	Wait. for Rcpt.
0008	12/21/06	BOB	Bob Jackson	Open

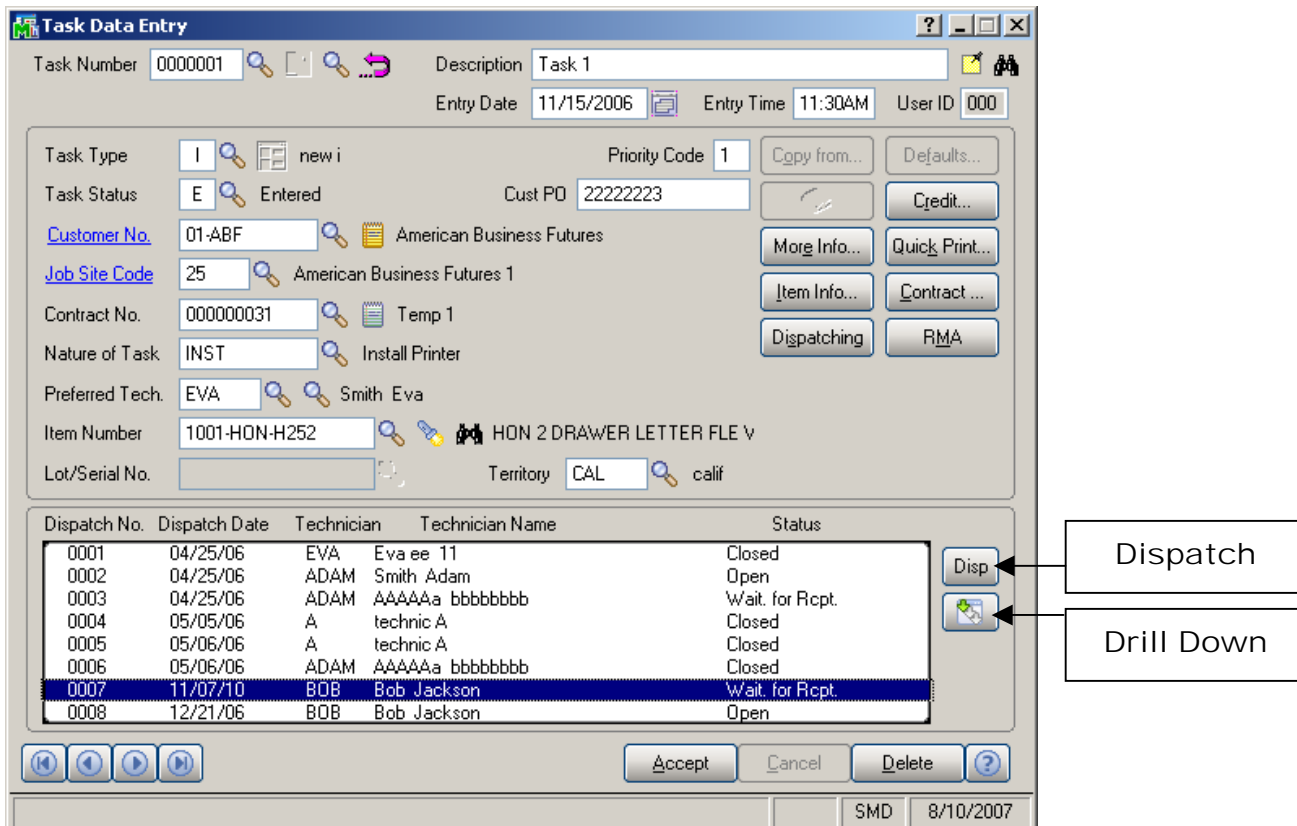
Buttons: Accept, Cancel, Delete

Footer: Enter Entry Date | SMD | 8/10/2007

Dispatching

Use the **Dispatching** button to enter the **Dispatch Data Entry** screen for the selected task. The **Dispatch Data Entry** screen is displayed ready to add a new dispatch to the task. After entering a dispatch, you can continue working with the **Dispatch Data Entry** as usually.

The lower part of the **Task Data Entry** screen will show all the dispatches previously entered for this task. Information on that screen will reflect dispatch numbers, dispatch dates, technician codes, technician names and dispatch status.



Clicking the **Disp** (Dispatch) button displays the selected dispatch in the **Dispatch Data Entry** screen.

Clicking the **Drill Down** button displays the selected dispatch in the **Dispatch Inquiry** screen.

If the dispatch doesn't have material items to be displayed in the **Dispatch Inquiry** screen, the **Labor Charge Inquiry** screen is displayed directly, instead of the **Dispatch Inquiry** screen, when the **Drill Down** button is clicked.

Double-clicking a dispatch line displays the **Dispatch Inquiry** screen if the **Status** of the selected dispatch is **Closed**, and the **Dispatch Data Entry** for all the other statuses.

The screenshot shows the 'Dispatch Data Entry' window with the following details:

- Task Information:** Task Number 0000001, Task 1, Starting 11/07/2006 12:00AM, Ending 11/25/2006 2:30AM, Dispatch Date 11/07/2010, Status W, Tech. Code BOB, Bob Jackson.
- Item Details:** Item / Kit Number 1001-HON-H252, Description HON 2 DRAWER LETTER FLE W/D LK, Tax Class TX, DC checked, DS unchecked, CM checked. Disc % .00%. Whse 000, PL 1, U/M EACH, Ordered 1.000, Unit Price 84.00, Extension 84.00.
- Item Table:**

Line	Item Number	Description	SE	TC	DC	DS	CM	Disc %
1	1001-HON-H252	HON 2 DRAWER LETTER FLE W/D LK	Y	TX	Y	N	Y	.00%
	000 1 EACH	1.000						84.00
2	1001-HON-H252	HON 2 DRAWER LETTER FLE W/D LK	Y	TX	Y	N	Y	.00%
	000 1 EACH	1.000						84.00
- Summary:** Generated P/D 0000001, Total Amount 168.00.
- Buttons:** Labor, Accept, Cancel, Delete, ?.

Callouts in the image point to the 'Total Amount' field (168.00) and the 'Labor' button.

Material items used on the dispatch are displayed. The **Total Amount** reflects material items only.

Use the **Labor** button to view **Labor Charge** information.

Labor Charge Data Entry

Task Number: 0000001 Dispatch No.: 0007 Dispatch Date: 11/07/2010 Starting: 11/07/2006 12:00AM
 Ending: 11/25/2006 2:30AM

Unused
 Contract Hours: 163:00 Quote Hours: 212:00 Quote Amount: 3,388.00

Technician Code: Labor/Skill Code: Desc.: Tax Class:

Starting Date/Time: Disc %: .00% Hours Spent: 0.000 Billing Rate: .00 Extension: .00 Imported to JC: Overtime:

Line	Technician No. Labor/Skill Code	Technician Name Description	Hours Spent	Billing Rate	TC	Disc % Extension
1	EVA INSTALL	Smith Eva Installation Services	10.000	3.00	NT	.00% 30.00
2	BOB INSTALL	Bob Jackson Installation Services	10.000	2.00	NT	.00% 20.00

Retainer: 0.00 Overtime: 0.00 Total Amount: 50.00

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Total Amount

The **Total Amount** reflects labor charges only.

Dispatch Data Entry

The **Dispatch Data Entry** program is used:

1. To dispatch the *tasks entered for a technician.*
2. For control of the overall process, by closing *the dispatch and the task* when completed.
3. To enter billing information a sales order or an invoice must be created for *services rendered.*

Dispatch Data Entry

Task Number: 0000001 Task: Task 1 Quick Print... Tabs... User ID: IIG

Dispatch No.: 0007 Starting: 11/07/2006 12:00AM Ending: 11/25/2006 2:30AM

Dispatch Date: 11/07/2010 Status: W Wait for Rcpt. Tech. Code: BOB Bob Jackson

Item / Kit Number: 1001-HON-H252 Description: HON 2 DRAWER LETTER FLE W/O LK Tax Class: TX DC: DS: CM: Disc %: .00%

Whse: 000 PL: 1 U/M: EACH Ordered: 1.000 Unit Price: 84.00 Extension: 84.00

Line	Item Number	Whse	PL	U/M	Description	Ordered	SE	TC	DC	DS	CM	Disc %	Unit Price	Extension
1	1001-HON-H252	000	1	EACH	HON 2 DRAWER LETTER FLE W/O LK	1.000	Y	TX	Y	N	Y	.00%	84.00	84.00
2	1001-HON-H252	000	1	EACH	HON 2 DRAWER LETTER FLE W/O LK	1.000	Y	TX	Y	N	Y	.00%	84.00	84.00

Generated P/O: 0000001 Total Amount: 168.00

Buttons: Labor, Accept, Cancel, Delete

SMD 8/10/2007

Enter the **Task Number** to be dispatched. The Task Number, Dispatch Number, and Technician Code, if specified, will be loaded automatically when the **Dispatch Data Entry** program is accessed from the **Task Entry** program. In addition, the Dispatch Date and Starting/Ending Dates and Times will be defaulted to the current date and time. If the type of the Contract assigned to the Task is Fixed Period, then the Dispatch Starting/Ending Dates are checked against the Contract Dates.

The screenshot shows the 'Dispatch Data Entry' window. On the right side, four callout boxes with arrows point to specific fields in the interface:

- Dispatch Number:** Points to the 'Dispatch No.' field containing '0007'.
- Starting/Ending Dates/Times:** Points to the 'Starting' and 'Ending' date and time fields, showing '11/07/2006 12:00AM' and '11/25/2006 2:30AM' respectively.
- Next Number:** Points to the 'Next Number' icon (a right-pointing arrow) located next to the 'Dispatch No.' field.
- Dispatch Date:** Points to the 'Dispatch Date' field containing '11/07/2010'.

The main interface includes a 'Task Number' field (0000001), a 'Task' dropdown (Task 1), a 'Quick Print...' button, and a 'User ID' field (HGA). Below these are fields for 'Item / Kit Number' (1001-HON-H252), 'Description' (HON 2 DRAWER LETTER FLE W/O LK), 'Tax Class' (TX), 'Whse' (000), 'PL' (1), 'U/M' (EACH), 'Ordered' (1.000), 'Unit Price' (84.00), and 'Extension' (84.00). A table at the bottom lists two lines of items with their respective prices and extensions. At the bottom right, the 'Total Amount' is shown as 168.00. Navigation buttons like 'Labor', 'Accept', 'Cancel', and 'Delete' are at the bottom.

Enter the **Dispatch Number** to be maintained. If creating a new dispatch, use the **Next Number** icon to accept the next new Dispatch Number for this task, which Service Management will increment automatically.

Enter the desired **Dispatch Entry Date** or press “Enter.”

When available, enter the **Starting/Ending Dates/Times** for this dispatch.

Task Number: 0000001 Task 1

Dispatch No.: 0007 Starting: 11/07/2006 12:00AM Ending: 11/25/2006 2:30AM

Dispatch Date: 11/07/2010 Status: W Wait. for Rcpt. Tech. Code: BOB Bob Jackson

Item / Kit Number: 1001-HON-H252 Description: HON 2 DRAWER LETTER FLE W/O LK Tax Class: TX

Disc %: .00%

Whse: 000 PL: 1 U/M: EACH Ordered: 1.000 Unit Price: 84.00 Extension: 84.00

Line	Item Number	Description	SE	TC	DC	DS	CM	Disc %
	Whse PL U/M	Ordered						Extension
1	1001-HON-H252	HON 2 DRAWER LETTER FLE W/O LK	Y	TX	Y	N	Y	.00%
	000 1 EACH	1.000						84.00
2	1001-HON-H252	HON 2 DRAWER LETTER FLE W/O LK	Y	TX	Y	N	Y	.00%
	000 1 EACH	1.000						84.00

Generated P/O: 0000001 Total Amount: 168.00

Buttons: Labor, Accept, Cancel, Delete

Footer: SMD 8/10/2007

Technician Code

Enter the desired **Technician Code** for this dispatch.

By using the Lookup button, you can see those technicians qualified to perform this task based on the Nature of Task's required skills. The Alternate Lookup button displays the list of all active technicians.

If the **Auto Load Technician** box is checked in the **Service Management Options**, the **Preferred Technician** will be automatically loaded in all the Dispatches.

If the **Auto Load Technician** box is cleared, the program will prompt to load the Preferred Technician to the new created Dispatch, while the task has no dispatch for the Preferred Technician.

If the **No prompt for Technician being busy for the period** box is not checked in the **Service Management Options**, the program will check if the Technician is busy on other active dispatches with intersecting periods each time this Dispatch is accepted.

The following screen will be displayed:

Technician already busy on the following Dispatches

Technician Code Bob Jackson

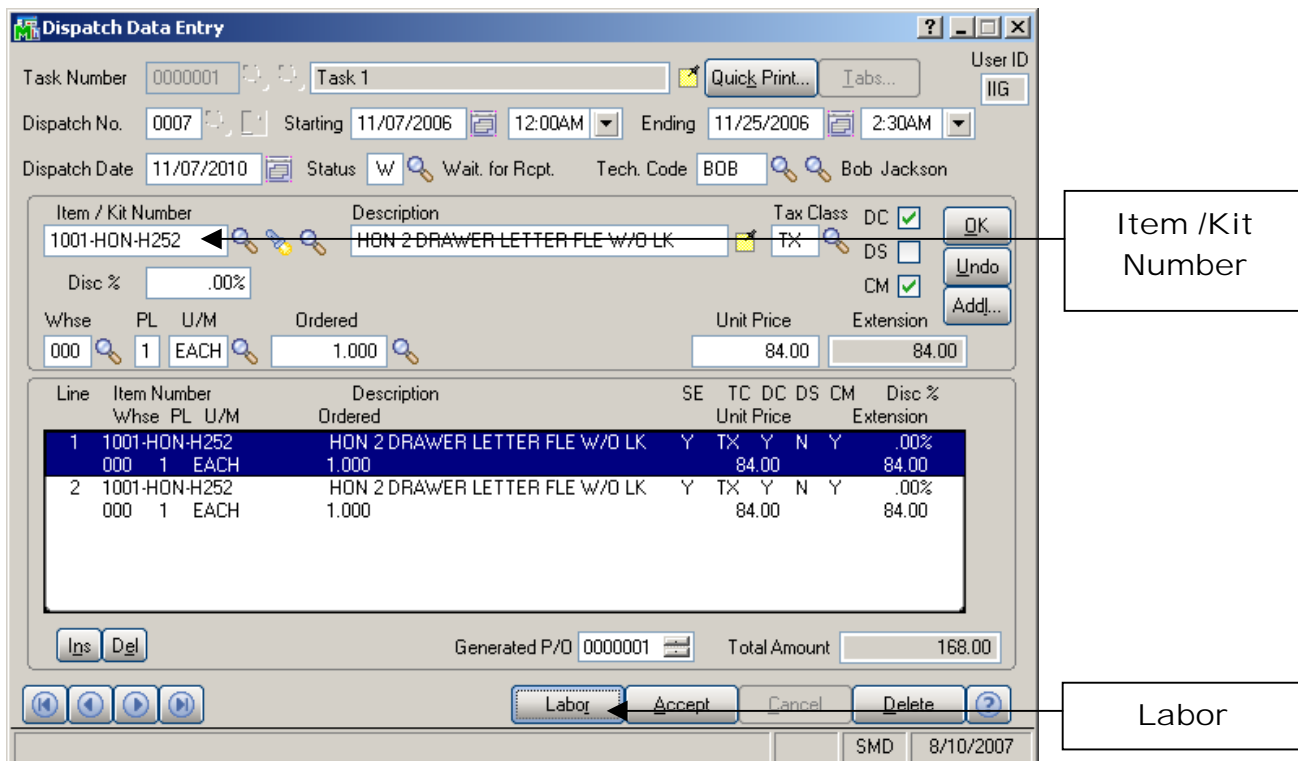
Task No.	Disp. No.	Starting Date/Time	Ending Date/Time
0000002	0002	11/08/2006 2:13PM	11/08/2006 2:13PM

Dispatch period will have intersections with these dispatches for this Technician

The screen lists all the intersecting Dispatches with their Starting and Ending Date/Time.

Click **Continue** to accept the Dispatch despite the intersecting dispatches.

Click **Cancel** to return to the Dispatch Entry screen without saving.



Enter the **Item/Kit Numbers** of the parts and materials that will be used by the technician to perform the dispatched task. The price of the items will be determined by the customer’s special pricing or by the terms of a contract (if any) covering this task.

Labor Charge Data Entry

Use the **Labor** button at the bottom of the **Dispatch Data Entry** screen to access the **Labor Charge Data Entry** screen.

If the **Allow Quote Hours in Task Entry** check was set in the **Service Management Options**, the **Quote Hours** and **Quote Amount** fields become visible, displaying the unused hours left from the quote hours of the task and amount remaining from the task quote. If the contract type is Fixed Hours, the **Unused Contract Hours** displays the unused hours left from the fixed hours of the contract.

The screenshot shows the 'Labor Charge Data Entry' window. At the top, there are fields for Task Number (0000001), Dispatch No. (0007), Dispatch Date (11/07/2010), Starting (11/07/2006 12:00AM), and Ending (11/25/2006 2:30AM). Below this is an 'Unused' section with Contract Hours (163:00), Quote Hours (212:00), and Quote Amount (3,388.00). The main form includes Technician Code, Labor/Skill Code, Desc., Starting Date/Time, Disc % (.00%), Hours Spent (0.000), Billing Rate (.00), Extension (.00), and Imported to JC. A table below shows two lines of labor charges:

Line	Technician No.	Technician Name	Hours Spent	Billing Rate	TC	Disc %	Extension
1	EVA	Smith Eva	10.000	3.00	NT	.00%	30.00
2	BOB	Bob Jackson	10.000	2.00	NT	.00%	20.00

At the bottom, there are fields for Retainer (0.00), Overtime (0.00), and Total Amount (58.00). The window title is 'Labor Charge Data Entry' and it has standard window controls.

Enter the **Technician Code** of the technician specified for the assignment.

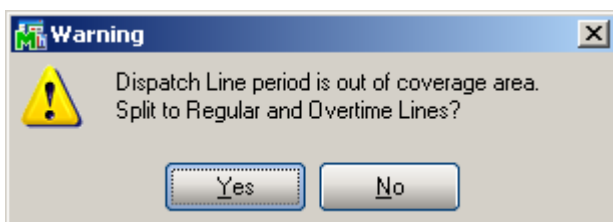
Use the **Labor/Skill Code** field to enter appropriate codes. Use the **Lookup** button to view the list of available labor codes defined in the **Labor Code Maintenance** program. If the user enters “/” in the **Labor Skill Code** field, and then presses the **Lookup** button, it will open a list of available Skill Codes defined in the **Skill Code Maintenance** program.

Click the **Search By Description** button to search for Labor lines in the **Labor Description Search** screen. The search will be performed among all the dispatches in the system. The screen works similar to the **Task and Contract Description Search** screens.

The **Starting Date/Time** fields are visible on the **Labor Charge Data Entry** screen, if the **Use Overtime calculation for Labor** box is checked in the **Service Management Options**.

The **Retainer** and **Overtime** fields will be available for the tasks of Fixed Hours contracts, if the **Use Overtime calculation for Labor** box is checked in the **Service Management Options**.

If the period of the line does not completely covered by the coverage area corresponding to the **Coverage Code** of the **Task**, the program will prompt to split the lines:



After splitting, the **Rate** can be recalculated based on the Contract **Apply Rates only during Coverage period** setting. The Overtime line will be checked as **Overtime**.

For the **Fixed Hours** contracts, the hours will be multiplied by the **Retainer Factor** before subtracting from the **Contract Hours**.

The **Hours Spent** field specifies the amount of time spent by the technician to perform the job.

If the contract type is Fixed Hours, and the Quote Amount is over, the **Discount %** will always be 100% (the hours cannot be billed).

The **Tax Class** field becomes visible if the **Calculate taxes on Labor** option is set to **Labor only** or **Labor with materials** in the **Service Management Options**, and the **Ship-to Address** of the Task has the **Calculate taxes on Labor** box checked. The **Tax Class** will be defaulted to the one of the selected **Labor/Skill Code**. If the setting is **Labor with material**, the **Tax Classes** of the Dispatch lines will be used only if the Dispatch contains material lines (inventory, miscellaneous, special items). Comments are not considered material lines.

The **Billing Rate** will be determined by the terms of a contract (if any) covering this task. If there is no contract, the rate will be based on the **Billing Rate Calculation Priority** in the **Service Management Options** program,

where the priority of the technician, skill, and labor rates is indicated.

If the **Rate** is changed, it will be used for the selected combination of Technician, Labor/Skill, Customer, and Contract, next time when entering line for that combination.

Click the **Start** button to register start of working at the selected Line. The Start button will be changed to **Finish**. After finishing working at the Line, open the Dispatch and select the Line, then click the **Finish** button. The program will calculate the time between the start and finish of the work and add that time to the **Hours Spent** value. When the work is started (the button is **Finish**), hold the mouse over the button, to view the Start Date/Time in the tool-tip.

The **Imported to JC** check box has been added to the **Labor Charge Data Entry** screen. When clicking the labor line on this screen, the **Imported to JC** will be automatically checked for that line if the service management information of customer numbers, contract numbers, task and dispatch numbers, dates, and labor codes have been already processed and loaded to the **Job Posting Entry** screen. This option prevents from duplicate processing and loading of the same information. In order to import the information of customer number, contract numbers, task and dispatch numbers, dates, and labor codes again, the **Import to JC** check box should be cleared for the particular Labor line.

Reservation Dispatch

If you have used the Status Code **R** before, keep in mind that this Code will be now used for generating **Reservation Sales Orders**. Existing in the system dispatches with the **R** Status Code will not be affected; moreover, you can assign the **R** status to other dispatches without generating Reservation Sales Order, in which case the status will remain having the same meaning as before latest installation. All you will have to do is answer **No** each time the program prompts to generate Sales Order, if you do not want to use this status as Reservation.

We recommend creating new status with a different Status Code to be used for the same purpose as you have used the R

Code. After that, delete the old R status code. The Reservation status will be created after installing Service Management at the moment you open and close the **Technician Code Maintenance** program.

Select **R** in the **Dispatch Status** field, to generate reservation sales order for the material lines of the dispatch.

Labor/Skill lines (from the **Labor Charge Data Entry** screen) are not included in the Reservation.

If the dispatch does not have any inventory lines, its Status cannot be set to **Reservation**.

When the Reservation status is selected, the program asks for confirmation to generate Reservation Sales Order.

After clicking **Yes**, the number of generated Sales Order will be displayed.

The number of the generated Sales Order will be displayed at the bottom of the **Dispatch Data Entry** screen:

Dispatch Data Entry

Task Number: 0000003

Dispatch No.: 0005 Starting: 11/3/2006 11:26AM Ending: 11/3/2006 11:26AM

Dispatch Date: 11/3/2006 Status: R Reservation Tech. Code: BOB Bob Jackson

Item / Kit Number: 1001-HON-H252 Description: HON 2 DRAWER LETTER FLE W/O LK Tax Class: TX

Disc %: .00%

Whse: 000 PL: 1 U/M: EACH Ordered: 2.000 Unit Price: 70.00 Extension: 140.00

Line	Item Number	Whse	PL	U/M	Description	Ordered	SE	TC	DC	DS	CM	Disc %	Unit Price	Extension
1	1001-HON-H252	000	1	EACH	HON 2 DRAWER LETTER FLE W/O LK	2.000	Y	TX	Y	N	Y	.00%	70.00	140.00

Total Amount: 140.00

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The generated Sales Order should not be edited to ensure correct processing. The warning is displayed when opening generated Sales Orders.

When a Reservation dispatch is closed, the program prompts to generate an invoice. The generation document cannot be changed to Sales Order, for Reservation dispatches. The dispatch cannot be closed into an existing invoice, either. Only new Invoice can be generated. The generated invoice will be linked to the generated Reservation sales order.

The following rules apply to the generation of invoices for Reservation dispatches.

Lot/Serial items are backordered in the invoice and should be shipped manually and distributed before updating the invoice.

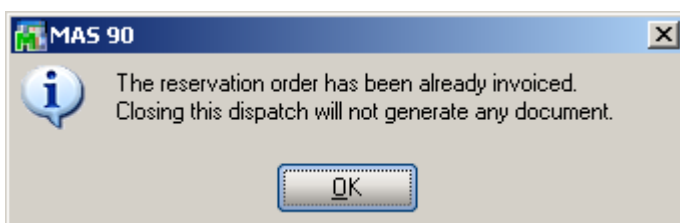
Other items are shipped completely, if not changed in the dispatch after generating the sales order.

If item number or warehouse has been changed on the line of the dispatch, or deleted the initial line of the sales order is moved to the invoice with both shipped and backordered quantities equal to 0. New line is added to the invoice with the new item or warehouse.

If lot/serial item quantity has been changed, both shipped and backordered quantities are set equal to 0 in the invoice.

If only the ordered quantity of the dispatch line has been changed, the ordered quantity of that line in the invoice is set equal to the changed quantity in the dispatch.

If the generated sales order has been invoiced manually, the following message will be displayed when closing the dispatch.



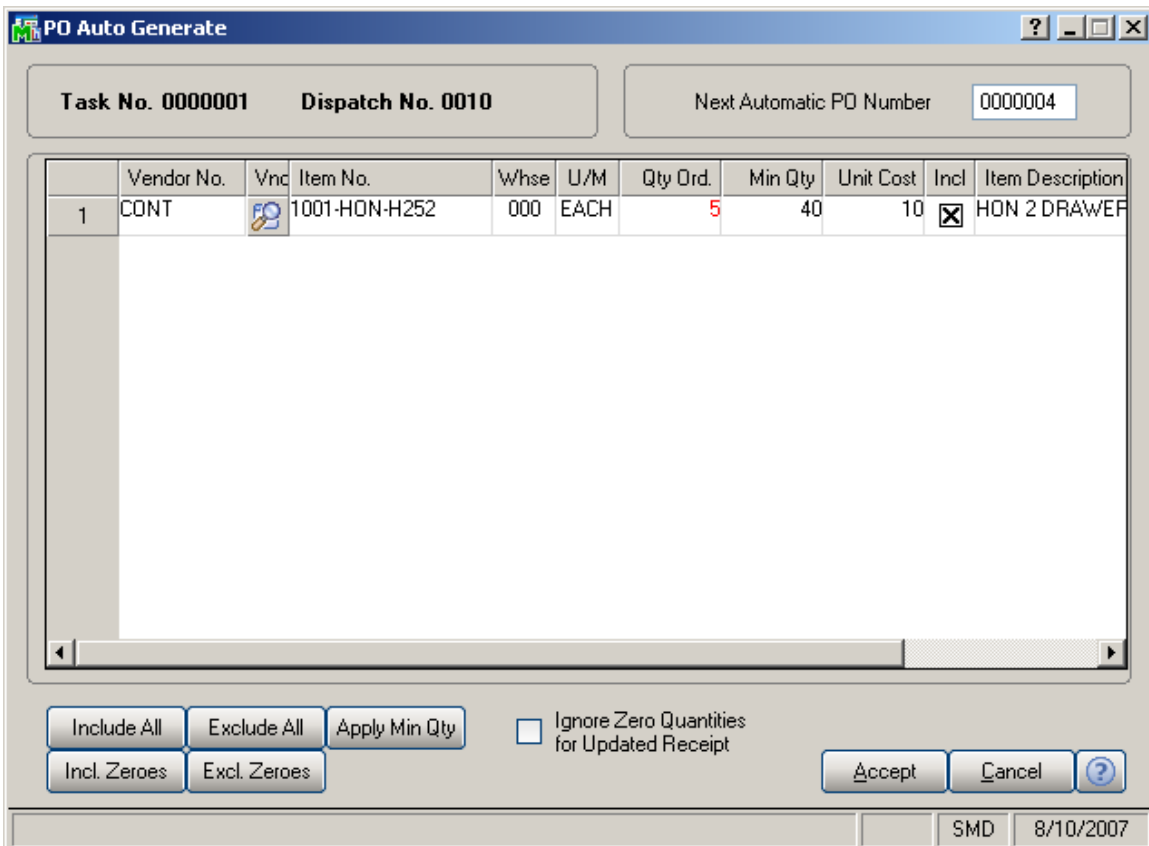
The status of the dispatch can be changed from Reservation to another status without losing the link with the generated Sales Order.

Changing status again to Reservation clears the previously generated sales order information and generates new sales order.

Waiting for Receipt

Select “W” in the **Dispatch Status** field, if you wish to automatically generate purchase orders for the items and labor on the dispatch.

Line information entered in the **Labor Charges Entry** screen (Technician Code, Labor/Skill Code) will be transformed into an item, if the **Labor Billing Presentation** is set to **Inventory Item** on the **Labor/Item** tab of the **Service Management Options** program.



You may select the items to appear on the automatically generated purchase orders. The vendor is defaulted to the

item's **Primary Vendor** found in the **Inventory Maintenance** screen, but may be changed.

The **Min Qty** column displays the **Minimum Order Quantity** specified for the item and the warehouse in the **Inventory Maintenance**.

The **Quantity Ordered** is displayed in red, if less than the **Minimum Quantity**.

To make all the red **Quantities Ordered** equal to corresponding **Minimum Quantities**, click the **Apply Min Qty** button.

The **Quantities Ordered** may be also changed manually.

You can **Include Zeroes** or **Exclude Zeroes** for the lines with zero ordered quantities.

Check the **Ignore Zero Quantities for Updated Receipt** box to have the **Updated Receipt** status set for the Dispatch if all the non-zero lines of the generated Purchase Orders have been completely received, irrespective of those orders having zero-quantity lines (which cannot be received).

Click the **Accept** button to generate POs for the included lines.

Task Number: 0000001 Task 1

Dispatch No.: 0010 Starting: 8/10/2007 6:06PM Ending: 8/10/2007 6:06PM

Dispatch Date: 8/10/2007 Status: W Wait. for Rcpt. Tech. Code: BOB Bob Jackson

Item / Kit Number: 1001-HON-H252 Description: HON 2 DRAWER LETTER FLE W/O LK Tax Class: TX

Disc %: .00%

Whse: 000 PL: 1 U/M: EACH Ordered: 5.000 Unit Price: 5.11 Extension: 25.55

Line	Item Number	Description	SE	TC	DC	DS	CM	Disc %
1	1001-HON-H252	HON 2 DRAWER LETTER FLE W/O LK	Y	TX	Y	N	Y	.00%
	000 1 EACH	5.000						25.55

Generated P/O: 0000004 Total Amount: 25.55

Buttons: Labor, Accept, Cancel, Delete

Footer: SMD 8/10/2007

When the items are received in **Receipts of Goods Entry** and updated through the **Receipts Register**, the dispatch status is changed to “**Updated Receipt**”.

Dispatch Closing

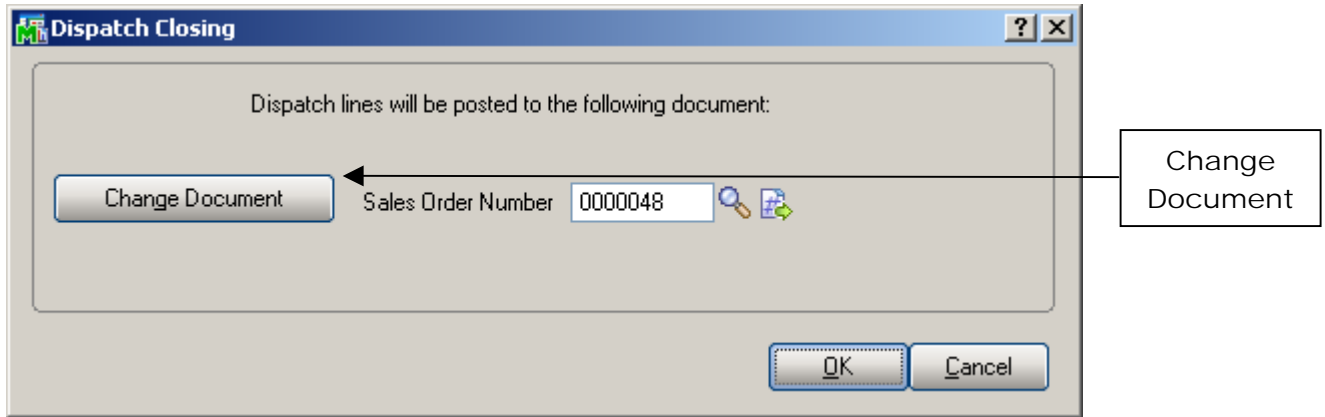
For closing the dispatch select **C** in the **Status** field from the **Dispatch Data Entry** form.

Closing the dispatch will post all the line information to the specified document, i.e., a sales order or invoice. If task has a PO Number specified, its number will also be posted.

Sage MAS 90

This Dispatch is Waits for Receipt. All Information about Associated P/O will be Lost. Are You Sure You Want to Change Dispatch Status?

Buttons: Yes, No



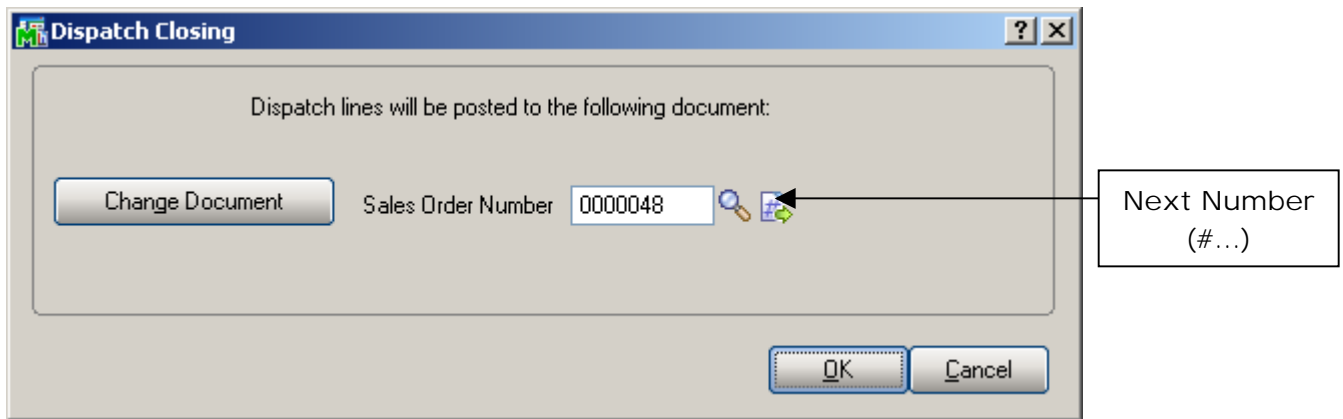
You may, if you wish, change the **Type** of document to which this posting will be made, by using the **Change Document** button.

If the task has been generated from a sales order, the number of that sales order will be displayed by default, when the document is set to Sales Order.

You can choose to post the dispatch to any existing sales order or invoice.

When a Reservation dispatch is closed, the program prompts to generate an invoice. The generation document cannot be changed to Sales Order, for Reservation dispatches. The dispatch cannot be closed into an existing invoice, either. Only new Invoice can be generated. The generated invoice will be linked to the generated Reservation sales order.

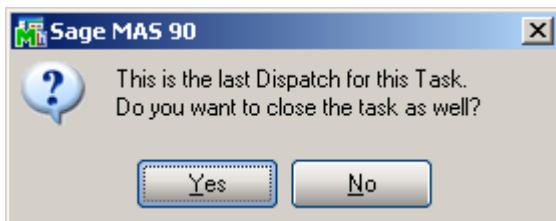
If the generated sales order has been invoiced manually, the following message is displayed when closing the dispatch.



Alternatively, you can assign the next available number by using the **Next Number** icon, and in this case, a new document will be created with all the dispatch numbers listed there.

During the closing of the dispatch, line information entered in the **Labor Charges Entry** screen (Technician Code, Labor/Skill Code) will be transformed into an item (either Inventory, Special or Miscellaneous) according to the settings in the **Service Management Options** screen.

If the dispatch has neither Material nor Labor lines, the following message will be displayed, and the dispatch can be closed without generating any document.



Contract Maintenance

Use the Contract Maintenance program to enter new or maintain existing contracts and view current contract information.

Header Tab

The first tab on the **Contract Entry** screen (**Header**) appears as follows.

The screenshot shows the 'Contract Entry' window with the following fields and buttons:

- Contract No:** 000000001 (Callout: Contract Number)
- Contract Memo:** Contract 1 (Callout: Contract Memo)
- Customer No.:** 01-ABF (Callout: Customer Memo)
- Contract Date:** 04/23/2006
- Contract Starting Date:** 04/23/2006
- Contract Ending Date:** 08/25/2008
- Contract Type:** Fixed Hours
- Contract Status:** Open
- Invoice Format:** T&M Entry Text
- Billing Type:** Fixed Upon Compl.
- Job Site:** 2
- Confirm To:** Artie Johnson
- Item No.:** 1001-HON-H252
- Lot/Serial No:** (Empty)
- Generation Document:** Standard Invoice
- Contract Amount From:** Header
- Bill Freq Code:** B
- Balance Sales Account:** 100-00-A
- Balance COGS Account:** (Empty)
- Commissionable Contract:**
- Fax:** 12
- Total Amount:** 1,000.00
- Buttons:** Generation, Quick Print, Accept, Cancel, Delete

You may enter the Contract Number you want to add or maintain manually by typing it into the **Contract Number** field. Be careful to not enter numbers starting with "T", since system treats them as Template Contracts!

Click the **Contract Memo** button to create or select Memo for current contract.

If you are viewing or modifying existing contracts, use the **Lookup** button, which will display a list of contracts.

If you are adding new contracts, use the **Next Number** button to accept the next new contract number, which Service Management will increment automatically.

The screenshot shows the 'Contract Entry' window with the following fields and callouts:

- NTC Button:** A button labeled 'NTC' in the top right corner of the window.
- Search by Description:** A magnifying glass icon next to the 'Contract No.' field.
- Customer Number:** The 'Customer No.' field containing '01-ABF'.
- Contract Date:** The 'Contract Date' field containing '04/23/2006'.

Other visible fields include: Contract No. 000000001, Contract 1, Copy..., User ID 34, tabs for Header, Address, Item Prices, Labor Rates, Billing Info, J/Code Hist, Unearned, and Tasks. The main form contains fields for Contract Date, Contract Starting Date, Contract Ending Date, Contract Type, Contract Status, Invoice Format, Billing Type, Job Site, Confirm To, Item No., and Lot/Serial No. At the bottom, there are buttons for Generation, Quick Print, Accept, Cancel, and Delete.

Use the **NTC Button** to accept the next new **Template Contract Number**. A template contract is used to generate a regular contract whenever a particular item is sold. If you enter a template contract once and then assign it to an item in **Inventory Maintenance**, the system will automatically set up a contract adhering to the rules of the template for any customer who purchases that item. A template contract number starts with "T". (You can enter the number starting with "T" manually, to create Template Contract.)

By default, the system assigns the current date to the **Contract Date** field. Enter any other desired contract entry date.

Enter the **Customer Number** for the current contract. If this is a template contract, it doesn't matter which customer number you enter. When the actual contract is generated from the template, the system will automatically create it for the actual customer.

Click the **Customer Memo** button to select Memo for current customer.

Enter the **Description** of the contract. The program allows you to enter an extended description.

Click the **Search By Description** button to open the **Contract Description Search** screen.

Search

Search Text: contract

Match Case

Negate

Search

Contract No	Customer Number	Status	Bill To Name
000000001	01-ABF	Open	
000000003	00-BRESLIN	Open	Allen's Appliance Rep
000000032	01-ABF	New	American Business Fu
000000033	01-ABF	New	American Business Fu
000000034	01-ABF	New	American Business Fu
000000035	01-ABF	New	American Business Fu
000000036	01-ABF	New	American Business Fu

Description: Contract 1

Select Close

Select the search criteria and enter the Search Text.

Click the **Search** button.

Select a line in the **Results** to view the **Description** in the corresponding field.

Double-click the line or highlight it and press Enter, to select the Contract.

Contract Entry

Contract No. 000000001 NTC Contract 1 Copy... User ID 34

1. Header 2. Address 3. Item Prices 4. Labor Rates 5. Billing Info. 6. J/Code Hist. 7. Unearned 8. Tasks

Customer No. 01-ABF American Business Futures Credit...

Contract Date 04/23/2006

Contract Starting Date 04/23/2006 Total Fixed Hours 7 Generation Document Standard Invoice

Contract Ending Date 08/25/2008 Used Hours 191:13 Contract Amount From Header

Contract Type Fixed Hours Bill Freq Code B

Contract Status Open

Invoice Format T&M Entry Text Balance Sales Account 100-00-A Cash in Trust Fund

Billing Type Fixed Upon Compl. Balance COGS Account

Job Site 2 Commissionable Contract Fax 12

Confirm To Artie Johnson Comment Comments

Item No. 1001-HON-H252 HON 2 DRAWER LETTER FLE W/D LK Total Amount 1,000.00

Lot/Serial No Items All Materials Are Covered All Labors Are Covered

Generation Quick Print Accept Cancel Delete

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Contract
Starting Date/
Contract
Ending Date

By default, the system assigns today's date to both the **Contract Starting** and **Contract Ending Dates**. Enter the desired dates for the contract.

If this is a template contract, the system will use the following dates to generate starting/ending dates for an actual contract:

- The actual Contract's Starting Date will be the ship date of the purchased item.
- The actual Contract's Ending Date will be calculated by adding the number of days of the template contract to the ship date of the purchased item.

Contract No. 000000001 NTC Contract 1 Copy... User ID 34

1.Header 2.Address 3.Item Prices 4.Labor Rates 5.Billing Info 6.J/Code Hist. 7.Unearned 8.Tasks

Customer No. 01-ABF American Business Futures Credit...

Contract Date 04/23/2006

Contract Starting Date 04/23/2006 Total Fixed Hours 7 Generation Document Standard Invoice

Contract Ending Date 08/25/2008 Used Hours 191:13 Contract Amount From Header

Contract Type Fixed Hours Bill Freq Code B

Contract Status Open

Invoice Format T&M Entry Text Balance Sales Account 100-00-A Cash in Trust Fund

Billing Type Fixed Upon Compl. Balance COGS Account

Job Site 2 Commissionable Contract Fax 12

Confirm To Artie Johnson Comment Comments

Item No. 1001-HON-H252 HON 2 DRAWER LETTER FLE W/D LK Total Amount 1,000.00

Lot/Serial No Items All Materials Are Covered All Labors Are Covered

Generation Quick Print Accept Cancel Delete

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Contract
Type

From the dropdown menu, select the **Contract Type**:

- Service
- Preventive Maintenance
- Fixed Hours
- Fixed Period

Depending on the contract type you select, you will be prompted for further data entry.

The screenshot shows the 'Contract Entry' window with the following fields and callouts:

- Contract Type:** A dropdown menu set to 'Prev. Maint.'
- PM Code:** A text field containing 'W' (Week).
- Days in One PM Period:** A text field containing '7'.
- Last Task Generated Date:** A text field containing '08/25/2008'.
- Task Type:** A dropdown menu set to 'P' (Support).
- Nature of Task:** A text field containing 'SSS' (type SSS).

Other visible fields include Contract No. (000000001), Customer No. (01-ABF), Contract Date (04/23/2006), Contract Starting Date (04/23/2006), Contract Ending Date (08/25/2008), Contract Status (Open), Invoice Format (T&M Entry Text), Billing Type (Fixed Upon Compl.), Job Site (2), Confirm To (Artie Johnson), Item No. (1001-HON-H252), and Total Amount (1,000.00).

If you select a **Preventive Maintenance** contract, you will be prompted for a **PM Code**. Enter the code describing the frequency with which a PM should be performed. Based on the **PM Code**, MAS 90 will display the **Days in One PM Period**. The system will then utilize the **Days in One PM Period** and the **Last Task Generated Date** fields to automatically generate a preventive maintenance task with the scheduled time set to the appropriate time, when the **Auto Generate Task Selection** program is run. Select the **Task Type** and **Nature of Task** to be assigned to the generated tasks.

The screenshot shows the 'Contract Entry' window with the following fields and callouts:

- Contract No:** 000000001
- Customer No.:** 01-ABF
- Contract Date:** 04/23/2006
- Contract Starting Date:** 04/23/2006
- Contract Ending Date:** 08/25/2008
- Contract Type:** Fixed Hours (Callout: Contract Type)
- Days in One PM Period:** 7 (Callout: Total Fixed Hours)
- Last Task Gener. Date:** 0:00 (Callout: Used Hours)
- Generation Document:** Standard Invoice
- Contract Amount From:** Header
- Invoice Format:** T&M Entry Text (Callout: Invoice Format)
- Balance Sales Account:** 100-00-A
- Balance COGS Account:** (empty)
- Job Site:** 2
- Confirm To:** Artie Johnson
- Item No.:** 1001-HON-H252
- Lot/Serial No.:** (empty)
- Total Amount:** 1,000.00

If you select a **Fixed Hours** contract, you will be prompted for the **Total Fixed Hours** covered by the contract. As labor hours are charged against the contract, the **Used Hours** field will be accumulated. If you attempt to charge more hours against the contract than were allotted, you will be told that the “Fixed Hours are Expired”.

The **Invoice Format** can be set to **T&M Entry Text** or **Estimate Text**.

When Invoice is generated from Contract, the **Descriptions** of the invoice Labor Representing lines are filled from the corresponding **Labor/Skill Descriptions**, if the **Invoice Format** is **T&M Entry Text**. The **Descriptions** are filled from the **Task Description** (if it exists), instead of Labor/Skill Descriptions, if the **Invoice Format** is **Estimate Text**.

The screenshot shows the 'Contract Entry' window with the following fields and values:

- Contract No: 000000001
- Customer No: 01-ABF (American Business Futures)
- Contract Date: 04/23/2006
- Contract Starting Date: 04/23/2006
- Contract Ending Date: 08/25/2008
- Total Fixed Hours: 7
- Used Hours: 191:13
- Contract Type: Fixed Hours
- Contract Status: Open
- Invoice Format: T&M Entry Text
- Balance Sales Account: 100-00-A (Cash in Trust Fund)
- Balance COGS Account: 100-00-00 (Cash on Hand)
- Billing Type: Fixed Upon Compl.
- Bill Freq Code: B
- Job Site: 2
- Confirm To: Artie Johnson
- Item No: 1001-HON-H252 (HON 2 DRAWER LETTER FILE W/D LK)
- Total Amount: 1,000.00

Callouts on the right side of the image point to the following fields:

- Billing Type
- Bill Freq Code
- Balance Sales Account
- Balance COGS Account

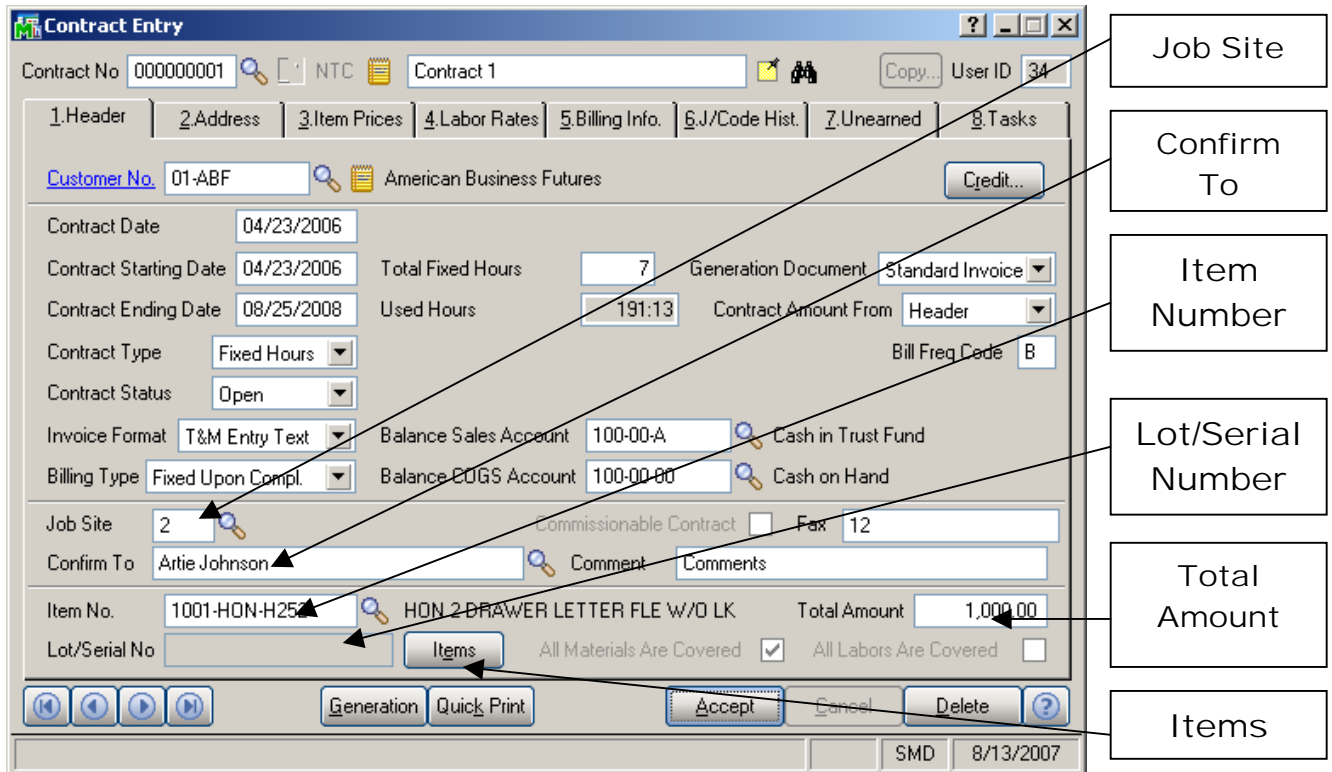
The **Billing Type** field indicates how the contract will be billed. The options are:

- **Time and Material** - the amount will be calculated based on the time spent and material used.
- **Fixed Upon Completion** - the payment will be done in the fixed amount and on completing the work.
- **Fixed Percent Completion** - the payment will be done by percents of completing the work.
- **Fixed On Going** - the payment will be done during the work not more than the fixed amount.

Enter a letter or number for the **Billing Frequency Code** to denote a scheme of Billing Frequency. When selecting customer, the field will display the setting for that customer, which you can change if needed.

Enter the **Balance Sales Account** and **Balance COGS Account** to be used for balancing Special Item generated to balance Invoice Total amount (against Contract Total Amount) when generating invoices with the **Auto Invoice Generation** program from contracts for all the **Fixed Billing Types** (last three types). If these accounts are not entered on

the Contract, the **Sales Account** specified on the **Lines** tab of the **Sales Order Entry** screen will be used.



You may enter the **Code** of the customer's **Job Site** represented by the **Customer's Master File Ship-to Address Code**. You may see those possible job site addresses by accessing the **Address** tab.

You may enter the appropriate Customer Contact in the **Confirm To** Field.

Enter the **Item Number** for the default item covered by the contract.

If the default Item has a **Lot** or **Serial Number**, you may enter it here.

If you are logged on into MAS 90 as a user with Supervisor Rights, you can enter the **Total Amount** paid by the customer for the contract.

The **Items** button displays the following screen with the list of items covered by the contract.

You can have multiple lines of the same item with different settings.

The screenshot shows the 'Contract Items' window with the following fields and values:

- Contract Number: 000000001
- Contract Name: Contract 1
- Item Number: (empty)
- Lot/Serial No.: (empty)
- Coverage Code: (empty)
- Response Code: (empty)
- Ship To: (empty)
- PM Code: (empty)
- Task Type: (empty)
- Nature of Task: (empty)
- Contract Default Item: (checked)
- Starting Date: 04/23/2006
- Ending Date: 08/25/2008
- Last Task Gener. Date: (empty)
- Days in One PM Period: 0
- Quantity: 0.000
- Amount: 0.00

Item Number	Lot/Serial Number	Starting	Ending	Quantity	Amount	Coverage
1001-HON-H252		04/25/2006	08/25/2008	2.200	84.00	0000111
1001-HON-H252		04/25/2006	08/25/2008	3.000	84.00	0000111
1001-HON-H252		04/23/2006	08/23/2008	0.000	0.00	0000111
2481-5-50		04/23/2006	08/25/2008	3.000	50.00	

Contract Default Item

You can add items covered by the contract entering **Item Number** and **Lot/Serial Number** if needed. Also enter **Ending Date**, **Quantity** and **Amount** for the item, and click **Ok** to add the item.

If you want to mark an item as default for the contract, check the **Contract Default** box. The default item is highlighted with blue in the list and is displayed in the **Header** tab of the **Contract Entry** screen.

The **Ship To**, **Task Type**, **Nature of Task**, **Coverage**, **Response** fields are loaded in the generated tasks for all the contract items for preventive maintenance contracts, during

generation from the **Auto Generate Tasks Selection** program.

The screenshot shows the 'Contract Entry' window with the following details:

- Contract No: 000000001
- Customer No: 01-ABF (American Business Futures)
- Contract Date: 04/23/2006
- Contract Starting Date: 04/23/2006
- Contract Ending Date: 08/25/2008
- Total Fixed Hours: 7
- Used Hours: 191:13
- Generation Document: Standard Invoice
- Contract Amount From: Header
- Contract Type: Fixed Hours
- Bill Freq Code: B
- Contract Status: Open
- Invoice Format: T&M Entry Text
- Balance Sales Account: 100-00-A (Cash in Trust Fund)
- Billing Type: Fixed Upon Compl.
- Balance COGS Account: 100-00-00 (Cash on Hand)
- Job Site: 2
- Commissionable Contract:
- Fax: 12
- Confirm To: Artie Johnson
- Comment: Comments
- Item No.: 1001-HON-H252 (HON 2 DRAWER LETTER FLE W/O LK)
- Total Amount: 1,000.00
- Lot/Serial No.:
- Checkboxes: All Materials Are Covered, All Labors Are Covered

For either **Fixed Period Contract / Service Contract** Types, you will be told the “Contract is Expired” if you attempt to charge anything against the contract past the Contract Date.

If the **All Materials Are Covered / All Labor Is Covered** checkboxes are marked, all the materials and labor charges issued against this contract will have zero prices. If there are items and labor charges specified in the appropriate line tabs, they will be considered an exception to this rule. If these checkboxes are left blank, then users have to specify all the items and all the labor charges covered by this contract in the appropriate line entry tabs.

You cannot change settings of these checkboxes if there are lines in the **Item Prices** and **Labor Rates** tabs correspondingly.

The screenshot shows the 'Contract Entry' window with the following fields and controls:

- Contract No:** 000000001
- Customer No:** 01-ABF
- Contract Date:** 04/23/2006
- Contract Starting Date:** 04/23/2006
- Contract Ending Date:** 08/25/2008
- Total Fixed Hours:** 7
- Used Hours:** 191:13
- Generation Document:** Standard Invoice
- Contract Amount From:** Header
- Contract Type:** Fixed Hours
- Contract Status:** Open
- Invoice Format:** T&M Entry Text
- Balance Sales Account:** 100-00-A
- Balance COGS Account:** 100-00-00
- Job Site:** 2
- Confirm To:** Artie Johnson
- Item No.:** 1001-HON-H252
- Item Description:** HON 2 DRAWER LETTER FILE W/O LK
- Total Amount:** 1,000.00

Callouts on the right side of the image point to:

- Generation Document:** Points to the 'Standard Invoice' dropdown menu.
- Contract Amount From:** Points to the 'Header' dropdown menu.
- Generation:** Points to the 'Generation' button at the bottom of the window.

The program enables you to generate an order or invoice from the contract directly from the **Contract Entry** screen.

Select the output document from the **Generation Document** drop-down list. The options are: **Standard Order, Price Quote, Standard Invoice, None**.

Contract Amount From: The amount can be calculated based on the total amount indicated in the **Header** tab of the contract or including the **Items** extensions.

Click the **Generation** button to generate the chosen document. If **Generation Document** is set to None, no document will be generated.

If you do not want to generate documents at the moment, you can do it from the **Service Management Main** menu using **Auto Contract Invoice Generation**.

Contract No. 000000001 NTC Contract 1 Copy... User ID 34

1.Header 2.Address 3.Item Prices 4.Labor Rates 5.Billing Info. 6.J/Code Hist. 7.Unearned 8.Tasks

Customer No. 01-ABF American Business Futures Credit...

Contract Date 04/23/2006
 Contract Starting Date 04/23/2006 Total Fixed Hours 7 Generation Document Standard Invoice
 Contract Ending Date 08/25/2008 Used Hours 191:13 Contract Amount From Header
 Contract Type Fixed Hours Bill Freq Code B
 Contract Status Open
 Invoice Format T&M Entry Text Balance Sales Account 100-00-A Cash in Trust Fund
 Billing Type Fixed Upon Compl. Balance COGS Account 100-00-00 Cash on Hand

Job Site 2 Commissionable Contract Fax 12
 Confirm To Artie Johnson Comment Comments

Item No. 1001-HON-H252 HON 2 DRAWER LETTER FILE W/O LK Total Amount 1,000.00
 Lot/Serial No Items All Materials Are Covered All Labors Are Covered

Generation Quick Print Accept Cancel Delete

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Use the **Credit** button to enter the **Customer Credit History** screen. Here you can briefly review customers' credit history.

Customer No. 01-ABF American Business Futures
 Salesperson 0100

Credit Limit	A/R Balance	Open Order	Over By
120,000.00	31,363.54	110,346.44	21,709.98

Current	30 Days	60 Days	90 Days	120 Days
21,538.76	2,764.80	1,382.40	.00	5,677.58

Avg Days Pay/Overdue 004 / 000 Date Last Statement 05/01/2010
 Date Established 01/01/2009 Highest Balance 5,677.58
 Last Activity Date 05/31/2010 Date Last Finance Charge 04/30/2010
 Last Payment Date 05/31/2010 Unpaid Finance Charge 43.89
 Last Payment Amount 864.25

OK

Address Tab

The second tab on the **Contract Entry** screen (**Address**) appears as follows.

The screenshot shows the 'Contract Entry' window with the 'Address' tab selected. The window title is 'Contract Entry'. At the top, there are fields for 'Contract No.' (000000001), 'NTC' (Contract 1), and 'User ID' (34). Below this is a tabbed interface with tabs for '1.Header', '2.Address', '3.Item Prices', '4.Labor Rates', '5.Billing Info.', '6.J/Code Hist.', '7.Unearned', and '8.Tasks'. The 'Address' tab is active, showing 'Customer No.' (01-ABF) and 'American Business Futures'. A 'Job Site Code' field contains the value '2', with a 'Copy Ship To' button next to it. Below this are two address sections: 'Bill To Address' and 'Ship To Address'. Both sections have identical fields: Name, Address (2131 N. 14th Street1, Suite 100, Accounting Department), ZIP Code (53205-1204), City (Milwaukee), State (WI), and Country (USA). At the bottom of the window are navigation buttons (back, forward, etc.), 'Generation', 'Quick Print', 'Accept', 'Cancel', and 'Delete' buttons. The status bar at the bottom right shows 'SMD' and '8/13/2007'.

Select the **Address** tab to view or enter the job site location entered from the existing **Ship-To Location Codes** on file for the customer whose number you have entered.

You can enter new job site codes and necessary address information or changes, and then save the data as a customer's new **Ship-To** code. You can do this by clicking **"Yes"** on the following prompt:



The **Customer Ship to Address Maintenance** screen will be displayed with the current information. Review and click **OK** to save the new Ship To Address.

Item Prices Tab

The third tab on the Contract Entry screen (**Item Prices**) appears as follows:

Contract No: 000000001 NTC: Contract 1 User ID: 34

1.Header 2.Address **3.Item Prices** 4.Labor Rates 5.Billing Info. 6.J/Code Hist. 7.Unearned 8.Tasks

Item / Kit Number: 1001-HON-H254LK Description: HON 4 DRAWER LETTER FLE W/ LK U/M: EACH Pricing Method: Price Off Exp.Date: 08/25/2008 Price Off: 10.00

Line	Item / Kit Number Lot/Serial Number	Description U/M	Pricing Method Exp.Date
1	1001-HON-H252	HON 2 DRAWER LETTER FLE W/O LK EACH	P .00 08/25/2008
2	1001-HON-H254LK	HON 4 DRAWER LETTER FLE W/ LCK EACH	P 10.00 08/25/2008
3	2480-8-50	DESK FILE 8" CAP 50 EACH	S 04/23/2008
4	4886-18-14-3	PAPER CADDY 18"W 14"D 3"H EACH	S 08/25/2008

Ins Del Generation Quick Print Accept Cancel Delete

SMD 8/13/2007

Use this tab to enter information on all the materials covered by the contract. If the **All Materials Covered** checkbox is selected, this tab will contain information about items not covered by the contract.

In either case, users have the option of specifying custom pricing information for a given item using the **Pricing Method** dropdown window as shown below.

The screenshot shows the 'Contract Entry' window with the following details:

- Contract No: 000000001
- Contract 1
- User ID: 34
- Navigation tabs: 1. Header, 2. Address, 3. Item Prices, 4. Labor Rates, 5. Billing Info, 6. J/Code Hist, 7. Unearned, 8. Tasks
- Item / Kit Number: 1001-HON-H254LK
- Description: HON 4 DRAWER LETTER FLE W/ LK
- U/M: EACH
- Pricing Method: Price Off (dropdown menu is open)
- Exp.Date: 08/25/2008
- Price Off: (field)

The dropdown menu for Pricing Method includes the following options:

- Price Off
- System Price
- Discount %
- Override Price
- Price Off

The main table in the window displays the following data:

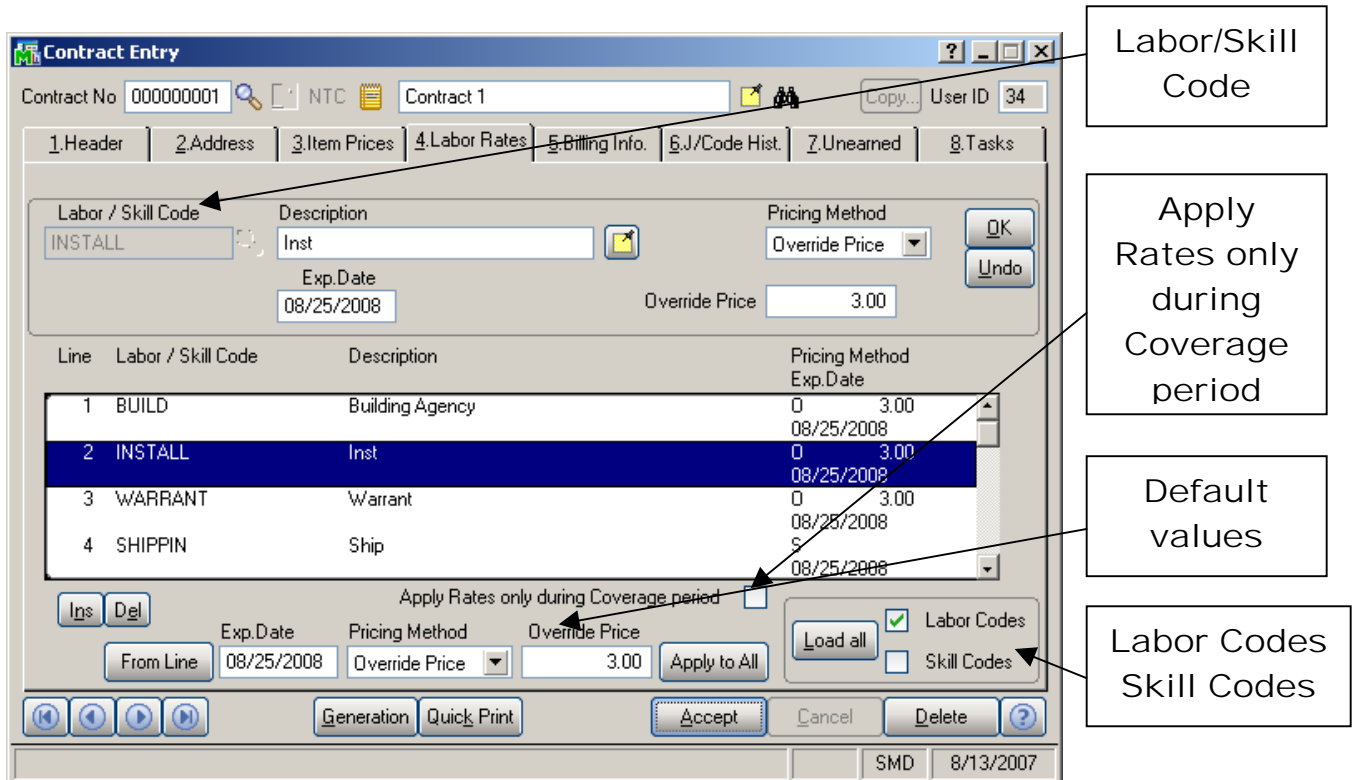
Line	Item / Kit Number	Description	U/M	Pricing Method	Exp.Date
1	1001-HON-H252	HON 2 DRAWER LETTER FLE W/O LK	EACH	P	08/25/2008
2	1001-HON-H254LK	HON 4 DRAWER LETTER FLE W/ LCK	EACH	P	08/25/2008
3	2480-8-50	DESK FILE 8" CAP 50	EACH	S	04/23/2008
4	4886-18-14-3	PAPER CADDY 18"W 14"D 3"H	EACH	S	08/25/2008

Buttons at the bottom include: Ins, Del, Generation, Quick Print, Accept, Cancel, Delete, and a help icon. The status bar shows SMD and 8/13/2007.

- **System Price** – Standard MAS 90 price will be applied whenever items are sold against this contract.
- **Discount %** - User will specify a discount percent, which will be applied to an item's standard price whenever items are sold against this contract.
- **Override Price** – Overridden price will be applied to an item whenever the item is sold against this contract.
- **Price Off** – Amount specified will be taken off the item's standard price.

Labor Rates Tab

The forth tab on the **Contract Entry** screen (**Labor Rates**) appears as follows:



Use this tab to enter information on all the labor charges covered by the contract. If the **All Labor Charges Covered** checkbox is selected in the first tab, this tab will contain information about items not covered by the contract.

Use the **Labor/Skill Code** field to enter appropriate codes. Use the **Lookup** button to view the list of available labor codes defined in the **Labor Code Maintenance** program. If the user enters “/” at the **Labor/Skill Code** field, and then clicks the **Lookup** button, it will open a list of available skill codes defined in the **Skill Code Maintenance** program.

Pricing Method for Labor Charges works exactly as it does on the **Item Prices** tab.

Check the **Apply Rates only during Coverage period** box to not apply the Labor Rates listed for the Labor lines not falling into the Coverage area.

The **Default values** group enables changing default values for Labor Rates and buttons for their usage and editing. When opening the **Contract Entry** screen first, the **Exp. Date** and **Pricing Method** fields are empty, and the value field is correspondingly hidden.

Once any of these fields is edited, the current values become default, and the **Apply to All** button is enabled. Clicking the **Apply to All** button applies the current values to all the existing labor lines. Any new line being entered will load the default values.

The **Exp. Date** or **Pricing Method** field can be left empty, in which case the program will not change values of this field in the existing lines.

When a line is selected, or new line is being entered, the **From Line** button is enabled. Clicking the **From Line** button loads the values being edited into the default fields.

When **Labor Codes** and **Skill Codes** are checked, all labor codes and skill codes will be selected for loading. Click the **Load all** button to enter all selected Labor/Skill Codes.

Billing Information Tab

The fifth tab on the Contract Entry Screen (**Billing Info.**) appears as follows:

Contract Entry

Contract No: 000000001 NTC Contract 1 User ID: 34

1.Header | 2.Address | 3.Item Prices | 4.Labor Rates | 5.Billing Info. | 6.J/Code Hist. | 7.Unearned | 8.Tasks

Trn. Date	Type	Source	Reference/Comment	Amount	COGS
08/31/08	INV	SO	0000079/American Business Fut	1,000.00	.00
08/31/08	INV	SO	0000089/American Business Fut	1,080.00	81.25
04/20/09	INV	SO	0000042/American Business Fut	1,000.00	.00
04/20/09	INV	SO	0000049/American Business Fut	1,000.00	.00
04/20/09	INV	SO	0000056/American Business Fut	1,000.00	.00
04/30/09	INV	SO	0000077/American Business Fut	1,000.00	.00
04/30/09	INV	SO	0000078/American Business Fut	218.00	.00
05/13/10	INV	SO	0000032/American Business Fut	382.40	171.25
05/13/10	INV	SO	0000034/American Business Fut	1,000.00	.00
05/13/10	INV	SO	0000035/American Business Fut	1,000.00	.00
05/20/10	INV	SO	0100076/American Business Futures	4,036.36	1,937.60
05/31/10	INV	SO	0100079/American Business Fut	21.32	.00
05/31/10	INV	SO	0100081/American Business Fut	168.00	60.00

Contract Total Amount: 1,000.00 Total Amount: 12,906.08 COGS: 2,250.10

Generation Quick Print Accept Cancel Delete

SMD 8/13/2007

This tab will show all the invoices billed against the current contract.

J/Code History Tab

The sixth tab on the **Contact Entry** screen (**Job Code History**) appears as follows:

The screenshot shows the 'Contract Entry' window with the 'J/Code Hist' tab selected. The 'Job Code' field is set to '000-000-000' and the 'Year' field is set to '0000'. A table displays contract history by month from January to December. At the bottom of the table are buttons for 'J.C. Totals', 'Year Totals', and 'Cancel'. The status bar at the bottom right shows 'SMD' and the date '8/13/2007'. Callout boxes on the right side of the image point to the 'Job Code' field, the 'Year' field, the 'J.C. Totals' button, and the 'Year Totals' button.

Period	Qty Billed	Dollars Billed	Cost Billed
01 JAN	0.000	.00	.00
02 FEB	0.000	.00	.00
03 MAR	0.000	.00	.00
04 APR	0.000	.00	.00
05 MAY	48.550	4607.76	2485.85
06 JUN	0.000	.00	.00
07 JUL	0.000	.00	.00
08 AUG	0.000	.00	.00
09 SEP	0.000	.00	.00
10 OCT	0.000	.00	.00
11 NOV	0.000	.00	.00
12 DEC	0.000	.00	.00
Totals	48.550	4607.76	2,485.850

This tab will display contract history information broken out by Job Code. Whenever a Sales Order or a Sales Order Invoice is processed in MAS 90, and that order or invoice has a contract number specified on it, all the line information will be posted to the Contract File, organized by Job Codes.

Use the **Job Code** entry field to specify the Job Code entries you wish to view.

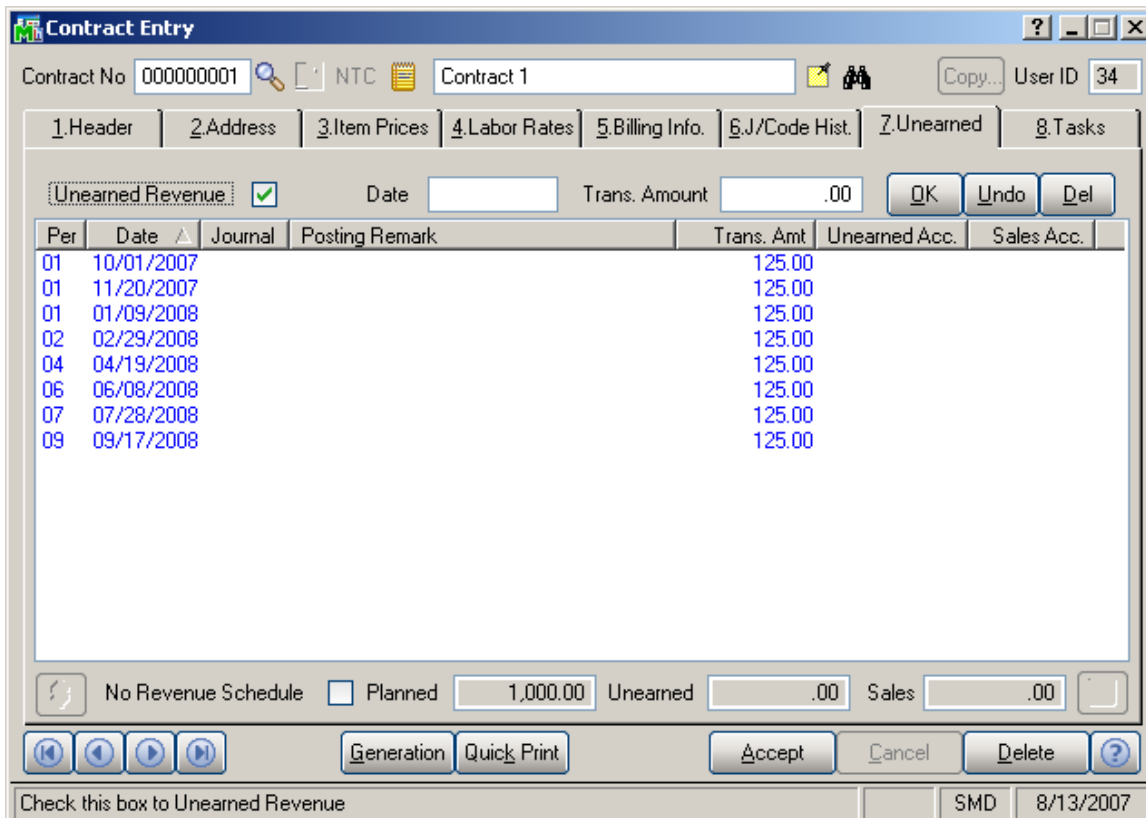
Use the **Year** field to see all the postings for the specified Job Code in that specified year.

Use the **J.C. Totals** button to see total information for all the Job Codes specific to the current contract.

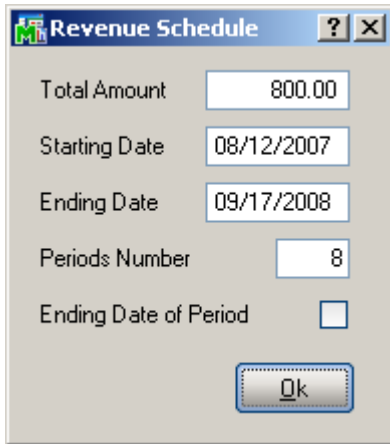
Use the **Year Totals** button to view the postings to a specific job code for all years.

Unearned Tab

The **Unearned** tab of the **Contract Entry** screen allows user to set amounts and periods of payment during task accomplishment, before task closing.



Checking the **Unearned Revenue** box brings up the following **Revenue Schedule** screen:



The screenshot shows a dialog box titled "Revenue Schedule" with a close button (X) and a help button (?). It contains the following fields and controls:

Total Amount	800.00
Starting Date	08/12/2007
Ending Date	09/17/2008
Periods Number	8
Ending Date of Period	<input type="checkbox"/>

At the bottom of the dialog is an "Ok" button.

The **Total Amount** is the amount to be paid during the task accomplishment.

Period Number divides the time between the **Starting** and **Ending Dates** into the entered number of periods. The amount will be divided evenly according to this schedule. Check the **Ending Date of Period** box if you want the amounts be paid on the closest Ending Dates of Periods instead of the dates suggested by the schedule. Ending Dates are set in the **Fiscal Year Maintenance** program under the General Ledger Setup menu.

Compare the distributions with and without **Ending Date of Period** box checked.

The schedule with the **Ending Date of Period** box checked looks like this:

Contract Entry [?] [] [X]

Contract No: 000000001 [] NTC [] Contract 1 [] Copy... User ID: 34

1.Header | 2.Address | 3.Item Prices | 4.Labor Rates | 5.Billing Info. | 6.J/Code Hist. | 7.Unearned | 8.Tasks

Unearned Revenue: Date: [] Trans. Amount: [] .00 [OK] [Undo] [Del]

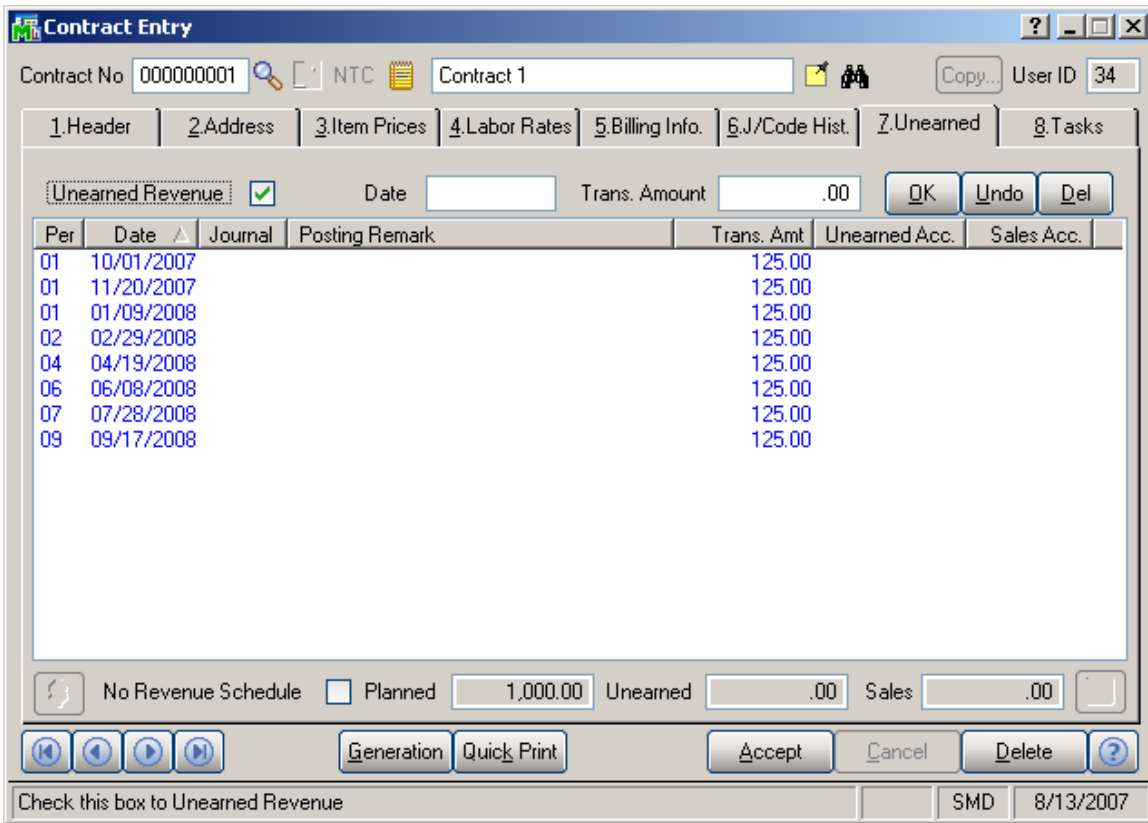
Per	Date	Journal	Posting Remark	Trans. Amt	Unearned Acc.	Sales Acc.
01	01/31/2008			100.00		
01	01/31/2008			100.00		
01	01/31/2008			100.00		
02	02/29/2008			100.00		
04	04/30/2008			100.00		
06	06/30/2008			100.00		
07	07/31/2008			100.00		
09	09/30/2008			100.00		

No Revenue Schedule Planned [] 800.00 Unearned [] .00 Sales [] .00 []

[] [] [] [] [Generation] [Quick Print] [Accept] [Cancel] [Delete] [?]

Check this box to Unearned Revenue [] SMD 8/13/2007

And the schedule without checking the **Ending Date of Period** box looks like this:



You can add, delete or modify transfer dates and amounts. If you delete all the periods, you can clear and check the Unearned Revenue anew to create new schedule in the Revenue Schedule screen.

Planned, **Unearned** and **Sales** amounts are displayed at the bottom of the tab.

When running **Auto Contract Invoice Generation** from the **Service Management Main** menu, or when generating the invoice by clicking the **Generate** button from the **Contract Entry** (the **Generation Document** should be **Standard Invoice** in the **Header** tab), the sales account is replaced with the Unearned Revenue account. This account can be set up in the **Division Maintenance** program in the **Accounts Receivable Setup** menu. The account will not be replaced when manually creating invoice in the **Invoice Data Entry** program.

Here is the **Auto Contract Invoice Generation** screen:

The screenshot shows the 'Auto Contract Invoice Generation' window. The 'Selection' section includes:

- Customer Number: All, Starting, Ending
- Contract Number: All, Starting, Ending
- Renew Contract: Starting, Ending
- Bill Freq. Code:
- Only Unearned Revenue:

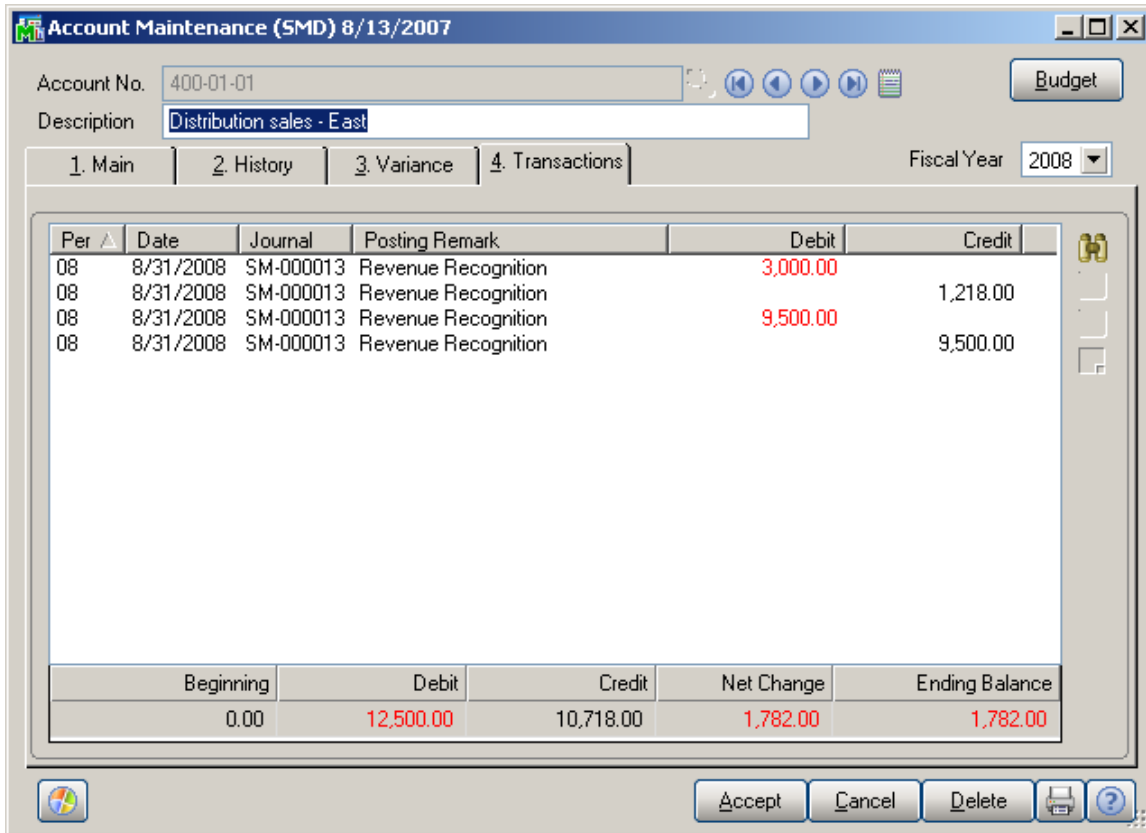
Contract No.	Customer No.	Renew Date	Freq.	Unearned	Amount From	Total Amnt.	Gen. Document	Incl
000000001	01-ABF	08/25/2008	B	YES	Header	1,000.00	Standard Invoice	<input checked="" type="checkbox"/>

Buttons: Proceed, Clear, Cancel, Generation

Status: SMD 8/13/2007

After running **Daily Sales Reports/Updates** from the **Sales Order Main** menu the amount is transferred to the Unearned Revenue account.

This transaction can be viewed in the **Account Maintenance** program from the **General Ledger Main** menu. Select the account set for the Unearned Revenue, and go to the **Transactions** tab.



Select the last transaction and click the **Journal Zoom** button. Here is the **Journal Drill Down** screen:

The screenshot shows a 'Journal Drill Down' window with the following details:

- Journal No.: SM-000013
- Description: Revenue Recognition
- Posting Date: 8/31/2008
- Updated On: 1/22/2007
- Updated At: 11:39 am
- Updated By: DefaultUser

Account No.	Description	Debit	Credit	Comment
105-00-01	Accts. receiv. - Ea...		3,000.00	Revenue Recognit...
105-00-01	Accts. receiv. - Ea...		9,500.00	Revenue Recognit...
116-10-04	Inventory:SA&MK-...	1,218.00		Revenue Recognit...
116-10-04	Inventory:SA&MK-...	9,500.00		Revenue Recognit...
400-01-01	Distribution sales - ...	3,000.00		Revenue Recognit...
400-01-01	Distribution sales - ...		1,218.00	Revenue Recognit...
400-01-01	Distribution sales - ...	9,500.00		Revenue Recognit...
400-01-01	Distribution sales - ...		9,500.00	Revenue Recognit...

The same transaction can be seen in the **Unearned** tab of the **Contract Entry** screen:

Contract No 000000001 NTC Contract 1 Copy... User ID 34

1.Header 2.Address 3.Item Prices 4.Labor Rates 5.Billing Info. 6.J/Code Hist. 7.Unearned 8.Tasks

Unearned Revenue Date Trans. Amount .00 OK Undo Del

Per	Date	Journal	Posting Remark	Trans. Amt	Unearned Acc.	Sales Acc.
01	10/01/2007			125.00		
01	11/20/2007			125.00		
01	01/09/2008			125.00		
02	02/29/2008			125.00		
04	04/19/2008			125.00		
06	06/08/2008			125.00		
07	07/28/2008			125.00		
08	08/13/2008	S00050	REF: 0000103	1,000.00	116-10-04	400-01-01
09	09/17/2008			125.00		

No Revenue Schedule Planned 1,000.00 Unearned 1,000.00 Sales .00

Generation Quick Print Accept Cancel Delete

Check this box to Unearned Revenue SMD 8/13/2007

When the **Contract Type** is the **Fixed Hours**, the **No Revenue Schedule** can be checked to postpone the revenue scheduling (the **No Revenue Schedule** and the **Unearned Revenue** should be checked together). The amount and the period of payment during task accomplishment will be set after invoice generation for the current contract.

Select the **Fixed Hours** as a Contract Type in **Contract Entry Header** tab.

In the **Unearned** tab, check the **No Revenue Schedule**.

Click the **Generate** button.

After running **Daily Sales Reports/Updates** from the **Sales Order Main** menu the amount is transferred to the Unearned Revenue account.

The transaction and the new schedule can be seen in the **Unearned** tab of the **Contract Entry** screen:

Contract Entry [?] [] [X]

Contract No: 000000001 [] NTC [] Contract 1 [] Copy... User ID: 34

1.Header | 2.Address | 3.Item Prices | 4.Labor Rates | 5.Billing Info. | 6.J/Code Hist. | 7.Unearned | 8.Tasks

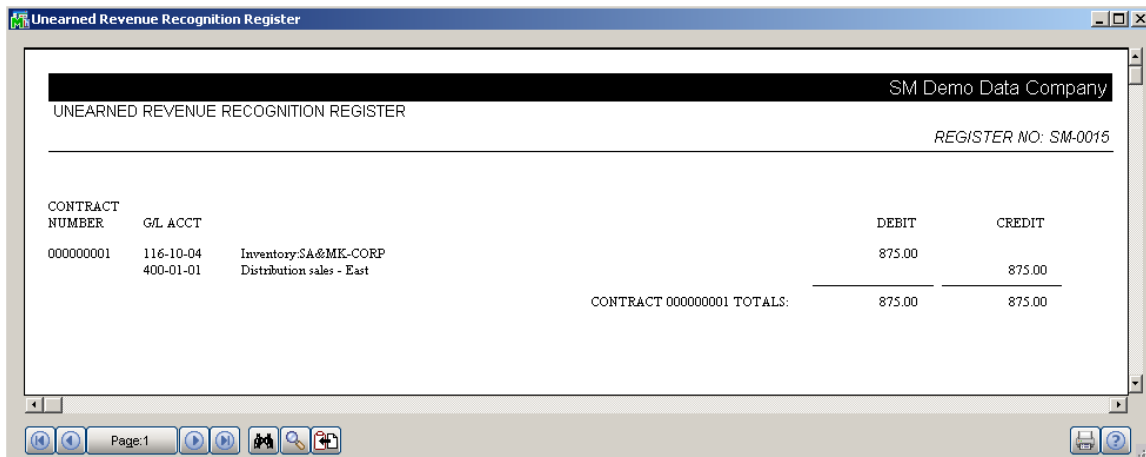
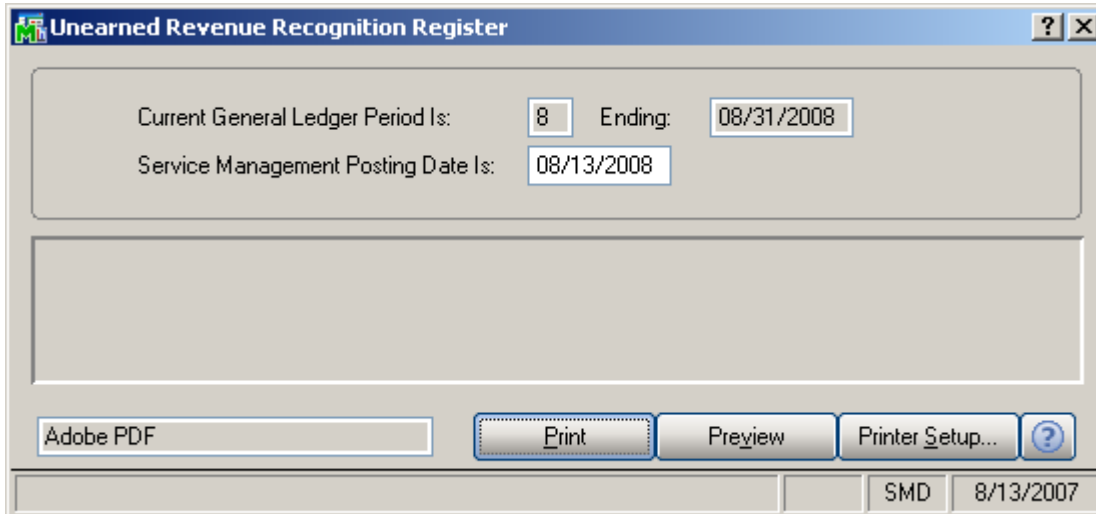
Unearned Revenue Date: [] Trans. Amount: [] .00 [OK] [Undo] [Del]

Per	Date	Journal	Posting Remark	Trans. Amt	Unearned Acc.	Sales Acc.
01	10/01/2007			125.00		
01	11/20/2007			125.00		
01	01/09/2008			125.00		
02	02/29/2008			125.00		
04	04/19/2008			125.00		
06	06/08/2008			125.00		
07	07/28/2008			125.00		
08	08/13/2008	SO0050	REF: 0000103	1,000.00-	116-10-04	400-01-01
08	08/13/2008	SO0051	REF: 0000104	1,000.00-	116-10-04	400-01-01
09	09/17/2008			125.00		

No Revenue Schedule
 Planned
 1,000.00 Unearned
 2,000.00 Sales
 .00

Check this box to Unearned Revenue SMD 8/13/2007

When running the **Revenue Recognition Register** program from the **Service Management Main** menu, the amount will be transferred to sales account.



This also can be seen in the **Contract Entry** screen:

Contract No: 000000001 NTC Contract 1 User ID: 34

1.Header | 2.Address | 3.Item Prices | 4.Labor Rates | 5.Billing Info. | 6.J/Code Hist. | 7.Unearned | 8.Tasks

Unearned Revenue Date: [] Trans. Amount: .00 [OK] [Undo] [Del]

Per	Date	Journal	Posting Remark	Trans. Amt	Unearned Acc.	Sales Acc.
01	10/01/2007			125.00		
01	11/20/2007			125.00		
01	01/09/2008			125.00		
02	02/29/2008			125.00		
04	04/19/2008			125.00		
06	06/08/2008			125.00		
07	07/28/2008			125.00		
08	08/13/2008	S00050	REF: 0000103	1,000.00-	116-10-04	400-01-01
08	08/13/2008	S00051	REF: 0000104	1,000.00-	116-10-04	400-01-01
08	08/13/2008	SM0016	Revenue Recognition	875.00	116-10-04	400-01-01
09	09/17/2008			125.00		

No Revenue Schedule Planned 1,000.00 Unearned 2,000.00 Sales 875.00

Generation Quick Print Accept Cancel Delete

Check this box to Unearned Revenue SMD 8/13/2007

All the amounts scheduled by dates before the Posting Date will be recognized, if there is enough invoiced amount. To check if the amount invoiced by the moment of recognition is enough, look at the **Unearned** and **Sales** fields at the bottom of the **Unearned** tab. If the amount of **Unearned** is more than the amount of **Sales**, the difference can be used for revenue recognition.

Tasks Tab

The **Tasks** tab of the **Contract Entry** screen allows the user to view all the tasks of the contract.

Contract Entry [?] [] [X]

Contract No: 000000001 [NTC] Contract 1 [Copy...] User ID: 34

1. Header | 2. Address | 3. Item Prices | 4. Labor Rates | 5. Billing Info. | 6. J/Code Hist. | 7. Unearned | 8. Tasks

Active History

Task No	Task Status	Nature of Task	Customer No	Pref. Tech	Disp.(Open/Closed)	Active/Hist.
0000008	Wait for Rcpt.		01-ABF	EVA	1/0	Active
0000010	Entered	NNNN	01-ABF		1/0	Active
0000011	Entered	NNNN	01-ABF		0/0	Active
0000021	Entered		01-ABF		0/0	Active
0000024	Entered	INST	01-ABF	EVA	0/0	Active
0000025	Entered		01-ABF		0/0	Active
0000026	Entered		01-ABF	A	1/0	Active
0000028	Entered		01-ABF	A	3/0	Active
0000030	Entered	NATURE S1	01-ABF	BOB	0/0	Active
0000036	Entered		01-ABF		1/0	Active
0000038	Entered		01-ABF	EVA	0/0	Active
0000050	Entered		01-ABF		0/0	Active
0000052	Entered	INST	01-ABF	EVA	0/0	Active
0000053	Entered	SSS	01-ABF	EVA	0/0	Active
0000054	Entered		01-ABF		0/0	Active
0000055	Entered	INST	01-ABF	EVA	0/0	Active
0000056	Entered	SSS	01-ABF	EVA	0/0	Active

[] [] [] [] [Generation] [Quick Print] [Accept] [Cancel] [Delete] [?]

SMD 8/13/2007

Check the **Active** box to list the active tasks.

Check the **History** box to list the closed tasks saved in History.

The **Task Zoom** button displays the **Task Inquiry** screen for the selected **Active** task or the **Task History Inquiry** if the task is from **History**.

Auto Generate Task Selection

The **Auto Generate Task Selection** program can be used to create preventive maintenance tasks based on operator requested criteria.

MAS90 will locate the preventive maintenance contracts meeting your criteria, utilize the **Days in One PM Period** and **Last Task Generation Date** fields on the contract, and determine whether it is time for another PM to take place.

Selection	All	Starting	Ending
PM Code	<input type="checkbox"/>	D	D
Contract Number	<input type="checkbox"/>		000000001
Customer Number	<input type="checkbox"/>	00-	02-0000099
Item Number	<input type="checkbox"/>		1001-HON-H252
Date Up To		08/16/2007	

The new **Generate Tasks for all Contract Items** check box gives choice to generate tasks for either only Contract Default Item or all the Contract Items.

If this check box is cleared, tasks will be generated only for the **Contract Default Item** (displayed on the **Header** tab of the **Contract** screen).

If the box is checked, the program will try to generate tasks for all the items of the contract. The tasks will be generated for the lines that have the PM Code specified and that are to generate tasks based on the date of generation.

You can select to generate tasks for the contracts in the specified ranges of **PM Codes**, **Contract Numbers**, **Customer Numbers**, **Item Numbers**.

Auto Task Generation is performed taking into account the following: If the routing has dispatchable steps in it, whenever you process a Sales Order for that item, the system will generate tasks for each dispatchable step.

The item can be defined as a Bill of Materials item:

Bill of Materials Maintenance

Bill Number: D1500 Description 1: DESK ENSEMBLE

Revision: KIT Bill Type: Standard Description 2:

1. Header 2. Lines

Routing Number: MAS Item...

Current Bill Revision: KIT Copy From...

Bill Has Options: Option Bills...

Option Categories

1	<input type="checkbox"/>	Req'd	6	<input type="checkbox"/>	Req'd
2	<input type="checkbox"/>	Req'd	7	<input type="checkbox"/>	Req'd
3	<input type="checkbox"/>	Req'd	8	<input type="checkbox"/>	Req'd
4	<input type="checkbox"/>	Req'd	9	<input type="checkbox"/>	Req'd
5	<input type="checkbox"/>	Req'd			

Accept Cancel Delete SMD 8/16/2007

Bill Number

Routing Number

The Bill of Materials (**Bill Number**) can have a **Routing Number** assigned to it:

Routing Maintenance

Routing Number: MAS90_INSTALLATION Description: MAS90_Installation Copy From...

Step Number: 0010 Description: First Required Hours: 2.00

Generate Task: Task Type: S service type 11

Nature of Task: NATURE S1 Nature S1

Manufacturing: Labor/Skill Code: INSTALL Installation Services

Technician Code: EVA Smith Eva

Step No.	Step Description	Manufacturing	Labor/Skill	Gen. Task	Task Type	Nature of Task	Required Hours
0010	First	Y	INSTALL	Y	EVA	service type 11 NATURE S1	2.00

Buttons: Del, Accept, Cancel, Delete, Print, Help

Status: SMD 8/16/2007

Routing Number

Quick Dispatching

The **Quick Dispatching** program can be used to:

- View tasks sorted by all the fields.
- Filter the tasks.
- Quickly assign a Task for dispatch.

Quick Dispatching

Task No. 0000001 Task 1

Contract No. 000000031 Temp 1

Task Type new i Entry Date 11/15/2006

Task Status Entered Priority Code 1

Nature of Task INST Install Printer

Customer No. 01-ABF American Business Futures

Technician EVA Eva Smith

Item Number 1001-HON-H252 User ID 000

HON 2 DRAWER LETTER FILE W/O LK Hours

Ship Technician Contract

Job Site 25

American Business Futures 1

Address Distribution Warehouse 2

0

3333333333

Zip Code 53146

City Milwaukee State WI

Phone Ext

Territory CAL

Quick select 0000001 Selection All Incl. Closed ListBox Option

	Task No.	Type	Date	Customer	Tech	Nature	Territory	Status	Nur
1	0000001	new i	11/15/06	01-ABF	EVA	INST	CAL	Entered	00
2	0000002	new i	07/03/06	01-BRESLIN	EVA	INST	NORTH	Entered	00
3	0000003	new i	04/25/06	01-AVNET				Reservatio...	00
4	0000005	new i	07/03/06	01-ABF				Entered	00
5	0000006	new i	12/19/06	01-AVNET	EVA	INST	NORTH	Entered	00
6	0000007	new i	04/25/06	01-AVNET	EVA		ARIZ	Entered	00
7	0000008	new i	04/25/06	01-ABF	EVA		ARIZ	Wait. for R...	00
8	0000010	new i	04/25/06	01-ABF		NNNN	ARIZ	Entered	00
9	0000011	new i	04/25/06	01-ABF		NNNN	ARIZ	Entered	00
10	0000012	service type 11	04/25/06	01-AVNET				Entered	00
11	0000014	new i	12/19/06	01-AVNET	EVA	INST	NORTH	Entered	00
12	0000015	new i	07/03/06	01-ABF				Entered	00

Quick Print Dispatch OK

131278records SMD 8/16/2007

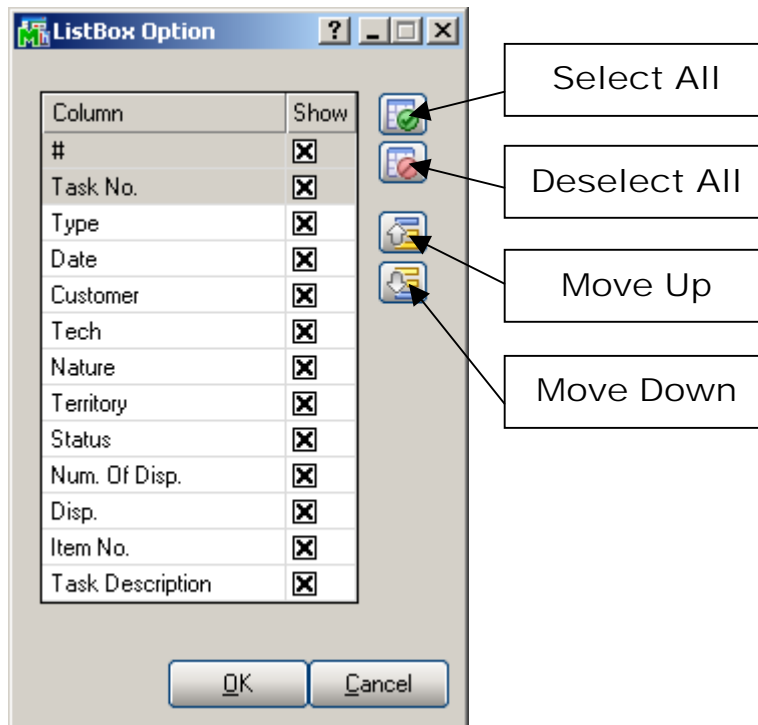
Select a task by clicking on the line. The task information will be displayed in the top part of the screen.

Click the above links to open the corresponding inquiry/maintenances with appropriate codes.

You can view Ship, Technician or Contract information by selecting the corresponding radio button at the right top of the screen.

Specify the number of the Task in the **Quick Select** field to quickly find the corresponding line.

Click the **ListBox Options** button to open the corresponding screen.



Select the field you want to see on the **Quick Dispatching** screen.

Select All – click to select all the check boxes.

Deselect All – click to deselect all the check boxes.

Move Up – click to move the selected field up one level.

Move Down – click to move the selected field down one level.

Click the **Selection** button to open the **Task Selection Options** screen.

Selection	All	Negate	Filter Condition	Starting	Ending
Contract No.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Begins with		
Task Date	<input type="checkbox"/>	<input type="checkbox"/>	Range	03/06/2007	07/28/2007
Customer Number	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Begins with		
Nature of Task	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Begins with		
Technician Code	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Begins with		
Territory Code	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Begins with		
Task Status	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Begins with		
Task Type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Begins with		

Only Not Dispatched
 Exclude Closed Dispatched

SMD 8/16/2007

Check the **Only Not Dispatched** box if you wish to display only tasks which have not been dispatched.

Check the **Exclude Closed Dispatched** box to exclude tasks whose dispatches have been closed.

If you wish to view tasks for a range of dates, select corresponding value in the **Filter Condition** column and specify appropriate information:

- Begins with, Ends with, Contains, Less than, Greater than** – specify corresponding value
- Range** – specify the starting and ending values
- Equal to** – select the corresponding value
- Selectively** – you can select up to 5 values.

The screenshot shows the 'Quick Dispatching' application window. It features a top section with various input fields for task information, including Task No. (0050900), Contract No. (000000031), Task Type (service type 11), and Entry Date (07/12/2007). Below this is a table with columns: Type, Date, Customer, Tech, Nature, Territory, Status, Num. Of Disp., Disp., and It. The table contains three rows of data, with the second row highlighted in red. The 'Num. Of Disp.' column in the second row shows '0000/0000'. At the bottom of the window are buttons for 'Quick Print', 'Dispatch', and 'OK'. On the right side, four callout boxes with arrows point to: 1) the 'Hours' button, 2) the '0000/0000' value in the table, 3) the 'Zoom Dispatch' button, and 4) the 'Dispatch' button.

Type	Date	Customer	Tech	Nature	Territory	Status	Num. Of Disp.	Disp.	It
service type 11	07/12/07	01-ABF	BOB	NATURE S1		Entered	0001/0001	Y	D
Support	07/12/07	01-ABF	EVA	SSS		Entered	0000/0000	N	D
service type 11	07/12/07	01-ABF				Entered	0001/0001	Y	D

Click the **Zoom Dispatch** button to open the **Dispatch Inquiry** of the selected line.

Use the **Dispatch** button to access a dispatched task to enter material or labor, or to dispatch a technician to the task. See **Dispatch Data Entry** for more details.

Use the **Hours** button to view the opening and closing hours at the customer job site.

XXX/YYY – **XXX** represents the Number of Open Dispatches while **YYY** represents the Total Number of Dispatches.

Quick Dispatch Line Entry

The **Quick Dispatch Line Entry** screen enables you to create Dispatch Lines for a specific Technician without going through all the usual steps. You can add a Dispatch for an existing Task or create a new Task for a new Dispatch not connected to any Customer or Contract.

The screenshot shows the 'Quick Dispatch Line Entry' window. At the top, three callout boxes labeled 'Customer Memo', 'More Info', and 'Close Dispatch' point to icons in the header area. The main form contains fields for Technician Code (EVA), Customer No. (01-ABF), Task Number (0131287), Contract No. (000000031), Dispatch No. (0001), and Disp.Date (08/16/2007). Below these are fields for Labor/Skill Code (INSTALL), Description (Installation Services), Retainer (1.00), Tax Class (NT), Disc % (.00%), Start Time (4:12PM), End Time (4:12PM), Hours Spent (10.000), Billing Rate (2.00), and Extension (20.00). A table below the form displays a single entry with columns: Task No., Disp. No., Disp. Date, Customer No., Contract, Labor/Skill, Tax, Disc, Hours, Rate, Extension, and Dest. At the bottom right, a callout box labeled 'Totals' points to the 'Totals' button.

Task No.	Disp. No.	Disp. Date	Customer No.	Contract	Labor/Skill	Tax	Disc	Hours	Rate	Extension	Dest
0131287	0001	08/16/2007	01-ABF	000000031	INSTALL	NT	0.000	10.000	2.00	20.00	Install

Set Focus to Field can be used to set starting point for entering information. This starting field is set separately for each technician. The focus will be set to this field next time you select that technician from the list.

Settings

Technician Code Smith Eva

Set Focus to Field

No Messages

No Auto Budgeting

OK Cancel

SMD 8/16/2007

Check the **No Messages** box to suppress displaying information and warning messages and memos when selecting Dispatch Lines.

The setting of the **No Messages** box is stored for each Technician Code separately.

Click the **Customer Memo** button on the **Quick Dispatch Line Entry** screen to select Memo for current customer.

Click the **Close Dispatch** button to close the selected dispatch directly from this screen.

The **Search Contract, Task, Labor Description** buttons open the corresponding search screens. The search will be performed among all the dispatches in the system. The screens work as they do in the Task, Contract and Labor Entry screens.

Click the **More Info** button to enter some additional information on Bill Frequency Code, creating Separate Invoice, Quote Hours and Amount.

More Information

Bill Freq Code Separate Invoice

Quote Hours Quote Amount

OK

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Select **Labor/Skill Code** and enter Hours Spent, Billing Rate, Extension if needed, and click **Ok** to create a Dispatch Line.

Clicking the **Totals** button displays the following screen:

The screenshot shows a dialog box titled "Technician Totals". It contains the following fields and controls:

- Starting Date: 8/1/2007
- Ending Date: 8/16/2007
- Include Closed Dispatches:
- Number of Dispatches: 1
- Total Hours: 10.000
- Total Amount: 20.00
- OK button

The **Technician Totals** screen displays summary of the Lines added for the selected Technician. The information can **Include Closed Dispatches** also and displays the Total of spent Hours and Amount.

The **Tax Class** field becomes visible if the **Calculate taxes on Labor** option is set to **Labor only** or **Labor with materials** in the **Service Management Options**, and the **Ship-to Address** of the Task has the **Calculate taxes on Labor** box checked. The **Tax Class** will be defaulted to the one of the selected **Labor/Skill Code**. If the setting is **Labor with material**, the Tax Classes of the Dispatch lines will be used only if the Dispatch contains material lines (inventory, miscellaneous, special items). Comments are not considered material lines.

The **Tax** column is hidden from the list, if the **Calculate taxes on Labor** option is set to **No**.

View Extended Description

Auto Spell Check

Spell Check

Check the **View Extended Description** box to display Extended Description of the selected line at the right of the dispatch lines list view.

The **View Extended Description** mode is particularly useful for quick spell checking the extended descriptions of all the lines in the list. In this mode, you can use the *Arrow* keys on the keyboard to move from one line to another, and press the *Tab* key to move the cursor to the Extended Description view pane. Use the **Spell Check** button to check the spelling of the text in the Extended Description pane. After the Spell Checking is finished, the current dispatch line will be automatically selected in the list. If the text has been edited in the Extended Description view pane, pressing *Tab* will move the focus to the dispatch line in the list. You can always press *Shift+Tab* on the keyboard to return to the Dispatch Line list. The changes in the Extended Description will be saved

automatically when selecting another line. To discard the changes, click the **Undo** button.

In the **View Extended Description** mode, you can check the **Auto Spell Check** box to automatically start spell checking the Extended Description as the line is selected. With this **Auto Spell Check** option selected, all you have to do for spell checking all the Extended Descriptions in the Dispatch Lines list is to press the *Down* (or *Up*) key on the keyboard to go through all the Dispatch Lines.

The **Billing Rate** will be determined by the terms of a contract (if any) covering this task. If there is no contract, the rate will be based on the **Billing Rate Calculation Priority** in the **Service Management Options** program, where the priority of the technician, skill, and labor rates is indicated.

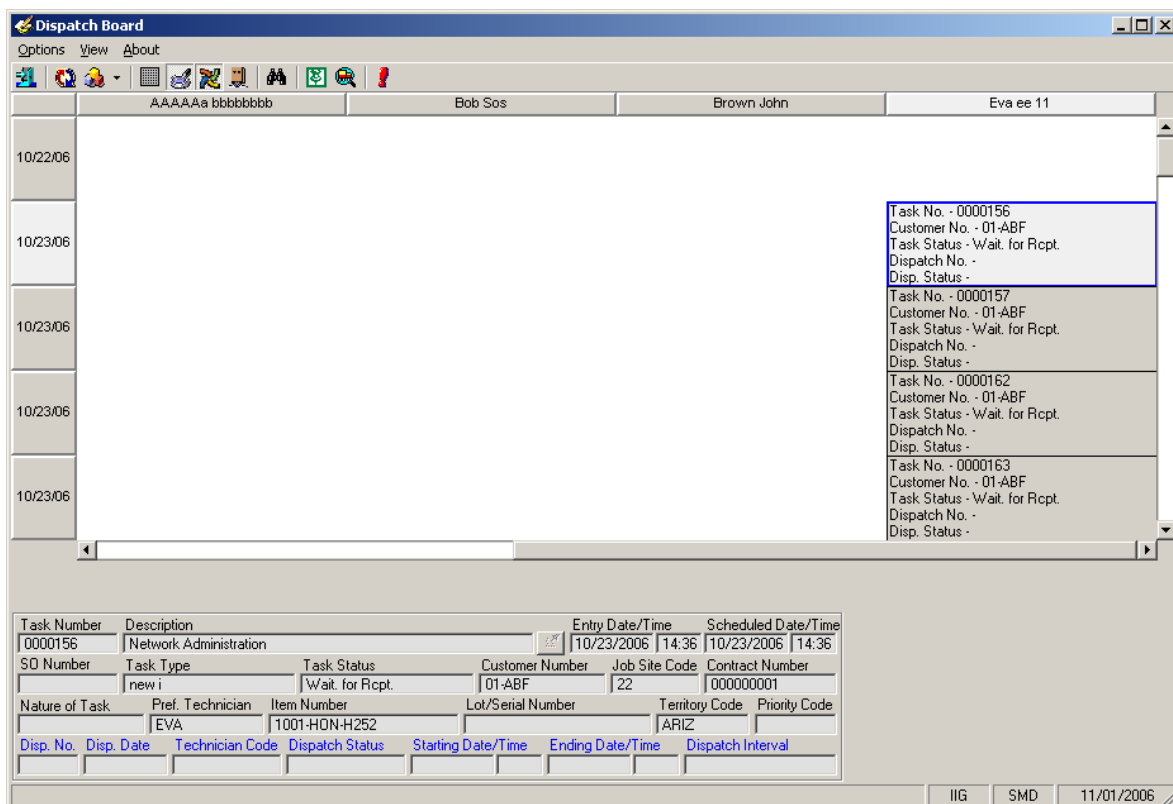
If the **Rate** is changed, it will be used for the selected combination of Technician, Labor/Skill, Customer, and Contract, next time when entering line for that combination.

Click the **Start** button to register start of working at the selected Line. The Start button will be changed to **Finish**. After finishing working at the Line, open the Dispatch and select the Line, then click the **Finish** button. The program will calculate the time between the start and finish of the work and add that time to the **Hours Spent** value. When the work is started (the button is **Finish**), hold the mouse over the button, to view the Start Date/Time in the tooltip.

Dispatch Board

The **Dispatch Board** displays active tasks in cells with task dates and technicians placed vertically on the board or horizontally across the top of the board.

User specified information for each task or dispatch is displayed in a cell or span of cells. Each type of data in the cell (e.g., Customer, Task Number, Contract Number) can be color-coded for easier visibility. Also display names of data fields can be changed (for example, shortened). Color bars for Task/Dispatch Statuses can be displayed in each cell. An Overdue Dispatch can be highlighted by displaying its cell in a color different from other dispatches. The user can also filter the tasks by requesting only those tasks with data falling in certain ranges.



To see the details of a Task/Dispatch in the lower part of the screen, click on the cell containing that Task/Dispatch.

You can place technicians or dates horizontally across the top or vertically on the board. Also you can view duplicates of technician codes or dates if several tasks/dispatches have been assigned to the same technician and should be done on the same period of time.

You can also view the duration of each task. The span of the cells displays the Scheduled and Due Date/Time of the Task or the Starting and Ending Date/Time of the Dispatch.

You can change the width of the cells. Click anywhere between the names of Technicians at the top of the board, and drag the mouse to the right to increase the width or to the left to decrease it. The status bar displays the column count. All the columns will have equal widths when you release the mouse. The number of columns will remain unchanged when you resize the window, so you can adjust cell width by resizing window too. Rows will only have whole cells. A cell can be dragged to another date or technician, and the system will update the corresponding dispatch. A tooltip displays the destination date and technician name while dragging. The cursor is changed, if the move is not allowed (closed dispatch, moving to the Unassigned Technician column, moving without Date change).

Cells can be selected using keyboard Arrows, Page Up, Page Down keys.

Pressing Enter from the keyboard opens the selected task in the **Task Data Entry** screen. Pressing Enter when an empty cell is selected displays the **Task Data Entry** screen ready for new task entry.

Right-clicking on a cell (or using the Windows Application key on the keyboard) displays popup menu, from which you can quickly run some programs for the dispatch.

To pass focus to the cells part of the screen (for example, after using Refresh), press Ctrl+G. The left upper cell of the displayed cells will be selected.

New Task displays the **Task Data Entry** screen ready for new task entry. The **Next Task Number** is selected, and the **Scheduled Date/Time** is set equal to the selected cell Date/Time. The selected cell **Technician** is loaded after selecting the **Customer**.

Open Task displays the Task Data Entry screen for the current task. You can also open the Task Data Entry screen by double clicking on the task cell.

New Dispatch displays the Dispatch Data Entry screen ready for new dispatch entry for the selected task.

Open Dispatch displays the Dispatch Data Entry screen for the current dispatch. If the Dispatch Status is Closed, the Dispatch Inquiry screen is displayed instead.

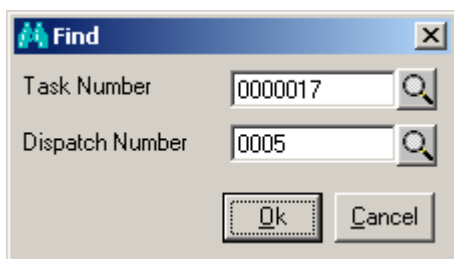
You can **Change Task/Dispatch Status**. If the program cannot change the status, a message appears explaining the problem. (For example, you cannot close a task that has open dispatches.)

Dispatch Date/Time displays the **Change Dispatch Date/Time** dialog box where you can change starting and ending date and time of the dispatch.

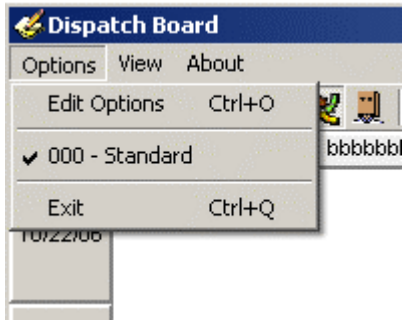
Print Task and **Print Dispatch** open the Crystal Report Printing.

Send E-mail opens mail client. You can send mails to Technician, Customer, or Both.

Find allows searching a specific task/dispatch on the Board. When a task has dispatches you will be warned to enter also the dispatch number. A Task Number cannot be found and displayed either when it doesn't exist or some options should be changed in order to display it.



The **main menu** located in the upper left corner of the Dispatch Board screen, contains the following submenus.



In the **Options** menu, you can select an existing **Options Type**, and **Edit Options** in the **Options for User** dialog box (described later). Current Options Type is indicated with a checkmark.

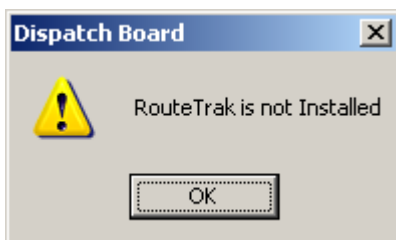
In the **View** menu, you can select to Show/Hide **Toolbar**, **Grid Lines**, **Fields**, **Blanks** (blank rows and columns), **Inactive Technicians**, **Refresh** the Dispatch Board view, and **Find** a specific Task or Dispatch on the Board.

The **Toolbar** enables you to quickly **Exit** the Dispatch Board, **Refresh** the view, **Edit Options**, select **Options Type**, **Show/Hide Grid Lines**, **Fields**, **Blanks**, **Inactive Technicians**, **Find** Task/Dispatch. Current Options Type is unavailable (already selected).

The **MapPoint** button launches the **Map-Dispatch Board** program.

*Note: In order to launch the **Map-Dispatch Board** program, at first the **RouteTrack** program should be installed, since vehicle and truck information set for each technician is taken from **RouteTrack** program database.*

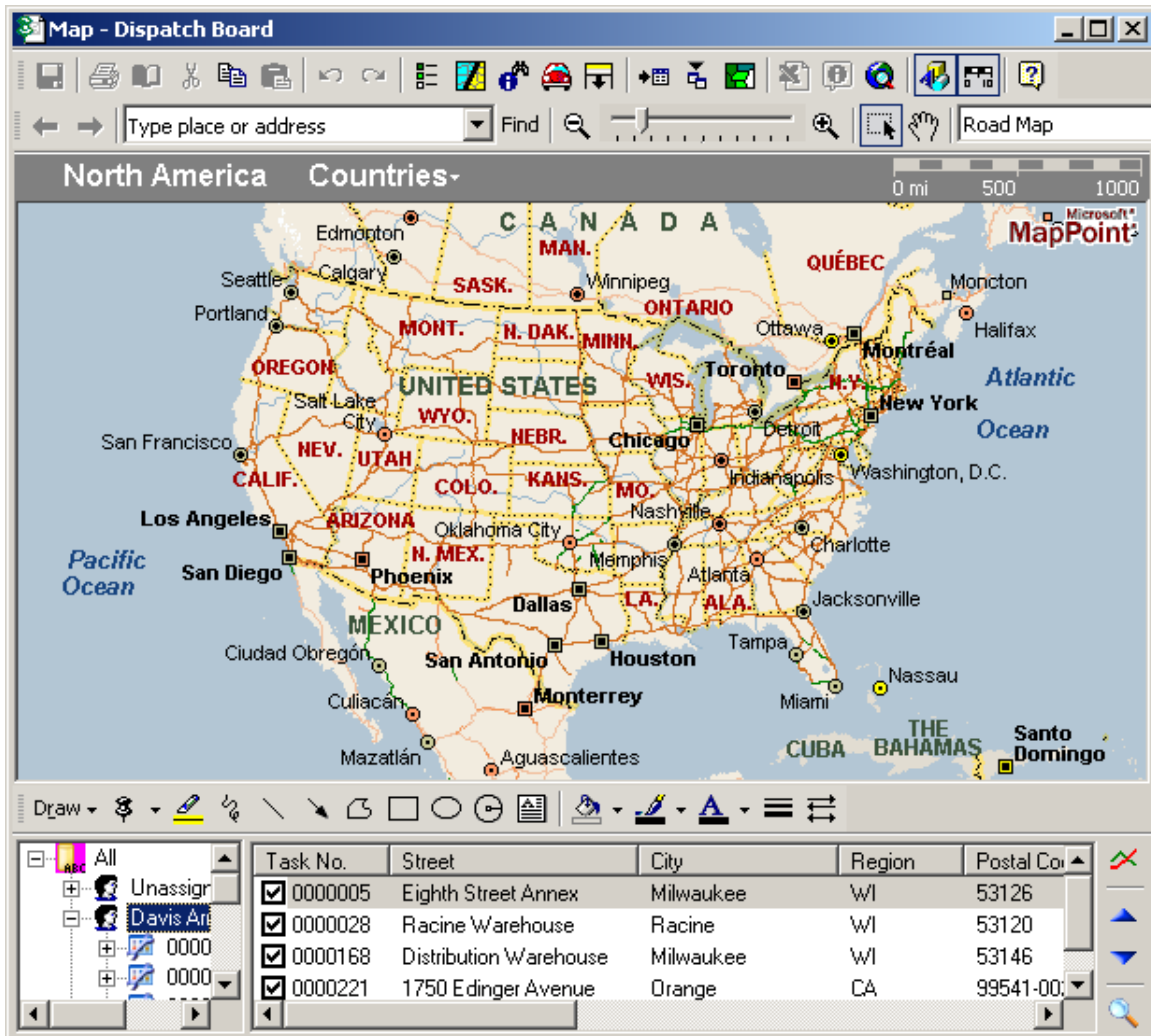
When trying to open the **Map-Dispatch Board** program without having installed **RouteTrack** program the following message is displayed:



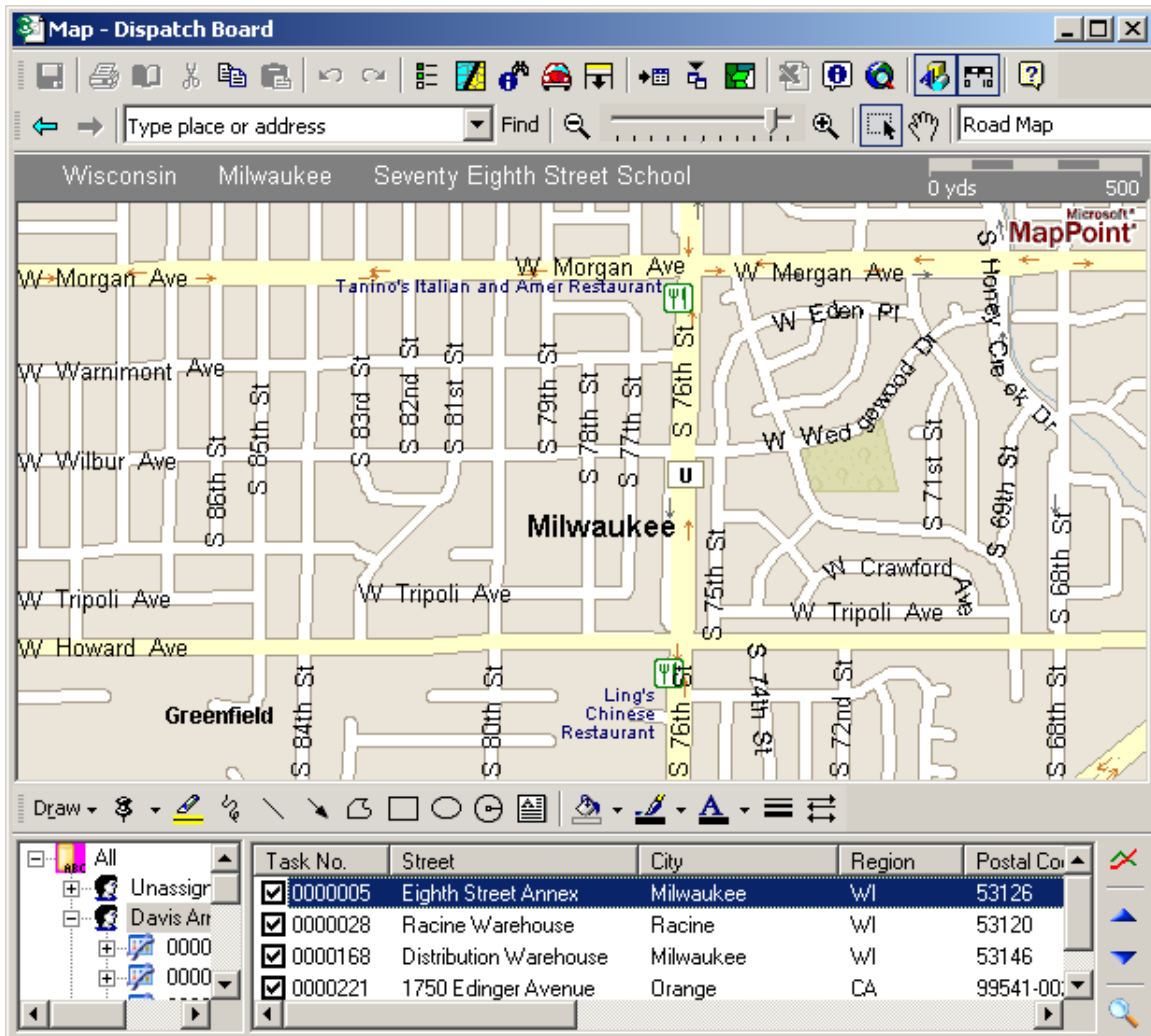
In the opened **Map-Dispatch Board**, at the bottom of the window, the tree-control on the left lists the **Technicians** displayed in the Board.



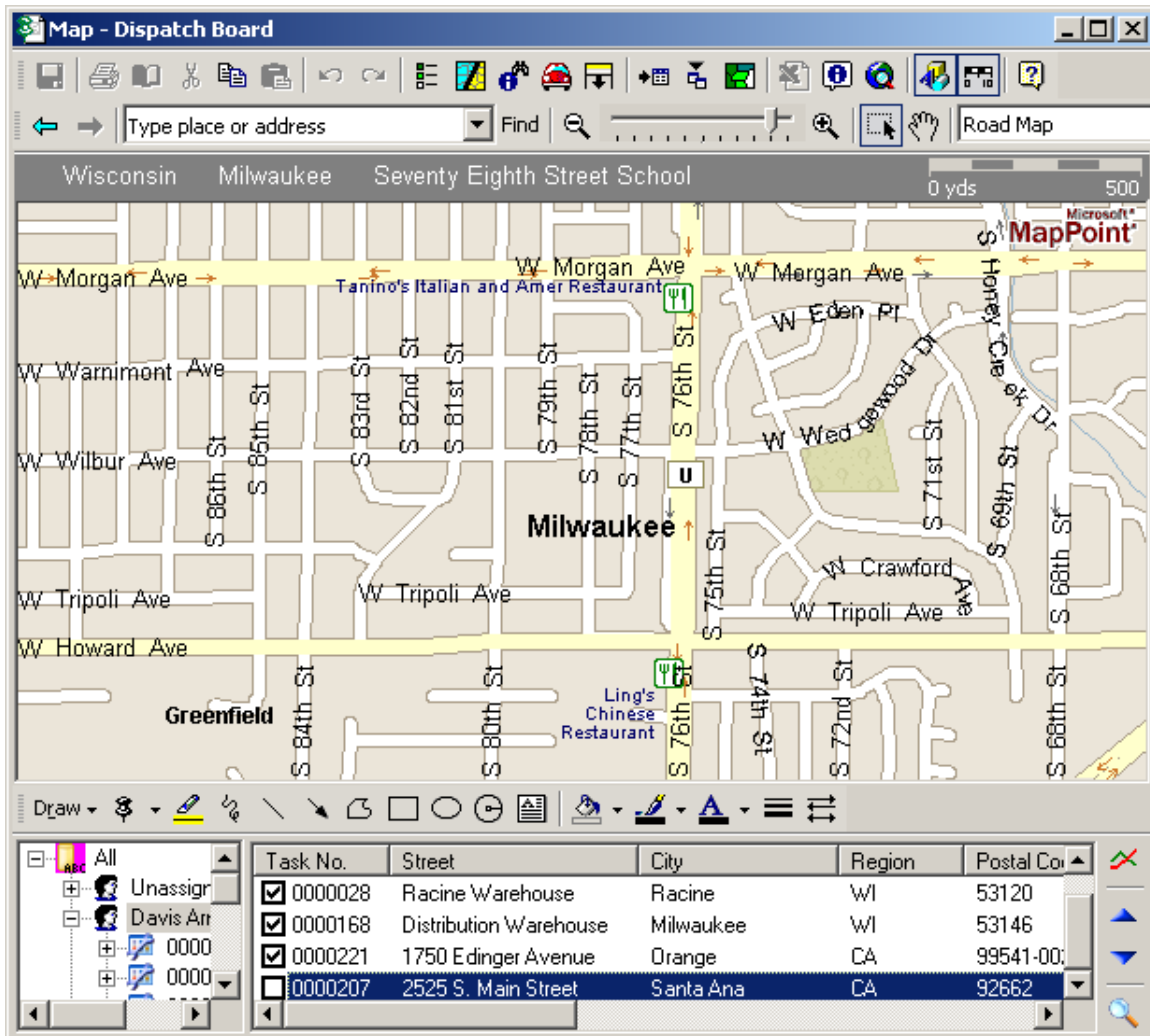
When clicking a **Technician**, Tasks assigned to that technician are displayed on the right (as it is on the Board):



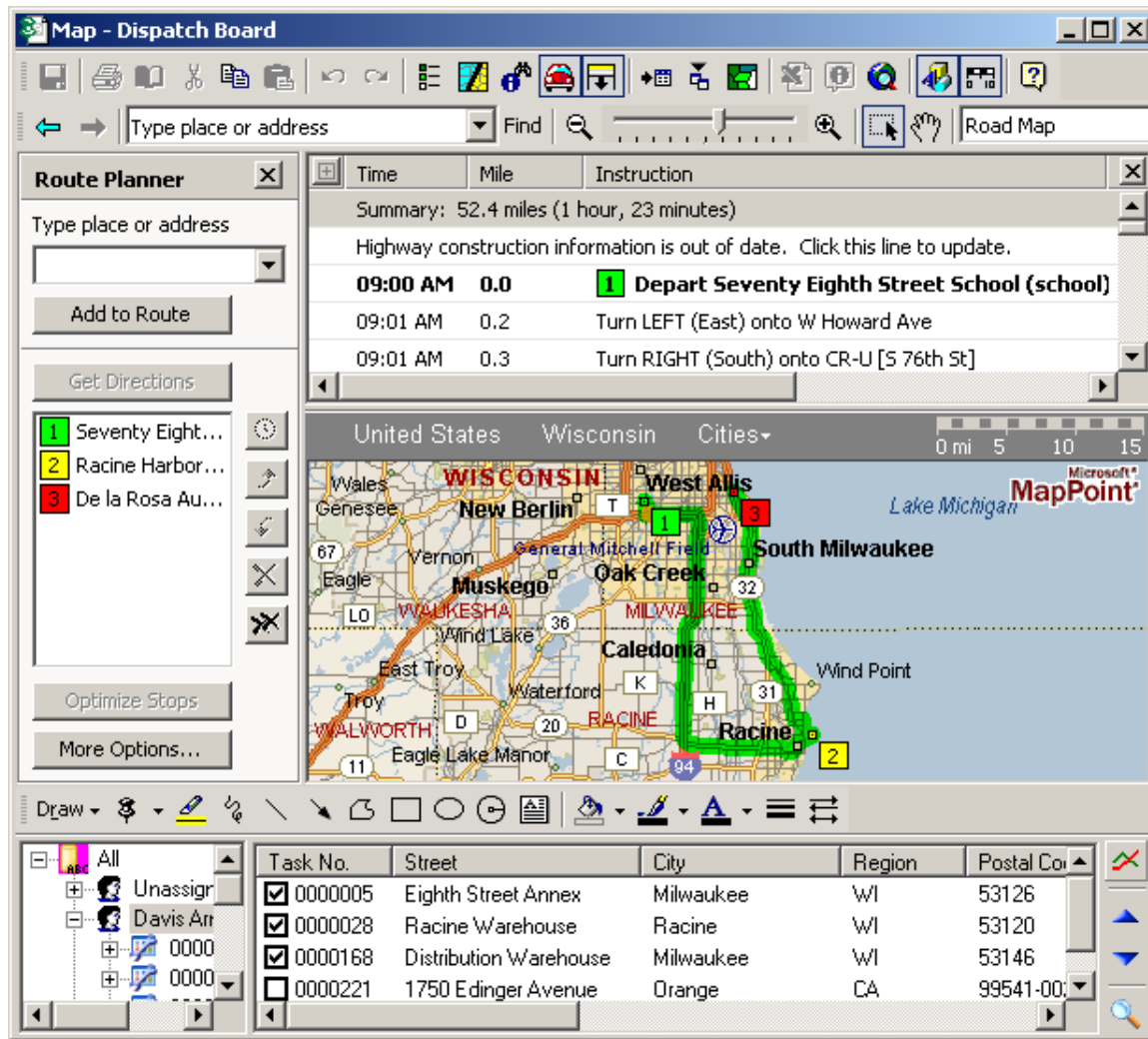
When selecting a task from the list, City map of the region is displayed.



If the program cannot find the place on the map, the checkmark is removed from that row:



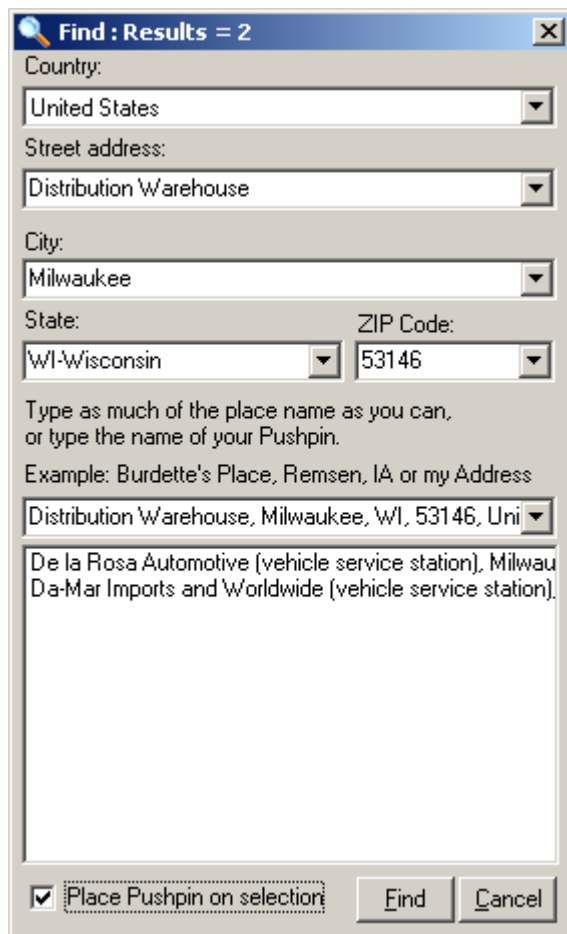
The **Calculate** button can be used for route calculation.



The route is calculated for the tasks with checkmarks, and displayed on the map and in the summary.

The **arrows** in the right bottom of the window allow rearranging the rows order for more optimal route calculations.

The **Find** button opens the **Find** window:



The screenshot shows a window titled "Find : Results = 2". It contains several input fields for search criteria: "Country" (United States), "Street address" (Distribution Warehouse), "City" (Milwaukee), "State" (WI-Wisconsin), and "ZIP Code" (53146). Below these fields is a text box with instructions: "Type as much of the place name as you can, or type the name of your Pushpin. Example: Burdette's Place, Remsen, IA or my Address". A search bar contains the text "Distribution Warehouse, Milwaukee, WI, 53146, Uni". Below the search bar, two results are listed: "De la Rosa Automotive (vehicle service station), Milwau" and "Da-Mar Imports and Worldwide (vehicle service station)". At the bottom, there is a checked checkbox labeled "Place Pushpin on selection" and "Find" and "Cancel" buttons.

This window is always on-top.

If a **Task** is selected in the **Map** window, the address is automatically loaded in the **Find** window.

The **Place Pushpin on selection** box can be checked to place a Pushpin for the selected place.

Map - Dispatch Board

Type place or address Find Road Map

Legend and Overview

- WISCONSIN
- Glendale
- New Berlin
- West Allis
- Franklin
- Caledonia

Pushpins

- My Pushpins

Populated Places

Boundaries

Transportation

Parks and Reserves

Points of Interest

National Park Facilities

Miscellaneous

Time Mile Instruction

Summary: 32.3 miles (54 minutes)

Highway construction information is out of date. Click this line to update.

09:00 AM 0.0 1 Depart Seventy Eighth Street School (school)

09:01 AM 0.2 Turn LEFT (East) onto W Howard Ave

09:01 AM 0.3 Turn RIGHT (South) onto CR-U [5 76th St]

Milwaukee Da-Mar Imports and Worldwide

0 mi 1 2

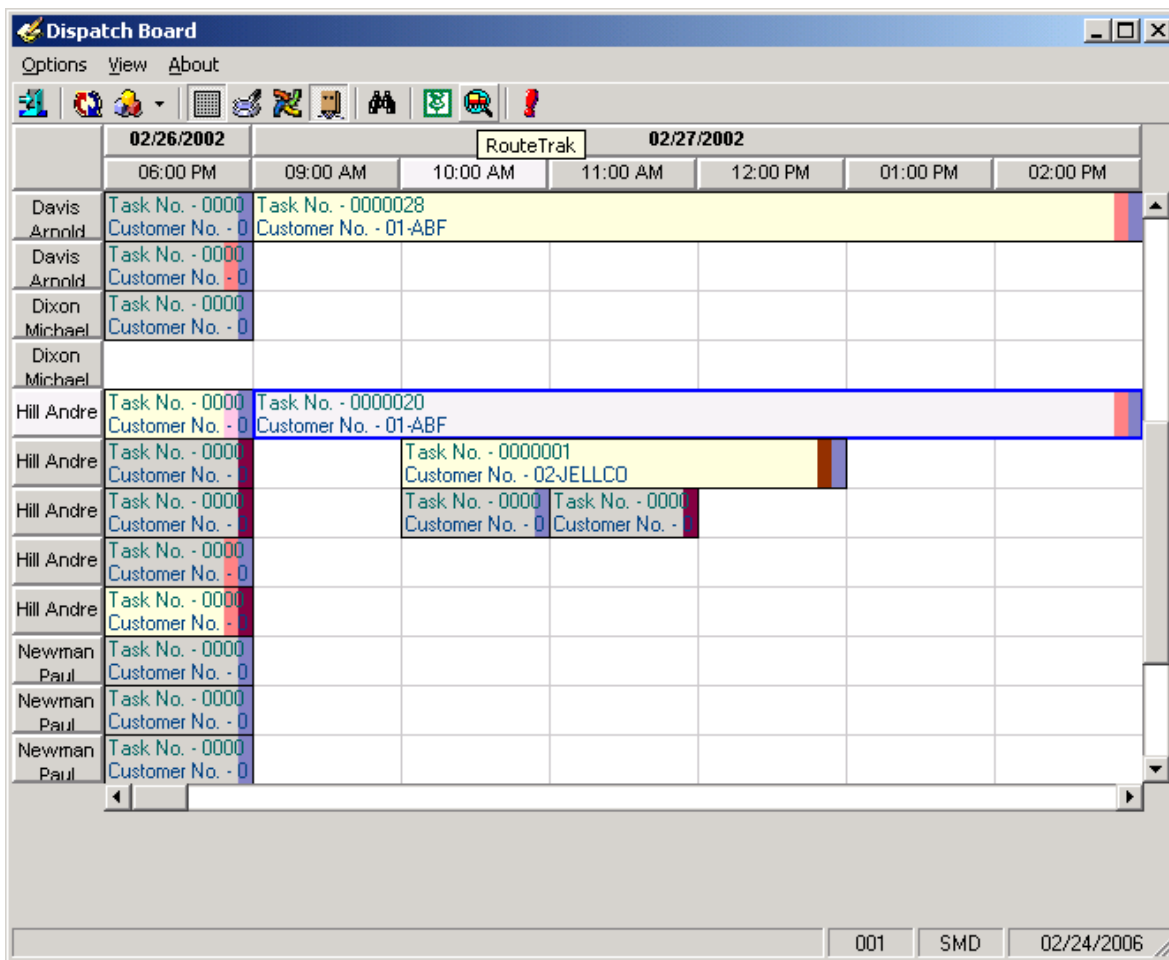
Da-Mar Imports and World... MapPoint

This is the address you selected!

MapPoint

Draw

Task No.	Street	City	Region	Postal Code
<input checked="" type="checkbox"/> 0000005	Eighth Street Annex	Milwaukee	WI	53126
<input checked="" type="checkbox"/> 0000168	Distribution Warehouse	Milwaukee	WI	53146
<input checked="" type="checkbox"/> 0000028	Racine Warehouse	Racine	WI	53120
<input type="checkbox"/> 0000221	1750 Edinger Avenue	Orange	CA	99541-00

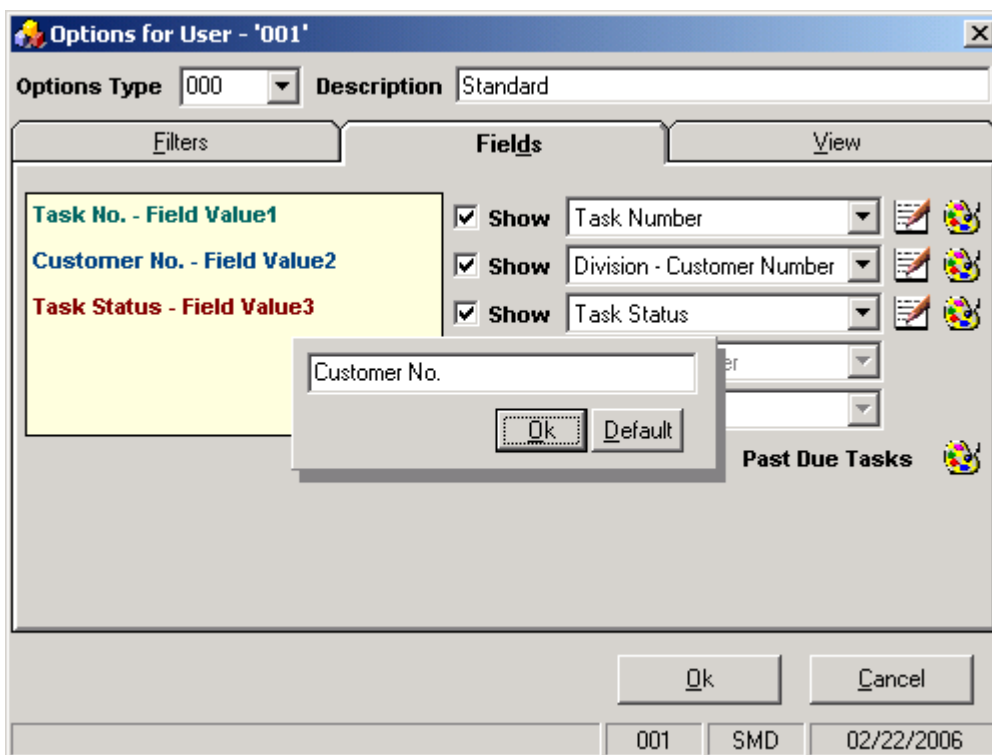


The **RouteTrak** button launches the RouteTrak program.

The Dispatch Board is automatically refreshed when Accepting changes in Task and Dispatch Data Entries, Closing tasks, creating new tasks and dispatches.

To control which data fields appear in the cells (and their colors), select the **Edit Options** submenu from the **Options** menu.

Click the **Fields** tab in the displayed **Options for User** dialog box.

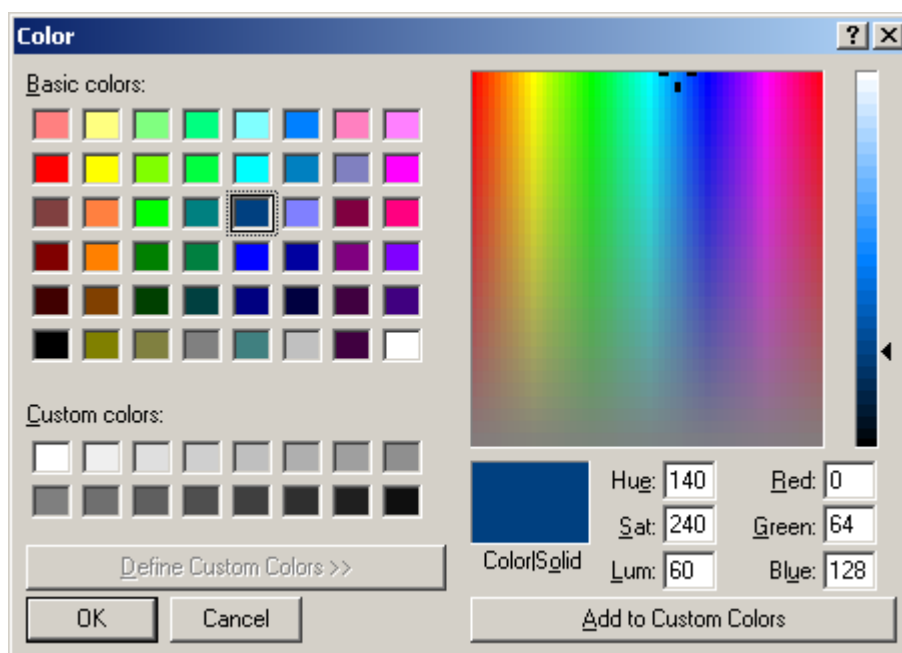


You can choose five data fields to be displayed in the cells of the board. Select fields from the drop-down lists, and see preview on the left.

You can hide fields if you do not need all five fields displayed. Uncheck the boxes next to fields that you do not want to be displayed.

Besides, you can change the display name of selected fields. Click the **Edit** button. An edit box is displayed, where you can type a shorter or more convenient name for the field. (You can even delete the name at all, if you have highlighted the field with color or simply remember which one it is.) Click the **Default** button to reset the name to the default. Click **OK** to save the new display name.

To change the color of a field, click its **Color** button. Select color in the standard Windows **Color** dialog box.



You can select a background color for **Past Due Tasks** cells. The cells representing dispatches with Ending Date earlier than current system date will be displayed with that color.

On the **Filters** tab, you may request to see only those task/dispatches meeting certain criteria.

To set a range of technicians (or just one technician), click the **Technician Number** line.

The screenshot shows the 'Options for User - '001'' dialog box. The 'Options Type' is set to '000' and the 'Description' is 'Standard'. The 'Filters' tab is selected, showing a table with columns for 'Field Name', 'All', 'Starting', and 'Ending'. The 'Technician Number' field is selected, with a range from 'DAVI' to 'WILL' entered. The 'Fields' table below shows various fields with checkboxes and range limitations.

Fields	Starting	Ending
<input checked="" type="checkbox"/> Date	01/01/1900	12/31/2099
<input checked="" type="checkbox"/> Technician Number		////
<input checked="" type="checkbox"/> Task Number		////////
<input checked="" type="checkbox"/> Division - Customer Number	00-	99-////////
<input checked="" type="checkbox"/> Task Status		Z
<input checked="" type="checkbox"/> Task Type		Z
<input checked="" type="checkbox"/> Task Priority		Z
<input checked="" type="checkbox"/> Skip To Code		////

At the bottom of the dialog, there are 'OK' and 'Cancel' buttons. Below the dialog, the user's current session information is displayed: 001 SMD 02/22/2006.

Enter the Starting and Ending **Technician Numbers** and click the **Save Change** icon to the right.

To undo the range selection, place a check in the box to the left of the field name. This checkbox means that all possible values of the field will be displayed on the board.

Repeat the process to select a range of data for any other fields you may wish to limit. Use the **OK** button when you are done.

Check the **Show Unchecked Lines Only** box to display only lines with limitations of range.

Go to the **View** tab.

Check the corresponding boxes in the **Show on Startup** section to show **Toolbar, Grid Lines, Fields, Blanks, Inactive Technicians** each time the Dispatch Board starts.

You can set the **Numbers Of Days Before and After Current Date**. This can be useful to locate tasks and dispatches more easily and also to shorten refresh time of the Board. If both are set to 0, all the Dates are displayed.

Check the **Use color for Tasks and Dispatches in Color Bars** boxes to display the color bars with the colors corresponding to the tasks and dispatches statuses. Check the **Show Color Bars Over Text** box to display the color bars over the text in cells, to view the colors more clearly.

You can form the Board based on the **Show as Column** and **Show as Row** fields. Select what should be displayed on the top across the board (for instance, it can be technician or dates), and what should be displayed vertically. Select the **Duplicate** checkbox if you want to see duplicated columns or rows (in case the same tasks are assigned to the same technician and should be done on the same period of time).

If you want to view the span of the cells, select the **Date/Time Range** checkbox. When this checkbox is selected, the **Duplicate** checkbox will be disabled for **Show Row/Column as Date** case.

In the **Sort of the same duplicate by** field select the field (Task Number, Priority Code, Scheduled or Start Time, Scheduled Time, Dispatch Start Time) based on which sorting within the same duplicates (for instance, Technicians or Dates) should be done. But in some cases, in order to avoid using extra spaces on the board, the sorting order may be contravened by inserting the tasks/dispatches (or span of tasks/ dispatches) in fitting free spaces.

In the **Time** section you can enter the **Open Time** and **Close Time** and specify the Time Interval of tasks/dispatches. When no time interval is selected (**None** is selected in the **Interval** field), Open Time and Close Time fields will be disabled (tasks on the board will be shown only by Dates).

By default, the displayed fields, names, ranges and colors are saved for each user and each company separately under Options Type 000 Standard. You can create different views. Enter new **Options Type** and **Description**. Make your changes, and click **OK**. The view will be saved under current Options Type. Next time opening the dialog box you can select any of existing Options Types. Note that entering new Type code will clear all the settings to defaults.

Auto Invoice Generation

The **Auto Invoice Generation** program can be used to easily create Invoices with automatic generation.

Auto Invoice Generation

Selection: All Starting Ending

Customer Number: 00- 99-

Contract Number:

Dispatch Date: 12/31/2999

Dispatch Status: Z

Bill Freq. Code:

Billing Type	Incl
Time and Material	<input checked="" type="checkbox"/>
Fixed Upon Complete	<input type="checkbox"/>
Fixed Percent Complete	<input checked="" type="checkbox"/>
Fixed On Going	<input checked="" type="checkbox"/>

Tasks Without Contract:

Contract No.	Task No.	Disp. No.	Customer No.	Billing Type	Invoice Format	Incl (%)	Disp. Date
	0000006	0001	01-AVNET			<input checked="" type="checkbox"/>	12/19/2
	0000014	0001	01-AVNET			<input type="checkbox"/>	*****
	0000014	0002	01-AVNET			<input type="checkbox"/>	*****
	0000017	0001	01-AVNET			<input type="checkbox"/>	*****
	0000027	0001	01-ABF			<input checked="" type="checkbox"/>	05/05/2
	00000003	0000003	01-AVNET	Time and Ma	T&M Entry Text	<input checked="" type="checkbox"/>	04/25/2
	00000003	0000006	01-AVNET	Time and Ma	T&M Entry Text	<input checked="" type="checkbox"/>	12/19/2
	00000003	0000007	01-AVNET	Time and Ma	T&M Entry Text	<input checked="" type="checkbox"/>	04/25/2
	00000003	0000018	01-AVNET	Time and Ma	T&M Entry Text	<input checked="" type="checkbox"/>	05/03/2

Include Grouped By Contract

Buttons: Proceed, Clear, Cancel, Generation

Status: SMD 8/16/2007

You can choose to process all the customers and contracts or select only those with numbers falling into the range set by starting and ending. Also you can select dispatches by date and status, by Bill Frequency Code of the Task and Bill Type.

Check the **Tasks without Contract** box to select the tasks not having contract assigned in addition to the other selections.

After making selections, click the **Proceed** button to display the list of dispatches matching these selections. The Proceed

button adds newly selected dispatches to the list of already selected ones.

Click the **Clear** button, if you want to remove dispatches from the list according to the selections.

The **Cancel** button sets the Customer Number, Contract Number, Dispatch Date and Billing Type to default selections.

Place or remove checkmarks in the **Include** column of the list. Auto generation will generate invoices only for checked dispatches.

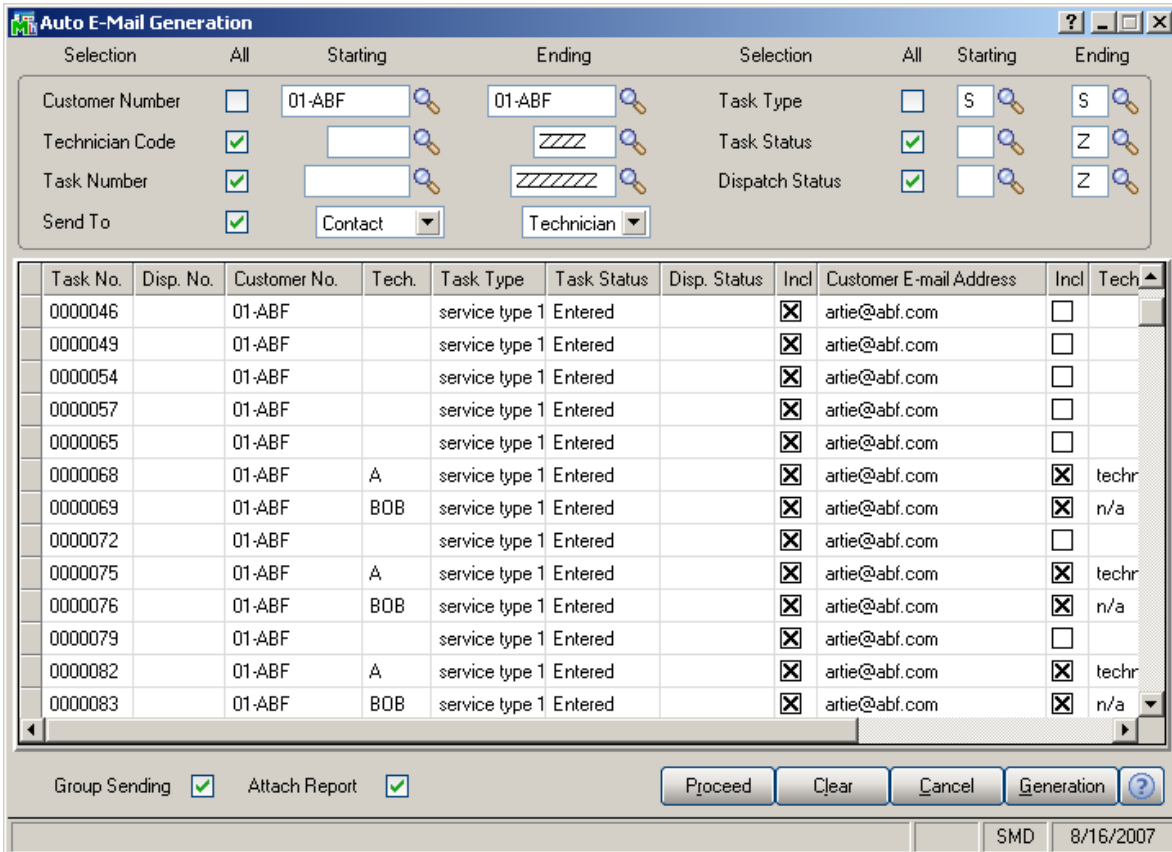
To start generating invoices, click the **Generation** button.

For the Fixed Upon Complete, Fixed Percent Complete and Fixed On Going billing types, amount of the invoice is calculated from the contract total amount taking into account already paid invoices. For Fixed Percent Complete type, this is done by percents of completion. You should enter the percent of completion in the (%) column if the Billing Type is For Fixed Percent Complete. Invoices will be generated for the contracts, which Percent Complete has been changed since the last invoice generation. For these three Billing Types, Special item will be added to the generated invoice, to balance the Invoice Total against the contract's total amount (percent of it, if Fixed Percent Complete).

If the contract has a task generated from a Sales Order with deposit, separate invoice will be generated for that Sales Order, irrespective of the Separate Invoice option for its tasks. The total amount of the generated invoice will be subtracted from the sales order deposit. If the invoice is deleted, the deposit of the sales order will be restored.

Auto E-Mail Generation

The **Auto E-mail Generation** program can be used to easily create E-mails.



You can choose to process all the customers, technicians and tasks or select only those with codes falling into the range set by starting and ending. Also you can select tasks and dispatches by Type and Status.

You can **Send To** mails to Contacts, Customers, Technicians.

Check the **Group Sending** box to send mails by groups. If there are multiple mails to be sent to the same person, they will be grouped and sent as a single mail.

Check the **Attach Report** box to send reports attached to the mails.

Enter the E-mail addresses of Customers, Contacts, and Technicians in the corresponding columns.

The **Proceed** button adds newly selected dispatches to the list of already selected ones.

Click the **Clear** button, if you want to remove dispatches from the list according to the selections.

The **Cancel** button sets the selection criteria to defaults.

Place or remove checkmarks in the **Include** column of the list. Auto generation will generate e-mails only for checked dispatches.

To start generating mails, click the **Generation** button.

After generating mails, corresponding lines will be removed from the list.

Auto Contract Invoice Generation

The **Auto Contract Invoice Generation** program can be used to easily generate Invoices, Standard Orders and Price Quotes for the items of Contracts. Tasks of the contract are not taken into account.

Contract No.	Customer No.	Renew Date	Freq.	Unearned	Amount From	Total Amnt.	Gen. Document	Incl
000000001	01-ABF	08/25/2008	B	YES	Header	1,000.00	Standard Invoice	<input checked="" type="checkbox"/>

You can choose to process all the customers and contracts or select only those with numbers falling into the range set by starting and ending. Also you can select by Bill Frequency Code.

If you want to select only contracts with unearned revenue, check the **Only Unearned Revenue** box.

Renew Contract field can be used to renew **Contract Ending Date** directly from here. When selecting contracts and proceeding with the selection, in the grid, the Renew Date field shows the Contract Ending Date set on the Contract Entry screen. From the Renew Contract, select Days or Months and enter the number of days or months by which the Contract Ending Date should be prolonged. Or you can select Date from the drop down box and enter the renew date that should be set as new Contract Ending Date (do not forget to Clear the selection before proceeding with renew dates). In the grid, all the selected contracts' Renew Dates will be changed. You can also change the renew date directly in the grid for each contract separately. The Contract Ending Date changes will be reflected after invoices generation (click the Generation button to apply them). The Contract Ending Dates of the selected contracts will be prolonged only (that is, if the renew dates are before the contract ending dates, no changes will take place with those contracts ending dates).

After making selections, click the **Proceed** button to display the list of contracts matching these selections. The Proceed button adds newly selected contracts to the list of already selected ones.

Click the **Clear** button, if you want to remove contracts from the list according to the selections.

The **Cancel** button sets the selections to defaults.

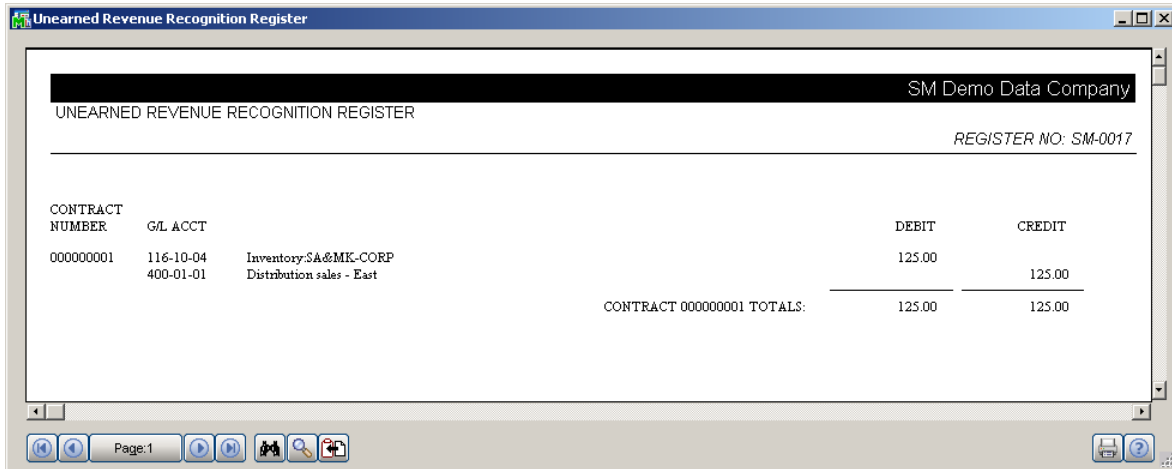
Place or remove checkmarks in the **Include** column of the list. Auto generation will generate invoices only for checked contracts.

To start generating invoices, click the **Generation** button.

Revenue Recognition Register

When running the **Unearned Revenue Recognition Register** program from the **Service Management Main** menu, the amount is transferred to sales account.

Here is an example of printout:



CONTRACT NUMBER	GL ACCT	DEBIT	CREDIT
000000001	116-10-04 400-01-01	125.00	125.00
CONTRACT 000000001 TOTALS:		125.00	125.00

This also can be seen in the **Contract Entry** screen:

Daily Transaction Register

Daily Transaction Register is provided in Service Management module.

View Daily Transaction Register
SM Demo Data Company (SMD)

Postings For: 8/13/2008

Source Journal	Account Number	Account Description/Posting Comment	Debit	Credit
SM-000016	116-10-04	Inventory :SA&MK-CORP Revenue Recognition	875.00	
	400-01-01	Distribution sales - East Revenue Recognition		875.00
Journal 000016 Totals:			875.00	875.00
Source SM Totals:			875.00	875.00
8/13/2008 Totals:			875.00	875.00

Postings For: 8/17/2010

Source Journal	Account Number	Account Description/Posting Comment	Debit	Credit
SM-000018	115-00-03	Inventory - Central Warehouse		1,914.65
	115-00-03	S/M PRODUCTION ENTRY - 0000004 (ISS) Inventory - Central Warehouse	1,914.65	
	115-00-03	S/M PRODUCTION ENTRY - 0000004 (REC) Inventory - Central Warehouse		2,587.00
	115-00-03	S/M PRODUCTION ENTRY - 0000006 (ISS) Inventory - Central Warehouse	2,587.00	
	115-00-03	S/M PRODUCTION ENTRY - 0000006 (REC) Inventory - Central Warehouse		34,250.00
	115-00-03	S/M PRODUCTION ENTRY - 0000007 (ISS) Inventory - Central Warehouse	34,250.00	
	115-00-03	S/M PRODUCTION ENTRY - 0000007 (REC) Inventory - Central Warehouse		2,673.50
	115-00-03	S/M PRODUCTION ENTRY - 0000020 (ISS) Inventory - Central Warehouse	2,673.50	
	115-00-03	S/M PRODUCTION ENTRY - 0000020 (REC)		
Journal 000018 Totals:			41,425.15	41,425.15
Source SM Totals:			41,425.15	41,425.15
8/17/2010 Totals:			41,425.15	41,425.15
Report Totals:			42,300.15	42,300.15

Payroll Batch Entry

Select the **Payroll Batch Entry** program under the **Service Management Main** menu.

	Employee No	Employee Name	ECD	Earn CD Desc	Rep. Hrs	Upd Hrs	Dif. Hrs	Chg	OT	OT Hrs
1	0000150	ALLENDAR HARVEY	01	Regular	2.00	2.00	0.00	<input type="checkbox"/>	<input type="checkbox"/>	0.00

To create new batch, enter **Starting** and **Ending** Dates or use calendar clicking the **Lookup** buttons. When selecting the **Starting** date, the **Ending** date is automatically calculated by adding a week to the **Starting** date. The **Ending** date can be changed after that, if needed. When the screen is opened first, the dates are set to define the last week, that is, the **Ending** date is set to the current system date, and the **Starting** date is calculated respectively.

Click the **Select** button.

The program displays the Labor lines of the dispatches corresponding to the selected time period.

Check the **Include History** box to search for labor lines of current period in history too. By default this setting will be the same as the **Include History in Payroll Batch** in the

Service Management Options screen, and can be changed for the current batch.

	Employee No	Employee Name	ECD	Earn CD Desc	Rep. Hrs	Upd Hrs.	Dif. Hrs	Chg	OT	OT Hrs.
1	0000150	ALLENDAR HARVEY	01	Regular	25.00	25.00	0.00	<input type="checkbox"/>	<input type="checkbox"/>	0.00

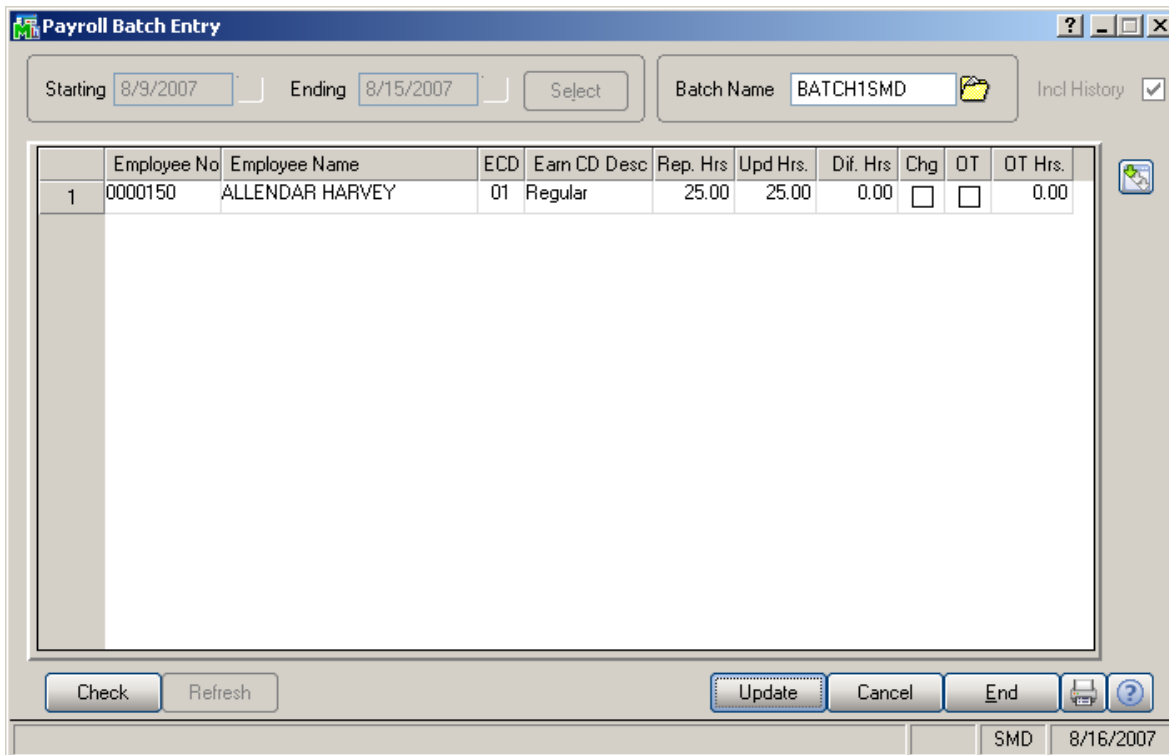
To open an existing batch, click the **Open Batch** button, and select the previously saved batch.

The **Updated Hours** field displays the information from the Labors for the dispatches and cannot be changed. When trying to change or delete a Labor line already included in a Payroll Batch, from the Dispatch Data Entry program, a warning message is displayed to confirm the change.

The **Reported Hours** fields in the list can be modified. If the batch is already saved, it can be opened for reviewing and modifying the entered Reported Hours.

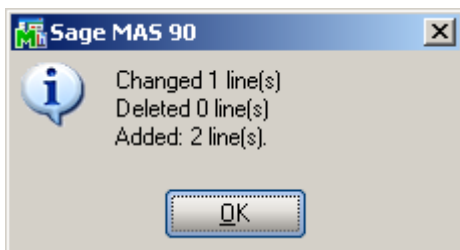
Difference Hours fields display differences between **Reported** and **Updated** Hours. Difference is displayed in blue if it is negative, and in red if it is positive.

For a new batch, enter the **Batch Name** and click the **Generate** button. The batch is generated and saved.



For a previously entered batch, click the **Check** button to find out if the Labor lines in dispatches have been changed, added or removed since the entry of the batch.

The following message displays the numbers of changed or deleted, and added lines.



Click the **Refresh** button to reflect the changes.

When a Payroll Batch is used in the Payroll Data Entry, the Updated Hours are payable.

Select a line and click the **Drill Down** button to see the details of hours for the selected Employee.

The Drill Down for the Line 1 before Refresh looked like this:

The screenshot shows a window titled "Employee Drill Down" with the following fields and data:

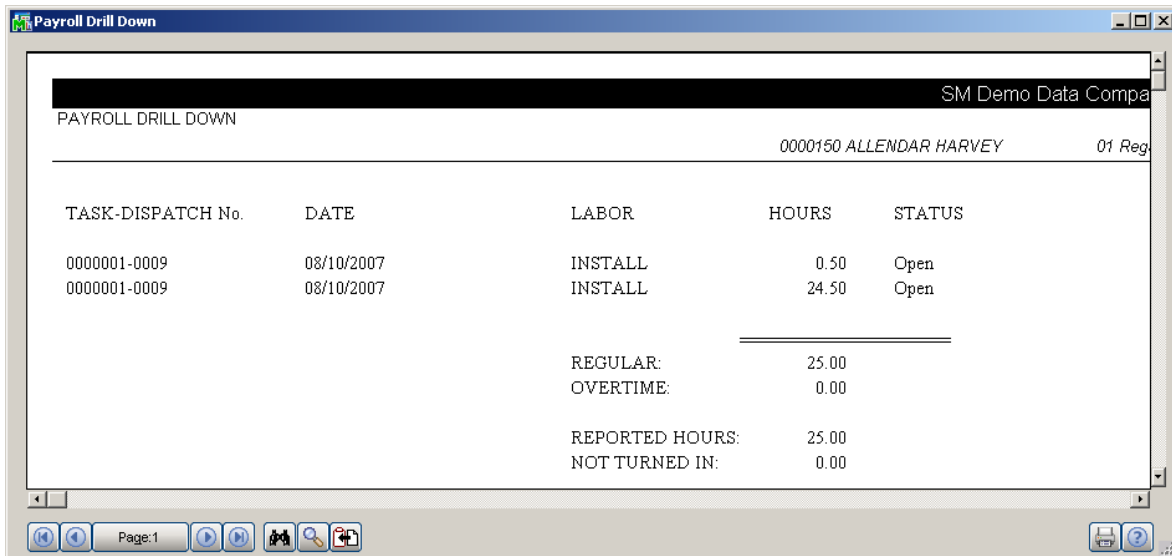
- Employee No. ALLENDAR HARVEY
- Updated Hours
- Earn CD Regular
- Overtime Hours

Task-Disp. No	Date	Labor	Hours	Status
0000001-0009	8/10/2007	INSTALL	0.50	Open
0000001-0009	8/10/2007	INSTALL	24.50	Open

Buttons: OK, Print

Footer: SMD 8/16/2007

Click the **Print** button in the **Employee Drill Down** screen.
Here is an example of Drill Down information printout:



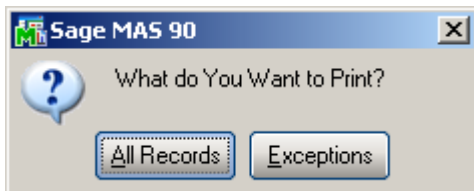
The screenshot shows a window titled "Payroll Drill Down" with a sub-header "SM Demo Data Compa". The main content is a table with the following data:

TASK-DISPATCH No.	DATE	LABOR	HOURS	STATUS
0000001-0009	08/10/2007	INSTALL	0.50	Open
0000001-0009	08/10/2007	INSTALL	24.50	Open
			REGULAR:	25.00
			OVERTIME:	0.00
			REPORTED HOURS:	25.00
			NOT TURNED IN:	0.00

At the bottom of the window, there are navigation buttons and a "Page:1" indicator.

In the **Payroll Batch Entry** screen, click the **Print** button.

The following message asks whether to print all the lines or only those with non-zero Difference Hours:



Here is an example of printout:

EMPLOYEE No.	EARN CD	HRS. REP.	HRS. UPD.	NOT TURNED IN	OVERTIME
0000150 ALLENDAR HARVEY	01 Regular	25.00	25.00	0.00	0.00

TASK-DISPATCH No.	DATE	LABOR	HOURS	STATUS
0000001-0009	08/10/2007	INSTALL	0.50	Open
0000001-0009	08/10/2007	INSTALL	24.50	Open
			25.00	

In the **Payroll Batch Entry**, click the **Update** button to save changes in the file.

Close Task Selection

The **Close Task Selection** program allows closing multiple tasks at once.

Selection	All	Starting	Ending
Customer Number	<input checked="" type="checkbox"/>	00-	99-//
Task Number	<input checked="" type="checkbox"/>		//
Task Date	<input checked="" type="checkbox"/>		12/31/2007
Task Status	<input checked="" type="checkbox"/>		Z
Contract Number	<input checked="" type="checkbox"/>		//

Task No.	Task Description	Task Date	Task Status	Customer No.	Contract No.	Incl
0005310	Network Administration	07/03/2006	Entered	01-ABF		<input checked="" type="checkbox"/>
0005311	Programming	07/03/2006	Entered	01-ABF		<input checked="" type="checkbox"/>
0005312	Implementation	07/03/2006	Entered	01-ABF		<input checked="" type="checkbox"/>
0005313	Training	07/03/2006	Entered	01-ABF		<input checked="" type="checkbox"/>
0005314	Network Administration	07/03/2006	Entered	01-ABF		<input checked="" type="checkbox"/>
0005315	Programming	07/03/2006	Entered	01-ABF		<input checked="" type="checkbox"/>
0005316	Implementation	07/03/2006	Entered	01-ABF		<input checked="" type="checkbox"/>
0005317	Training	07/03/2006	Entered	01-ABF		<input checked="" type="checkbox"/>
0005318	Network Administration	07/03/2006	Entered	01-ABF		<input checked="" type="checkbox"/>
0005319	Programming	07/03/2006	Entered	01-ABF		<input checked="" type="checkbox"/>

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Tasks can be selected by **Customer Number, Task Number, Task Date, Task Status, Contract Number.**

Only tasks not having active dispatches are displayed in the grid.

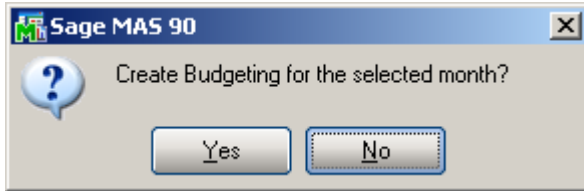
Place the checkmarks for the tasks you want to close, and click the **Close Tasks** button.

After changing the statuses of the included tasks, Closed is displayed in the **Task Status** column. If the program cannot close a task, its status will be displayed in red.

Budgeting Maintenance

The **Budgeting Maintenance** allows planning hours for specific Jobs, Contracts, and Tasks assigned to Technicians.

When opened first, no budgeting exists for the current month, and the program suggests that you create budgeting:



At this point, answer **No** to set the **Master** budgeting first.

After the **Master** budgeting is created, you can answer **Yes** when opening a new month, to create the table for all the Technicians copying from Master budgeting and collecting available information for the month.

When you select **No**, the list remains empty.

Check the **Master** box to specify the standard hours applicable for Technicians for all the months.

Year: 2008 Month: June Master: Calendar

Auto Calculate Actual Information: Calculate

Tech.	Bud. Hours	Bud. Amt	Act. Hours	Actual Amt	Last Name	First Name
A	0.00	0.00	0.00	0.00	technic	technic
ADAM	0.00	0.00	0.00	0.00	Smith	Adam
BOB	0.00	0.00	0.00	0.00	Bob	Jackson
BRN	0.00	0.00	0.00	0.00	Brown	John
EVA	12.00	1200.00	0.00	0.00	Smith	Eva
SANT	0.00	0.00	0.00	0.00	3333333333333	44444444444
WILL	0.00	0.00	0.00	0.00	111	2222

Workday Count 21 x 8 hours = 168 End [Print] [Help]

SMD 8/16/2007

Double-click on a Technician row to enter hours for him:

Year 2008 Month < June > Master Calendar

Display Actuals for exact Contract/Task Summarize by Job

Technic. Code EVA Smith Eva Workday Count 21

Job Code WF&A -000 Job WF&A Hours 168

Contract No. 000000003 Contract 3

Task Number 0000035 reeeee

Hours 7.00 Amount 700.00

Comment

Job Code	Contract No	Task No	Hours	Amount	Act. Hours	Act. Amt	Cc
480-500-000	000000010		5.00	500.00	0.00	0.00	
WF&A -000	000000003	0000035	7.00	700.00	0.00	0.00	

Total 12.00

Workday Count 21 x 8 hours = 168

All Technicians

SMD 8/16/2007

Enter lines. Note that multiple lines can be entered for the same Job, Contract, Task combination.

Total below the list displays the sum of the entered hours.

Year and **Month** can be selected to view/edit budgeting, if **Master** is not checked.

When budgeting is created for a new month, **Master** budgeting is copied, after which you can add month-specific hours.

Use the **All Technicians** button to return to all Technicians list.

Budgeting Maintenance

Year: 2008 Month: < June > Master: Calendar

Auto Calculate Actual Information: Calculate

Tech.	Bud. Hours	Bud. Amt	Act. Hours	Actual Amt	Last Name	First Name
A	0.00	0.00	0.00	0.00	technic	technic
ADAM	0.00	0.00	0.00	0.00	Smith	Adam
BOB	0.00	0.00	0.00	0.00	Bob	Jackson
BRN	0.00	0.00	0.00	0.00	Brown	John
EVA	12.00	1200.00	0.00	0.00	Smith	Eva
SANT	0.00	0.00	0.00	0.00	3333333333333	4444444444444
WILL	0.00	0.00	0.00	0.00	111	2222

Workday Count 21 x 8 hours = 168

End Print ?

SMD 8/16/2007

In the **All Technicians** mode, you can check the **Auto Calculate Actual Information** box to make the program automatically calculate the Actual Hours and Amounts for all the Technicians each time new month or/and year is selected. This is convenient if you are browsing by months to review both budgeting and actual information at once for all the technicians. But this might take rather long to bring the selected month's information on large systems. To quickly review only budgeting information, clear the **Auto Calculate Actual Information** box, to save time. In this mode, you can always use the **Calculate** button, to calculate and display actual information only for the currently selected month.

Double-click to edit budgeting for the selected month:

Year 2008 Month < June > Master Calendar

Display Actuals for exact Contract/Task Summarize by Job

Technic. Code EVA Smith Eva Workday Count 21

Job Code Hours 168

Contract No.

Task Number

Hours 0.00 Amount 0.00

Comment

Job Code	Contract No	Task No	Hours	Amount	Act. Hours	Act. Amt	Cc
480-500-000	000000010		5.00	500.00	0.00	0.00	
WF&A -000	000000003	00000035	7.00	700.00	0.00	0.00	

Total 12.00

Workday Count 21 x 8 hours = 168

All Technicians

Enter Job Code SMD 8/16/2007

Workday Count for the selected month and technician can be entered, and the **Hours** are calculated by the 8 hours a day schedule.

The **Workday Count of the calendar** (same for all the technicians) for the selected month is displayed in black at the bottom, along with the Hours.

Initially, the **Workday Count** (which can be changed later) is calculated according to the **Calendar**, equal to the Workday Count of the selected month.

The **Total** of the budgeted hours at the bottom becomes red, if the budgeted hours exceed the **Hours**.

The **Display Actuals for exact Contract/Task** option, when selected, allows display of actual hours in the line with corresponding contract/tasks only. If cleared, enables displaying actual hours not having corresponding budgeted line with exact contract/task in the line of the same job (without contract/task specified).

The **Summarize by Job** option switches to another display, where lines with different (or blank) **Contracts** and **Tasks** are summarized by **Job Code**, thus displayed as **single line per Job Code**.

Year 2008 Month < June > Master Calendar

Display Actuals for exact Contract/Task Summarize by Job

Technic. Code EVA Smith Eva Workday Count 21

Job Code Hours 168

Contract No.

Task Number

Hours 0.00 Amount 0.00

Comment

Job Code	Hours	Amount	Act. Hours	Act. Amt
480-500-000	5.00	500.00	0.00	0.00
WF&-A -000	7.00	700.00	0.00	0.00

Total 12.00

Workday Count 21 x 8 hours = 168

All Technicians

Enter Job Code SMD 8/16/2007

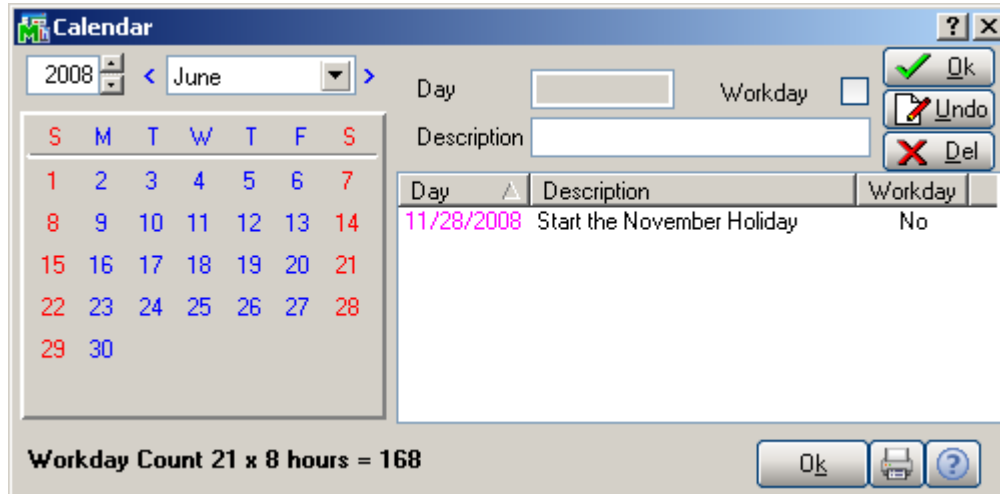
You can switch between **Master** and specific month modes for the selected Technician without going to the All Technicians list.

Lines are displayed in red, if the Actual hours spent exceed budgeted Hours.

Lines in the list are displayed in blue, if they are calculated from the dispatches and have Actual hours, but haven't been budgeted (Hours is zero).

You can have system automatically create budgeting lines according to the actual hours at the moment they are entered in the **Quick Dispatch Line Entry**, by clearing the **No Auto Budgeting** option in the **Settings** for the selected Technician.

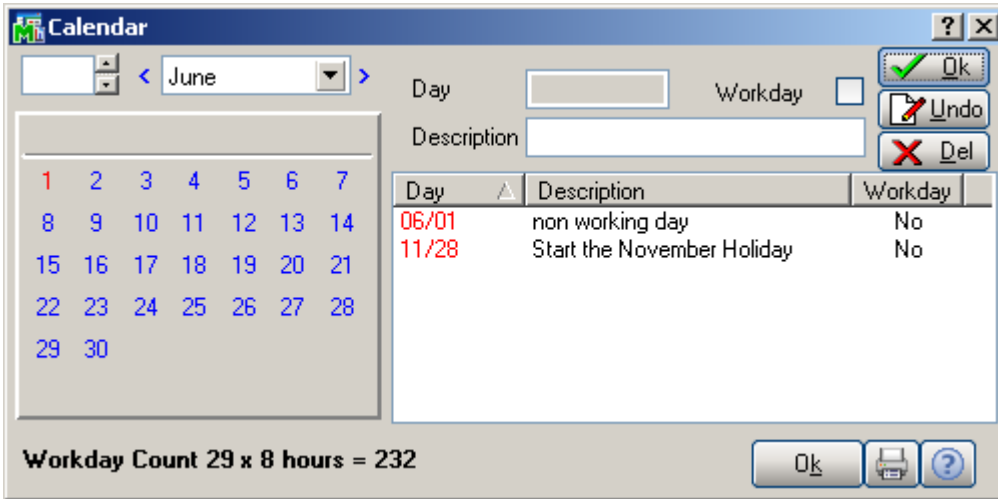
Click the **Calendar** button to specify Workdays and Holidays for all the years or specific year, for the company. Calendar is the same for all the technicians, no matter edited from All Technicians screen or individual Technician screen. Only common holidays are specified, not vacations or days off.



Clear the year field to enter non-year-specific Holidays/Workdays for the selected month.

When a Workday is selected (displayed in blue) by clicking in the calendar days part, the **Workday** check box is cleared. When a holiday is selected (displayed in red), the **Workday** check box is checked. So, it makes easier toggling the days

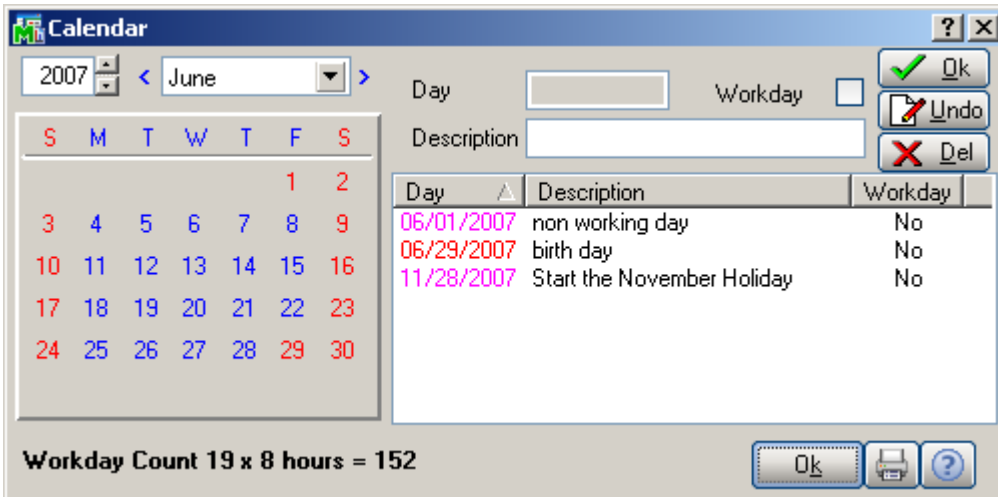
with simply clicking **Ok** (also perhaps description can be entered) after selecting it.



If year is selected, days of week are displayed, Sundays and Saturdays being regarded as holidays (red).

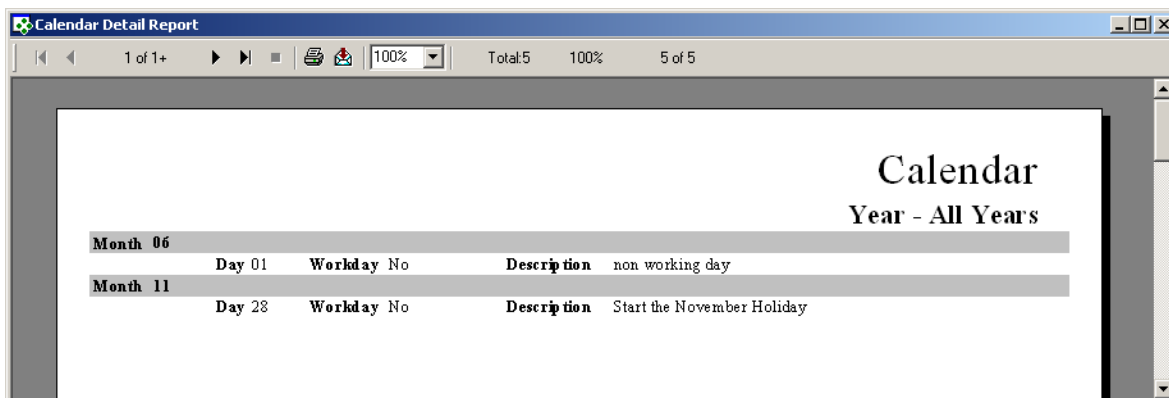
You can add year-specific holidays or workdays.

The entire year exception workdays and holidays are listed, including the non-year-specific holidays.



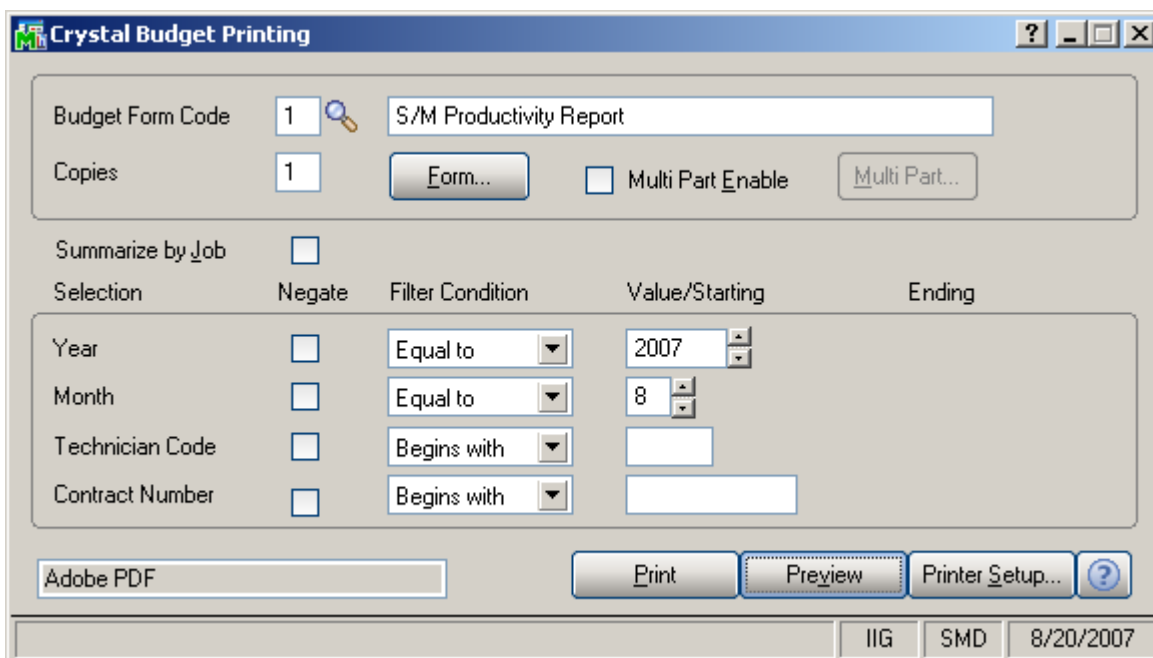
Workdays are displayed in blue, year-specific holidays in red, and non-year-specific in magenta.

Click **Print** to print the list of holidays and workdays.



From the **Budgeting Maintenance** screen, click the **Print** button to print the **Budgeting report**.

The Report can be printed in **Summarize by Job** mode by checking the corresponding box.



DM DEMO DATA

PRODUCTIVITY BY TECHNICIAN

ADAM - Smith Adam
08/2007

Job Code Description	Contract Number	Task Number	Actual Hours / \$	Budgeted Hours / \$	Variance	Variance %	Last 3 Month Hours / \$	Last 6 Month Hours / \$
JOB-003-000	000000001	0000036	0.00	10.00	-10.00	0.00%	0.00	0.00
job 3			0.00	1,500.00	-1,500.00	0.00%	0.00	0.00

The Job Codes with Actual Hours exceeding Budgeted are displayed in red.

The Bill of Materials Menu

Bill of Materials Maintenance

Header Tab

Bill of Materials Maintenance is used to define the Bill of Materials. Through this option you can create, modify and view the format of a bill.

The **Bill Number** field is used to specify the number of the bill you wish to add or maintain. The Bill Number specified must already be a valid inventory item.

Use the **Description 1/Description 2** fields to enter descriptions for the specified bill.

Bill Type specifies the type of a bill. It may be set to either “Standard” or “Kit” in the **Service Management** Module.

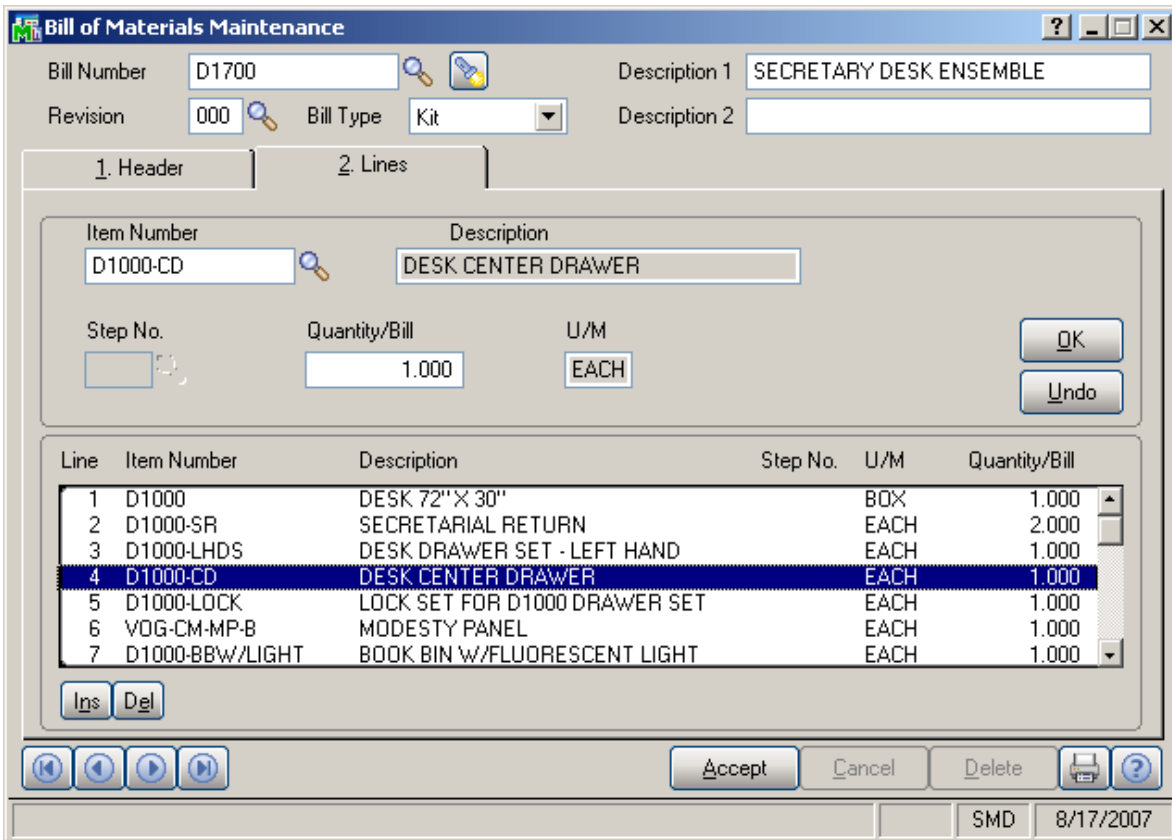
The **Routing Number** field is used to enter numbers used in the manufacturing/repair/installation of a current Bill of Material.

The **Option Categories** are available only when using options, entered during setup, on the bill. The user can specify as many as nine option categories. Option bills allow the listing alternatives, as well as additional items that can be added to the bill. Option bills are discussed later in this manual.

Lines Tab

The **Lines** tab lists items of the bill.

Use the **Item Number** field to enter line items. A Line Item can represent an Inventory Item or a Comment. Numbers can be added ‘on the fly’ if **Allow Addition of New Items in Bill Maintenance** is selected under the **Service Management Options** window.



Type **/C** followed by a number between 1 and 99 to enter a comment code that is already defined, or enter simply **/C** for a comment that has not been defined.

Option Bills allow documentation of various configurations of the finished product without the necessity of defining a separate bill for each configuration. Options are often referred to as “features” or “accessories.”

Instead of defining a separate bill for each possible configuration, you can define a single bill that represents the base model and a separate option bill for each non-standard option.

The **Use Option Bills** checkbox must be selected in the **Service Management Options** in order to access Option Categories in Bill of Materials Maintenance.

When creating a Bill of Materials with options, define the base bill first. Enter the components on the Lines tab that represents the default configuration of the bill.

The screenshot shows the 'Bill of Materials Maintenance' application window. The 'Header' tab is selected, displaying the following information:

- Bill Number: D1700
- Revision: 000
- Bill Type: Kit
- Description 1: SECRETARY DESK ENSEMBLE
- Description 2: (empty)

Below the header information, there are several fields and checkboxes:

- Routing Number: MAS
- Current Bill Revision: 000
- Bill Has Options:
- Print Components:

To the right of these fields are three buttons: 'Item...', 'Copy From...', and 'Option Bills...'. Below this is the 'Option Categories' section, which contains a table with 5 rows and 4 columns:

Category ID	Category Name	Req'd	Req'd
1	Noise Problem	<input type="checkbox"/>	<input type="checkbox"/>
2	Seat Repair	<input type="checkbox"/>	<input type="checkbox"/>
3	Balt Washer	<input type="checkbox"/>	<input type="checkbox"/>
4		<input type="checkbox"/>	<input type="checkbox"/>
5		<input type="checkbox"/>	<input type="checkbox"/>

At the bottom of the window, there are navigation buttons (back, forward, etc.) and an 'Accept' button. The status bar at the very bottom shows 'SMD' and '8/17/2007'.

- To set up options, select the **Bill Has Options** checkbox on the Header tab.
- Up to nine option categories can be used for a single bill.
- Categories are used to describe the different options available for the bill.

- If the **Required** checkbox is selected, an item from the category must be selected when ordering or producing the item.
- If the **Required** checkbox is **not** selected, the options can be either included or excluded from the order or production entry.
- Select the **Option Bills** button, and enter bill information for each option category and option code.

The screenshot shows the 'Option Bill Maintenance' window. At the top, there are fields for 'Option Category' (3), 'Option Code' (03), and 'Balt Washer'. Below this, there are tabs for '1. Header' and '2. Lines'. The 'Header' tab is active, showing 'Bill Number' (D1700) and 'Revision' (000). The main area contains several input fields: 'Option Description 1' (SECRETARY DESK ENSEMBLE), 'Option Description 2' (empty), 'Option Price' (300.00), 'Step Number' (empty), and 'Routing Number' (empty). There are also navigation buttons (back, forward, etc.) and 'Accept', 'Cancel', and 'Delete' buttons. At the bottom, there is a status bar with the text 'Enter Step Number of the base bill where first required', 'SMD', and '8/17/2007'.

On the Option Bill Maintenance screen, define available options for each category defined. Multiple options can be defined for a single category.

Use the **Description 1** and **Description 2** fields to identify the option.

Use the **Option Price** field to specify the price charged for the option when selected on a sales order.

Option Category 3 Option Code 03 Balt Washer

1. Header 2. Lines Bill Number D1700 Revision 000

Item Number 1001-HON-H252 Description HON 2 DRAWER LETTER FILE W/O LK

Quantity/Bill 1.000 U/M EACH

Line	Item Number	Description	U/M	Quantity/Bill
1	1001-HON-H252	HON 2 DRAWER LETTER FILE W/O LK	EACH	1.000
2	2551-3-50	DESK FILE 3 1/2" CAP 50	EACH	50.000

Accept Cancel Delete

SMD 8/17/2007

On the **Lines** tab, list the items and quantity you want to be added to the bill when the option is included. The options available for item entry are the same as discussed when entering items on the lines tab in the Bill of Material Maintenance.

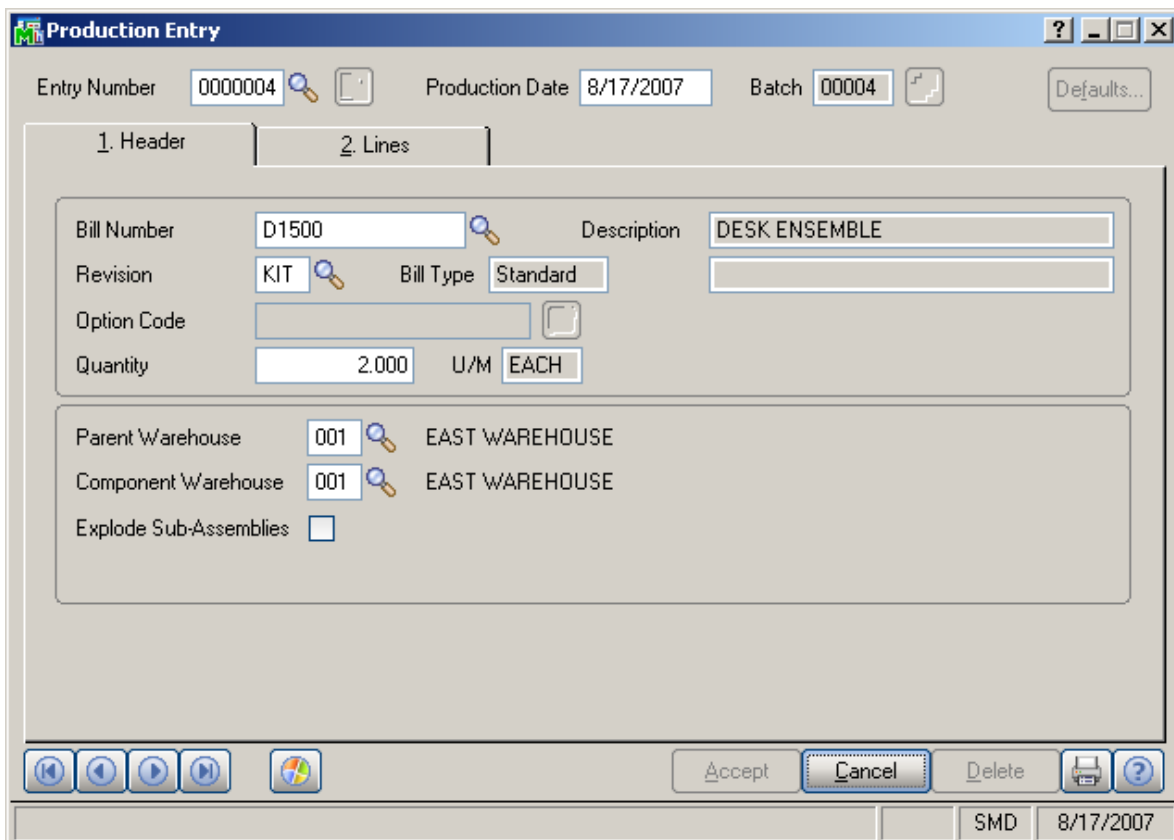
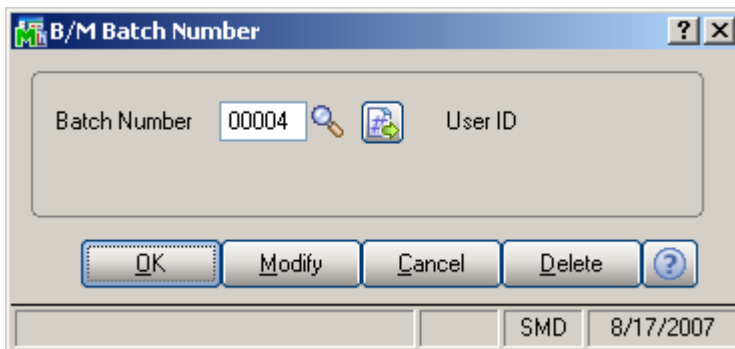
Depending on the setup of the original bill, you may need to add a negative item to remove a component and replace it with a new one. This should only be done if the option is to replace an item on the original bill.

If an option category is marked as **Required**, you can list all of the options available using option codes, and leave the item off the original bill.

Production Entry

Production Entry is used to enter the receipt of manufactured goods into inventory and the consumption of the corresponding component parts. This task is designed primarily to record manufacturing transactions after the assembly of the manufactured goods.

Production entries can be entered by batch.



All new entered transactions are attached to the batch number displayed in the upper-right corner of the Production Entry window.

Enter the **Entry Number** representing the production entry you want to add or maintain. Click the Lookup button to list all entry numbers. Click the **Next Number** button to accept the next new automatically incremented entry number specified in the **Service Management Options**.

Enter a **Production Date**. This date is printed on the Production Entry Register as the date on which production of the finished product occurred.

Click **Defaults** to set default values for a common group of production entry records.

Enter the **Bill Number** representing the finished product you want to add or maintain. Click the Lookup button to list all bill numbers. Only standard and kit bills can be entered at this field.

Enter the **Option Codes** required for the bill configuration displayed. Click the Search button to use the **Option Selection** feature. If option categories are defined as required on the Bill of Materials Maintenance Header tab, you are prompted to enter an option code for those categories. An option code must be entered for any option categories defined as required.

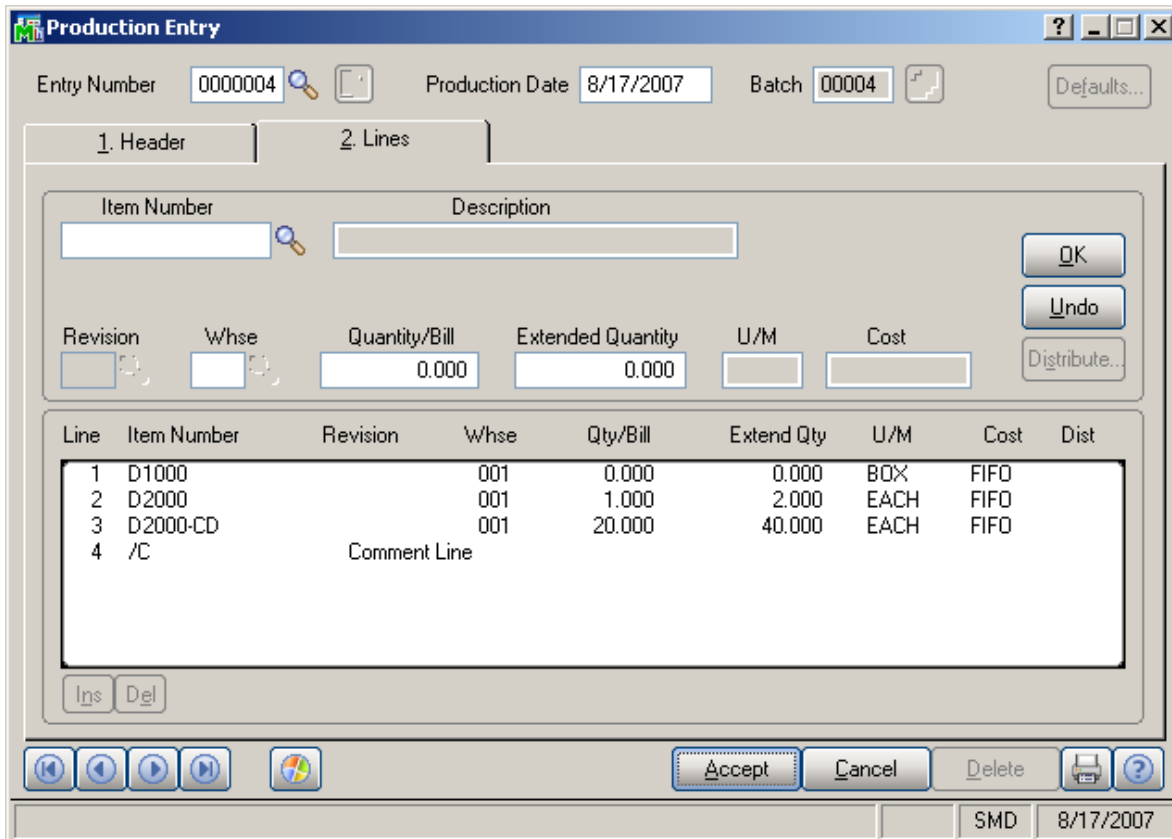
Enter a **Parent Warehouse** code. Click the Lookup button to list all warehouse codes. This warehouse is used to record the inventory location of finished products.

Enter a **Component Warehouse** code. Click the Lookup button to list all warehouse codes. This warehouse is used to record the inventory location of the component items that are used to manufacture finished products.

Enter the **Quantity** manufactured for the current bill. This quantity is added to inventory and is multiplied by the quantity per bill for each component to determine the component quantities used.

Click the **Explode Sub-Assemblies** check box to explode subassemblies. Clear the check box if you do not want to explode subassemblies.

When completing entries to the **Header** tab, the bill is exploded into its component detail lines and the **Lines** tab appears. Each line item represents a component item used in manufacturing a finished product.



Enter the **Item Number** identifying the line item. The item description appears. Click the Lookup button to list all item numbers.

Enter the **Warehouse** code from which the components were pulled. Click the Lookup button to list all warehouse codes.

Enter the **Quantity/Bill** of this component item or miscellaneous charge required to complete one bill.

Enter the component quantities in the **Extended Quantity** field to be posted to inventory as used, or the total quantity for the charge.

Enter a **Unit of Measure** for this charge.

Enter the per-unit **Cost** associated with the miscellaneous charge.

Production Entry Register

The **Production Entry Register** lists all information entered in **Production Entry** and is used to check the accuracy of the entered data. You must print the register before the production entries can update (post) to the permanent files.

The register can be printed by batch if the **Allow Batch Entry** check box is selected in the **Service Management Options**.

Production Entry Register

Current General Ledger Period Is: 8 Ending: 08/31/2010

Service Management Posting Date Is: 08/17/2011

Notice: This Service Management posting date falls into a future General Ledger period.

Adobe PDF Print Preview Printer Setup...

SMD 8/17/2007

Here is the result of printout:

Production Entry Register

SM Demo Data Company

PRODUCTION ENTRY REGISTER REGISTER NO: SM-0018

ENTRY NUMBER	PRODUCTION DATE	BILL NUMBER	REV	OPT	TYPE	QUANTITY	U/M	WHSE	LOT/SERIAL NO.	
0000004	11/10/06	D1500		KIT	STD BASE DESK ENSEMBLE	2.000	EACH	001		
ITEM NUMBER	DESCRIPTION	REV	U/M	WHSE	QTY/BILL	EXTENDED QTY	UNIT COST	EXTENDED COST	GL ACCOUNT	
1001-HON-H252	HON 2 DRAWER LETTER FLE W/O LK		EACH	001	2.000	4.000	45.000	180.00	115-00-03	
1001-HON-H254	HON 4 DRAWER LETTER FLE W/O LK		EACH	001	5.000	10.000	83.465	834.65	115-00-03	
ARS-9401	ART SPECIALTY EMP CANDLE LAMP		EACH	001	0.000	0.000	.000	.00	115-00-03	
D1000	DESK 72" X 30"		BOX	001	1.000	2.000	450.000	900.00	115-00-03	
TOTAL FOR 2 D1500:								957.325	1,914.65	
0000006	11/08/06	D1500	000		STD BASE DESK ENSEMBLE	2.000	EACH	000		
ITEM NUMBER	DESCRIPTION	REV	U/M	WHSE	QTY/BILL	EXTENDED QTY	UNIT COST	EXTENDED COST	GL ACCOUNT	
1001-HON-H252	HON 2 DRAWER LETTER FLE W/O LK		EACH	000	0.000	0.000	.000	.00	115-00-03	
D1000	DESK 72" X 30"		BOX	000	2.000	4.000	450.000	1,800.00	115-00-03	
D1000-BBWLIGHT	BOOK BIN W/FLUORESCENT LIGHT		EACH	000	2.000	4.000	65.000	260.00	115-00-03	
D1000-CD	DESK CENTER DRAWER		EACH	000	1.000	2.000	20.000	40.00	115-00-03	
D1000-LHDS	DESK DRAWER SET - LEFT HAND		EACH	000	1.000	2.000	70.000	140.00	115-00-03	

Page: 1

The Reports Menu

Bill of Materials Report

The **Bill of Materials Report** prints the Bills of Materials entered through Service Management's **Bill of Materials Maintenance** screen.

The screenshot shows the 'Single-Level Bill of Materials Report' dialog box. The window title is 'Single-Level Bill of Materials Report'. The dialog contains the following elements:

- Page Break Between Bills:**
- Bill Types to Print:**
 - All
 - Standard
 - Inactive
 - Engineering
 - Kit
- Include Comment Lines:**
- Include Misc Code Lines:**
- Selection:** All (selected), Starting, Ending
- Bill Number:** [Search icon]
- Printer:** \\IIGSERVER\HP LaserJet 1022
- Buttons:** Print, Preview, Printer Setup..., ?
- Footer:** Check this box to print each bill on a separate page, IIG, SMD, 12/14/2007

The following check boxes are provided so you can include the desired amount of detail on the report:

- **Include Comment Lines** – By checking this box, you will list any comment lines, which were placed on the Bill of Materials.
- **Include Misc. Code Lines** –By checking this box, you will list any miscellaneous inventory items, which were placed on the Bill of Materials.

In addition, by checking the **Page Break Between Bills** box, each separate bill (in fact, each bill revision) will be listed on a new page.

Starting and Ending **Bill Number** range is also provided if you don't wish to see every Bill of Materials.

Select the **All** option for **Bill Types to Print** to print all bill types. Or select the desired types: All, Standard, Inactive, Kit or Engineering.

Component Where-Used Report

The **Component Where-Used Report** prints a list of inventory items, which are components of one or more Bill of Material "parent" items. The quantity of the component required for each "parent" item is also listed.

The screenshot shows a dialog box titled "Single-Level Where-Used Report". It contains the following elements:

- Two checkboxes: "Include Quantity Information" and "Include Engineering Change Dates".
- A "Selection" section with three columns: "All", "Starting", and "Ending".
- Under "All", there are two rows: "Item Number" with a checked checkbox and a search icon, and "Warehouse" with a checked checkbox and a search icon.
- Under "Starting", there is a text input field with a search icon.
- Under "Ending", there are two text input fields with search icons. The top one contains a hatched pattern, and the bottom one contains "ZZZ".
- At the bottom, there is a dropdown menu set to "[Deferred] Adobe PDF", and buttons for "Print", "Preview", "Printer Setup...", and a help icon.
- At the very bottom, there are two small boxes containing "SMD" and "8/17/2007".

Check the **Include Quantity Information** box to print the on-hand, sales order, work order, and purchase order quantity data for each "parent" item, by warehouse.

Starting and **Ending** ranges for the component items and warehouses (to view quantities) are also provided.

The checkbox for **Include Engineering Change Dates** is not currently used.

Bill of Materials Costed Report

The **Costed Bill of Materials Report** lists the item costs and the extended bill costs for either a range of bills or for specific bill configurations.

You can use the average cost, the last cost, or the standard cost to calculate the item and extended bill costs. You can specify all or up to four bill types, and the number of bill levels to include in the report. Yield and scrap percentages are factored into the quantity requirement calculation.

Select one of the following **Report Types** to print:

Range of Bills – lists the cost of each and any option bills.

Specific Bills – lists the costs of each bill configuration, including option bills.

Click the **Bill Selections** button to enter specific bill configurations. This is available only for Specific Bills report type.

Select the **Inventory Cost Type**: Average, Last, Standard.
Enter the maximum number of bill levels to print (up to 99).
This field is available only if Range of Bills is selected at the Report Type field.

By checking the **Page Break Between Bills** box, each separate bill (in fact, each bill revision) will be listed on a new page.

A Starting and Ending **Bill Number** range is also provided if you don't wish to see every Bill of Materials.

Select the **All** option for **Bill Types to Print** to print all bill types. Or select the desired types: All, Standard, Inactive, Kit or Engineering.

Contract Billing Report

The **Contract Billing Report** prints revenues and expenses posted to contracts through job codes. The report may be sorted by **Contract Number**, **Job Code**, or **Customer Number**.

By checking the appropriate box, you may request the printing of the:

- Quantity Billed
- Dollars Billed (revenues)
- Profit Percent ($100 * (\text{revenues} - \text{expenses}) / \text{revenues}$)
- Cost of Goods Sold (expenses)

Starting and ending range options are provided for **Contract Number**, **Job Code**, and **Customer Number**. Posting year(s) may also be specified.

Task/Dispatch report

The **Task/Dispatch Report** program enables you to print various reports on tasks and dispatches information. The information to be displayed can be filtered using the selection options. Each field can be set to be **Begins with, Ends with, Contains, Less than, Greater than, Range, Equal to** values. Alternatively, you can set a Range with Starting and Ending values for a field.

Each condition can be negated by checking the corresponding box.

Selection	Negate	Filter Condition	Value/Starting	Ending
Customer Number	<input type="checkbox"/>	Begins with		
Contract Number	<input type="checkbox"/>	Begins with		
Task Number	<input type="checkbox"/>	Begins with		
Task Entry Date	<input type="checkbox"/>	Less than		
Task Technician Code	<input type="checkbox"/>	Begins with		
Task Type	<input type="checkbox"/>	Begins with		
Task Status	<input type="checkbox"/>	Begins with		
Nature of Task	<input type="checkbox"/>	Begins with		
Dispatch Number	<input type="checkbox"/>	Begins with		
Dispatch Starting Date	<input type="checkbox"/>	Less than		
Dispatch Technician Code	<input type="checkbox"/>	Begins with		
Dispatch Status	<input type="checkbox"/>	Begins with		
Line Technician Code	<input type="checkbox"/>	Begins with		
Labor Code	<input type="checkbox"/>	Begins with		
Skill Code	<input type="checkbox"/>	Begins with		
Exclude Closed Dispatched	<input type="checkbox"/>	Include ALL selected Tasks		<input type="checkbox"/>
Exclude Material Items	<input type="checkbox"/>	Include ALL selected Dispatches		<input type="checkbox"/>
Tasks/Dispatches		Active		

Buttons: Proceed, List View, Cancel, Print, Help

Status: SMD 8/17/2007

Filtering fields include task, dispatch and dispatch line information.

Task specific fields are **Customer Number, Contract Number, Task Number, Entry Date, Technician Code, Type, Status** and **Nature of Task**.

Dispatch specific fields are **Dispatch Number, Starting Date, Technician Code** and **Status**.

Line specific fields are **Line Technician Code, Labor** and **Skill Codes**.

You can also use additional options to adjust selection to your needs.

Check the **Exclude Closed Dispatches** box to exclude dispatches with the Closed status from the report.

Check the **Exclude Material Items** box to exclude material items from the report.

Check the **Include ALL Selected Tasks** box to include all the tasks satisfying task specific selections unaffected by the dispatch specific selections.

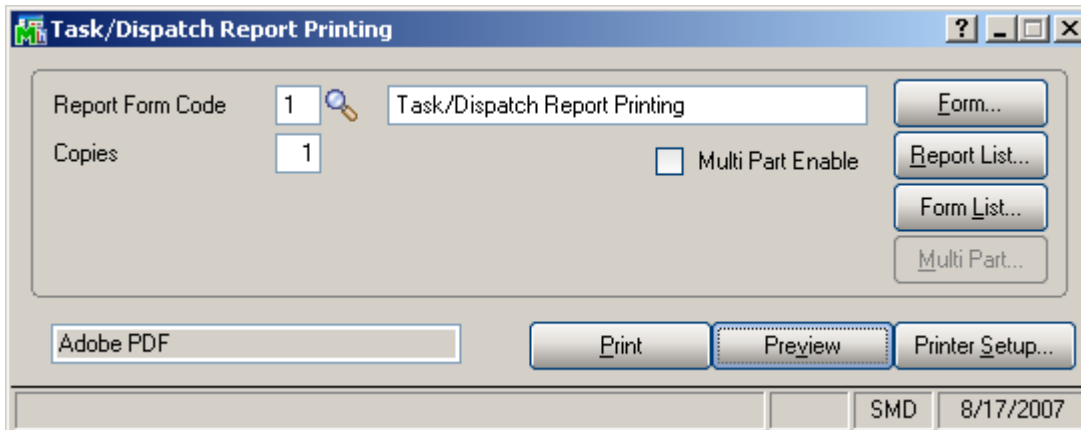
Check the **Include All Selected Dispatches** box to include all the dispatches satisfying dispatch specific selections unaffected by the line specific selections.

You can select to include **Task/Dispatches** that are Active, From History, or Both.

Click the **Proceed** button to fill the list with the records satisfying your selections. You can view this list by clicking List View. The program will print the records selected with the Proceed button, and disregard any filter changes made after last Proceed.

Click the **List View** button to review the records you have selected during last Proceed, in the Task/Dispatch Work Tables screen.

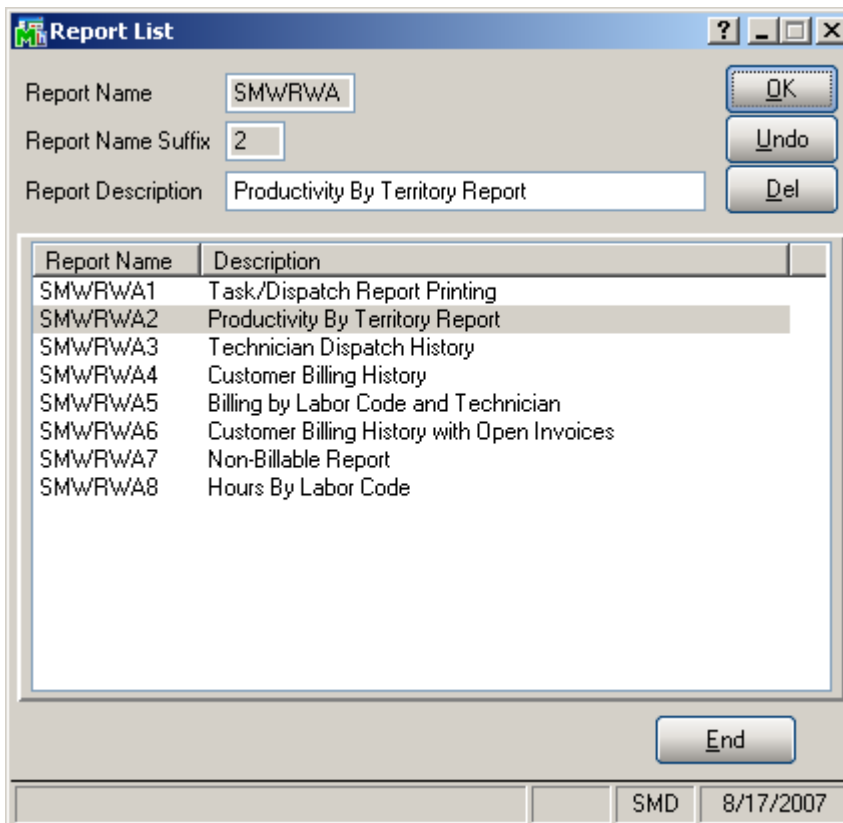
Click the **Print** button to open the **Task/Dispatch Report Printing** screen.



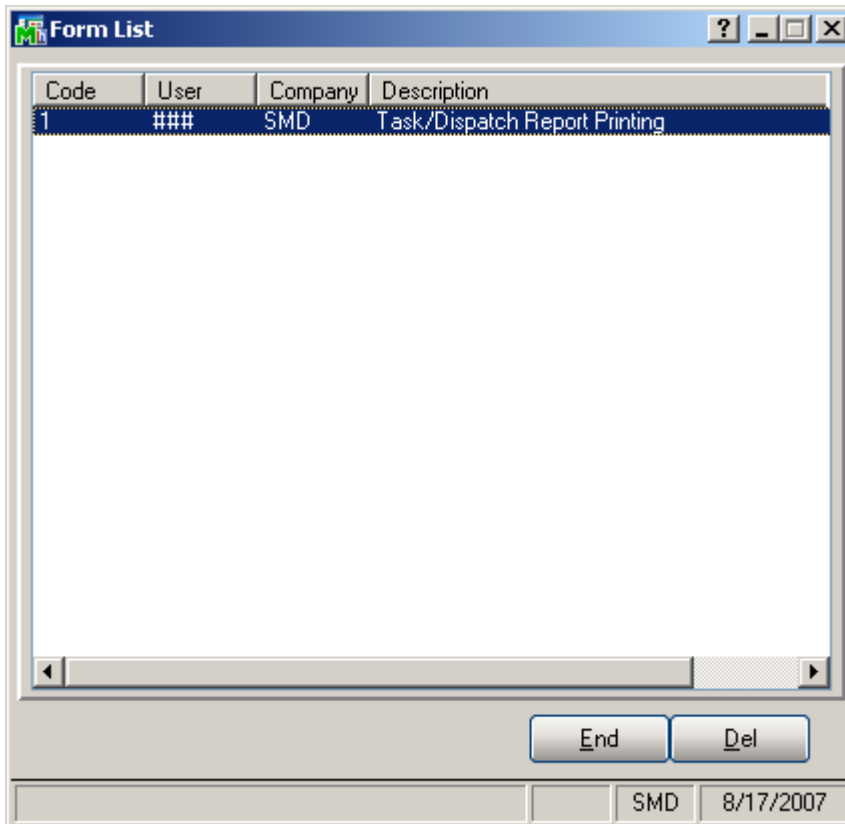
Select **Report Form Code** and number of **Copies**.

Click the **Form** button to edit the form.

Click the **Report List** button to view the list of existing reports, add new reports and delete existing ones.



Click the **Form List** button to view the list of existing forms.
You can delete selected forms. Multi-selection is available.



The screenshot shows a window titled "Form List" with a table containing one row of data. The table has four columns: Code, User, Company, and Description. The row contains the values 1, ###, SMD, and Task/Dispatch Report Printing. Below the table are two buttons labeled "End" and "Del". At the bottom of the window, there are two small text boxes containing "SMD" and "8/17/2007".

Code	User	Company	Description
1	###	SMD	Task/Dispatch Report Printing

End Del

SMD 8/17/2007

Customer Open Sales Details Report

The **Customer Open Sales Details Report** prints expected payments and deposits information for the selected Customers.

Customer Open Sales Details Printing (SMD) 8/17/2007

Report Setting: STANDARD

Description: Customer Open Sales Details Report

Setting Options:

- Type: Public
- Print Report Settings:
- Number of Copies: 1
- Default Report:
- Three Hole Punch:
- Collated:

1. Main | 2. Select

Sort Report By: Customer Number

Options:

- Print only customers with debts:
- Exclude Applied Invoice:
- Include Updated Deposits:
- Sum Up Payments:
- Include Deposit Starting Date: 7/18/2007
- Include Deposit Ending Date: 8/17/2007

Deferred

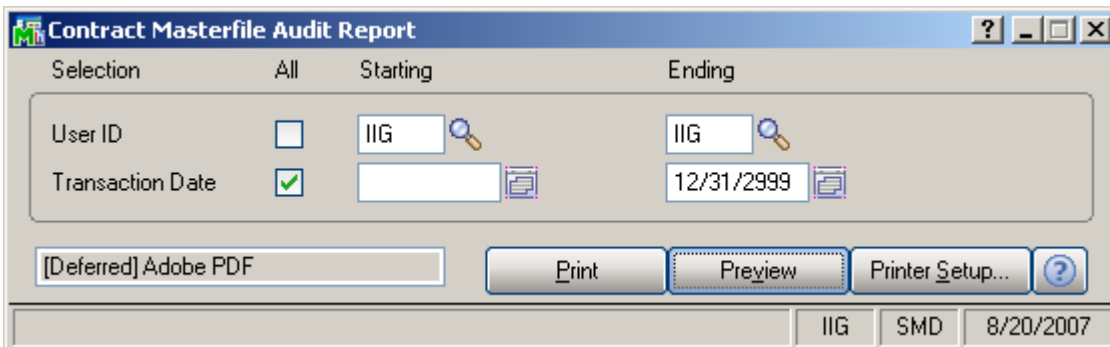
Recalc Aging | Print | Preview | Setup

Click the **Preview** button to display the report

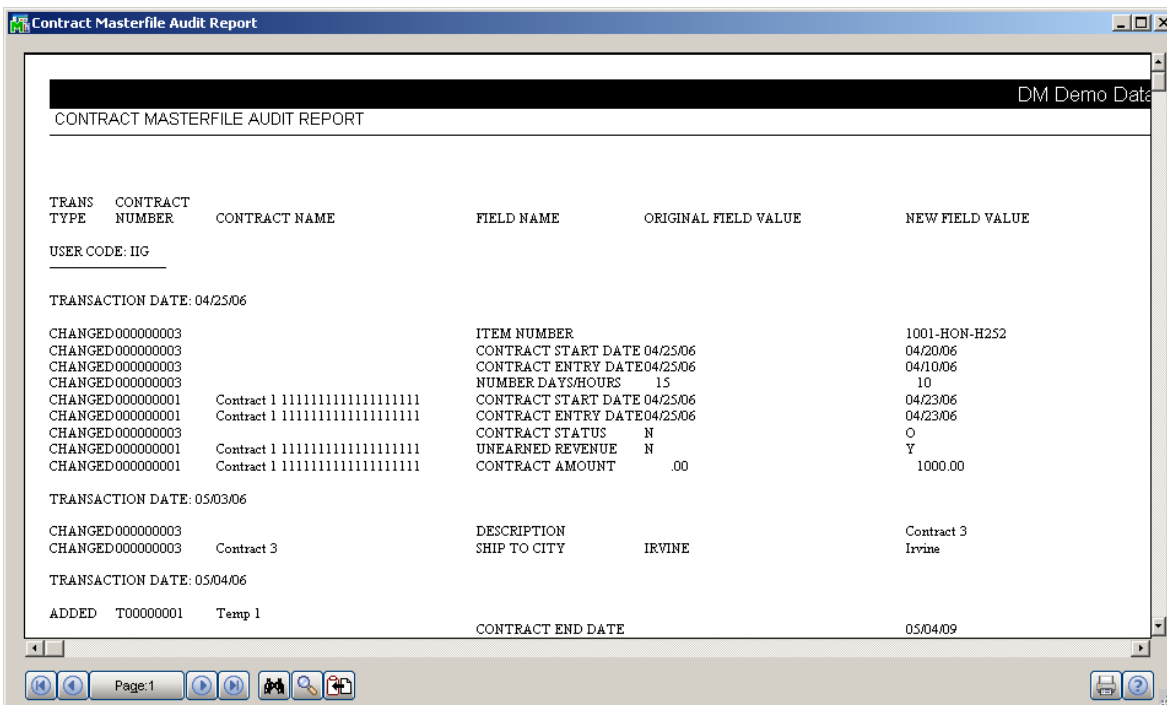
Source	Trans Number	Trans Date	Amount	Apply To	SO Dep Ref	So Dep	Balance
01-ABF American Business Futures II							
SO	0000006	5/2/2003	7,474.78			0.00	7,474.78
SO	0000008	5/2/2003	7,107.44			0.00	7,107.44
SO	0000010	5/7/2003	2,700.00			0.00	2,700.00
SO	0000004	5/12/2003	18,759.48			0.00	18,759.48
SO	0000013	5/15/2003	23,395.82			0.00	23,395.82
SO	0000015	5/20/2003	22,630.29			0.00	22,630.29
SO	0000012	5/22/2003	1,350.00			0.00	1,350.00
SO	0000020	5/25/2003	7,570.58			0.00	7,570.58
SO	0000001	5/31/2003	4,526.18			0.00	4,526.18
SO	0000002	5/31/2003	7,060.17			0.00	7,060.17
SO	0000003	5/31/2003	11,037.48			0.00	11,037.48
SO	0000005	5/31/2003	3,438.40			0.00	3,438.40
SO	0000007	5/31/2003	22,386.95			0.00	22,386.95
SO	0000009	5/31/2003	5,568.75			0.00	5,568.75
SO	0000011	5/31/2003	12,506.32			0.00	12,506.32
SO	0000017	5/31/2003	19,625.06			0.00	19,625.06
SO	0000016	6/9/2003	16,810.26			0.00	16,810.26
SO	0000019	7/3/2006	106.00			0.00	106.00
SO	0000022	9/8/2006	857.50			0.00	857.50
SO	0000023	9/8/2006	5,107.36			0.00	5,107.36
SO	0000025	10/19/2006	1,700.00			0.00	1,700.00
Total Sales Orders							201,718.82
AR-INVC	0100064	5/4/2006	0.00			0.00	84.00
AR-INVC	0100076	5/6/2006	0.00			0.00	4,036.36
AR-INVC	0100077	5/6/2006	0.00			0.00	834.00
AR-INVC	0100078	5/6/2006	0.00			0.00	523.90
AR-INVC	0100079	5/30/2006	0.00			0.00	21.32
AR-INVC	0100081	6/2/2006	0.00			0.00	168.00
AR-INVC	0000122	1/31/2010	0.00			0.00	850.00
AR-INVC	0100054	3/1/2010	0.00			0.00	407.40

Contract Masterfile Audit Report

The **Contract Masterfile Audit Report** prints the contract changing information according to the **Track Contract Masterfile Changes** setting in the **Service Management Options**.



Selection can be done by **Transaction Date** and **User ID** (or Terminal ID, if there is no user defined in the system).



Weekly Productivity Report

The **Weekly Productivity Report** prints the billing of the techniques.

Weekly Productivity Report Printing

1 of 1 100% Total2 100% 2 of 2

WEEKLY PRODUCTIVITY REPORT Service demo data

2006, April

Technician Name	Total Hours			Total Amount			Total Hours			Total Amount		
	Total Hours	Non Billable Hours	Billable Hours	Total Amount	Total Hours	Non Billable Hours	Billable Hours	Total Amount	Total Hours	Non Billable Hours	Billable Hours	Total Amount
Smith Adam	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Smith Eva	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Totals				\$-				\$-				\$2,266.00

Smith Adam				1,756.50
Smith Eva				509.50
Totals				2,266.00

	3.00	585.5	
	0.00	0.0	
Totals	3.00		

TH	WH	STATUS	NH	BH
168	14.65	0.09	0.00	14.65
168	8.01	0.05	0.00	8.01
Total Hours			22.66	

The Inquiries Menu

Task Inquiry

The **Task Inquiry** program enables viewing the active tasks.

The screenshot shows the 'Task Inquiry' application window. At the top, there are input fields for 'Task Number' (0000001), 'Description' (Task 1), 'User ID' (000), 'Entry Date' (11/15/2006), and 'Entry Time' (11:30AM). Below these are several rows of task details, each with a text input field and a label: 'Task Type' (new i), 'Priority Code' (1), 'Task Status' (Entered), 'Cust PO' (22222223), 'Customer No.' (01-ABF), 'Job Site Code' (25), 'Contract No.' (000000031), 'Nature of Task' (INST), 'Preferred Tech.' (EVA), 'Item Number' (1001-HON-H252), and 'Lot/Serial No.' (empty). To the right of these fields are buttons for 'Credit...', 'More Info...', 'Item Info...', and 'Quick Print...'. At the bottom of the details section, there is a 'Territory' field (CAL) and a 'calif' label. Below the details is a table with columns: 'Dispatch No.', 'Dispatch Date', 'Technician', 'Technician Name', and 'Status'. The table contains 8 rows of data. At the bottom of the window, there are navigation buttons (back, forward, etc.), an 'OK' button, and a help button. The status bar at the very bottom shows 'SMD' and '8/17/2007'.

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	04/25/06	EVA	Eva ee 11	Closed
0002	04/25/06	ADAM	Smith Adam	Open
0003	04/25/06	ADAM	AAAAAa bbbbbb	Wait. for Rcpt.
0004	05/05/06	A	technic A	Closed
0005	05/06/06	A	technic A	Closed
0006	05/06/06	ADAM	AAAAAa bbbbbb	Closed
0007	11/07/10	BOB	Bob Jackson	Wait. for Rcpt.
0008	12/21/06	BOB	Bob Jackson	Open

You can use the buttons to view the additional information on the selected task.

Select a Dispatch in the dispatches list, and click the **Drill Down** button to view the **Dispatch Inquiry** screen.

Task History Inquiry

The **Task History Inquiry** screen is used to locate and view tasks that have been closed.

Task History Inquiry

Task Number: 0000022 Description: User ID: IIG

Close Date: 05/05/2006 Entry Date: 05/05/2006 Entry Time: 17:22

Task Type: new i Cust PO: Priority Code: Item Info...

Customer No.: 01-AVNET Avnet Processing Corp More Info... Credit...

Job Site Code: 2 Irvine Warehouse Quick Print... Clear History

Contract No.: 000000003 Contract 3 Ext

Nature of Task: Preferred Tech.:

Item Number: 1001-HON-H252 HON 2 DRAWER LETTER FLE W/O LK

Lot/Serial No.: Territory:

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	05/05/06	A	technic A	Closed

Navigation: [Back] [Forward] [Search] [Ok] [Help]

Status: SMD 8/17/2007

Component Where-Used Inquiry

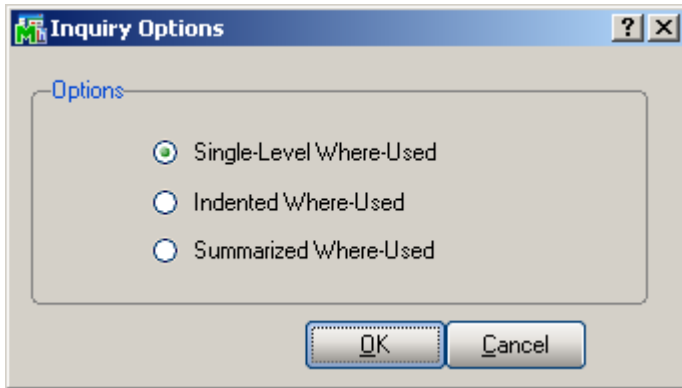
Use **Where-Used Inquiry** to display a complete list of all bills on which a specific item is a component. Included in the review are the parent bill number, revision code, bill type, bill options, quantity, and engineering change dates.

Parent Bill Number	Revision	Type	Option	Qty/Bill
BILL	000	STND	BASE	2.000
D1400	000	KIT	1-11	2.000
D1500	000	STND	BASE	0.000
D1500	000	STND	3-03	1.000
D1700	000	KIT	3-03	1.000
KIT	000	KIT	BASE	2.000

For each component item number entered, you can designate the type of inquiry. The following are three types of available Where-Used inquiries:

- Single-level Where-Used
- Indented Where-Used
- Summarized Where-Used

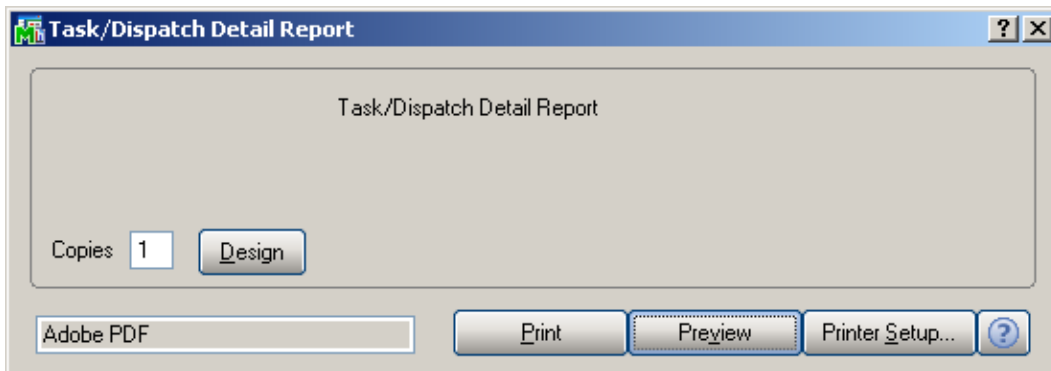
Click the **Options** button to select the type of inquiry.



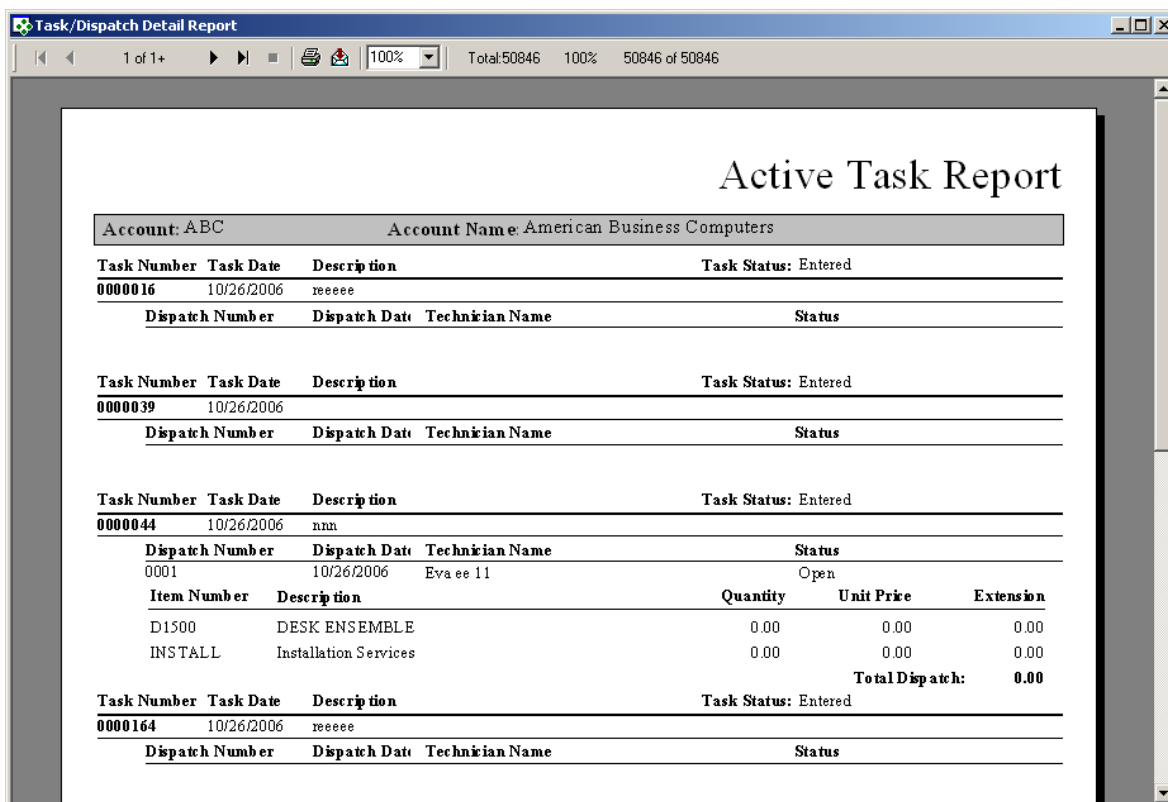
The Custom Reports Menu

Task/Dispatch Detail Report

The **Task/Dispatch Detail Report** prints Task/Dispatch information. If the task includes dispatches, then they will also be printed.



Here is an example of printout:



Modules and Programs in MAS 90 Modified for Service Management

A/R Memo Manager Maintenance

The **RMA Inquiry, RMA Receipts Entry, RMA Data Entry, Contract Maintenance, Quick Dispatch Line Entry, Task History Inquiry, Task Data Inquiry** and **Task Data Entry** tasks have been added to the **Memo Manager Maintenance** program of **Accounts Receivable**.

Memo Manager Maintenance (SMD) 8/21/2007

Module: Accounts Receivable

Memo Type: Customer

Role: Default

Task	Memo Options	Auto Display
12 RMA Inquiry	Hide	<input type="checkbox"/>
13 RMA Receipts Entry	Hide	<input type="checkbox"/>
14 RMA Data Entry	Hide	<input type="checkbox"/>
15 Contract Maintenance	Show	<input type="checkbox"/>
16 Quick Dispatch Line Entry	Show	<input type="checkbox"/>
17 Task History Inquiry	Show	<input type="checkbox"/>
18 Task Data Inquiry	Show	<input type="checkbox"/>
19 Task Data Entry	Show	<input type="checkbox"/>
20 SO Invoice Data Entry	Hide	<input type="checkbox"/>

Buttons: Purge..., Copy..., Accept, Cancel, Print, Help

Sales Order Options

New options have been added to the **Entry** tab for **Bill To Customer** processing in the **Sales Order Options** affecting both **Sales Order** and **Accounts Receivable** modules.

The screenshot shows the 'Sales Order Options (SMD) 8/21/2007' window with the 'Entry' tab selected. The 'Batch Processing' section contains a table with the following data:

Description	Enable	Next Batch
Invoice Data Entry	<input type="checkbox"/>	00001

Below this table, the 'Next Automatic Sales Order Number' is 000049 and the 'Next Automatic Invoice/Shipping Number' is 0000107. The 'Check for Duplicate Customer PO Numbers' checkbox is unchecked, 'Split Commissions Between Salespersons' is checked, and the 'Default Warehouse for Order/Invoice Header' is set to 000. The 'Use Shipping Code to Calculate Freight' dropdown is set to 'Yes'.

The 'Bill to Customer' section, highlighted with a blue box, includes the following options:

- 'Require Job Number During Data Entry' (unchecked)
- 'Allow Jobs to be Created Automatically' (unchecked)
- 'Customer To Update' (dropdown set to 'Bill To')
- 'Salesperson Commission' (dropdown set to 'Bill To Customers')
- 'Use Credit Card' (dropdown set to 'Bill To Customers')
- 'Use Bill To Customer for Divisional Account Substitution' (unchecked)
- 'Use Bill To Customer Terms Code' (unchecked)

At the bottom of the window are 'Accept', 'Cancel', and help icons.

Set **Bill To** in the **Customer To Update** field if you want the postings to be updated for Bill To Customer only, or set it to **Bill To and Ship To**, if you want the postings to be updated for both.

If the **Bill To and Ship To** is selected, you can choose to set **Salesperson Commission** to **Bill To Customers** or **Ship To Customers**.

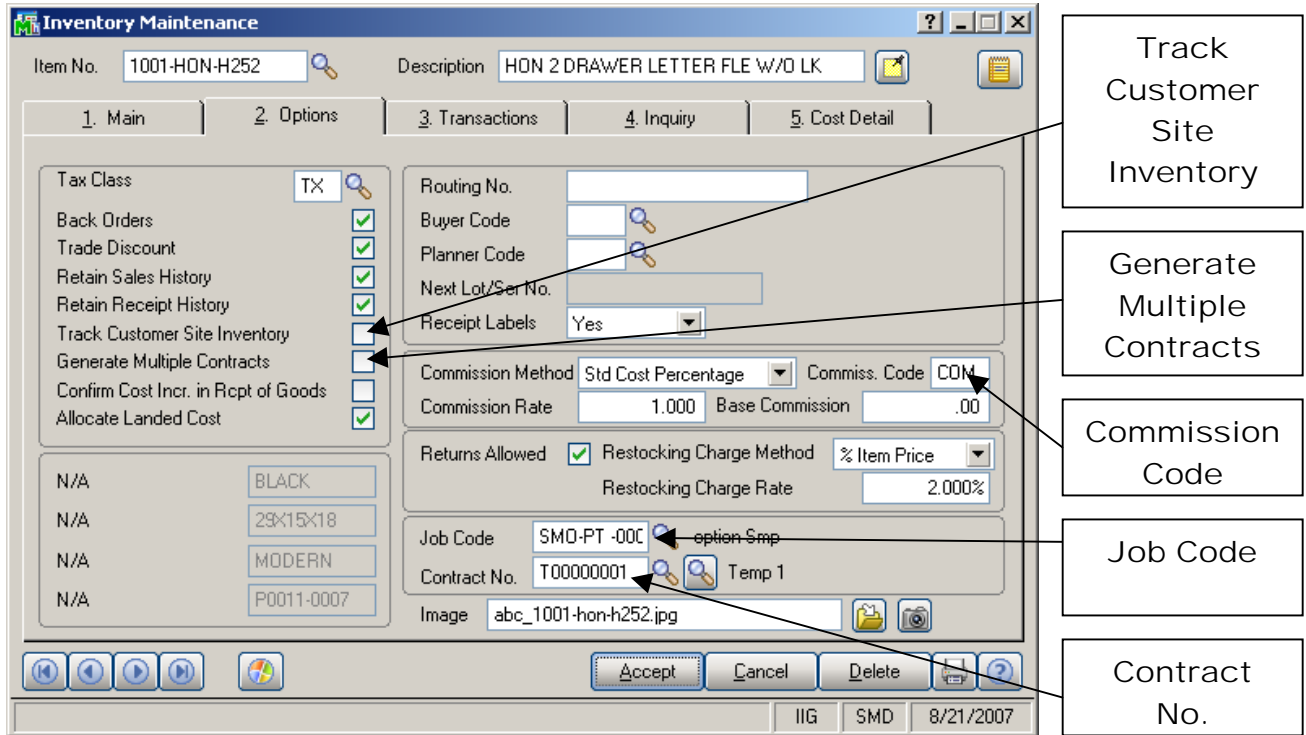
You can choose to **Use Credit Card** of **Bill To Customers** or **Ship To Customers**, independent of other settings.

Check the **Use Bill To Customer for Divisional Account Substitution** box if you want to use the accounts set for the Division of the Bill To Customer.

Check the **Use Bill To Customer Terms Code** box if you want to use the **Terms Code** set for the Bill To Customer.

Inventory Maintenance

The following fields have been added to the **Options** tab of the **Inventory Maintenance** screen.

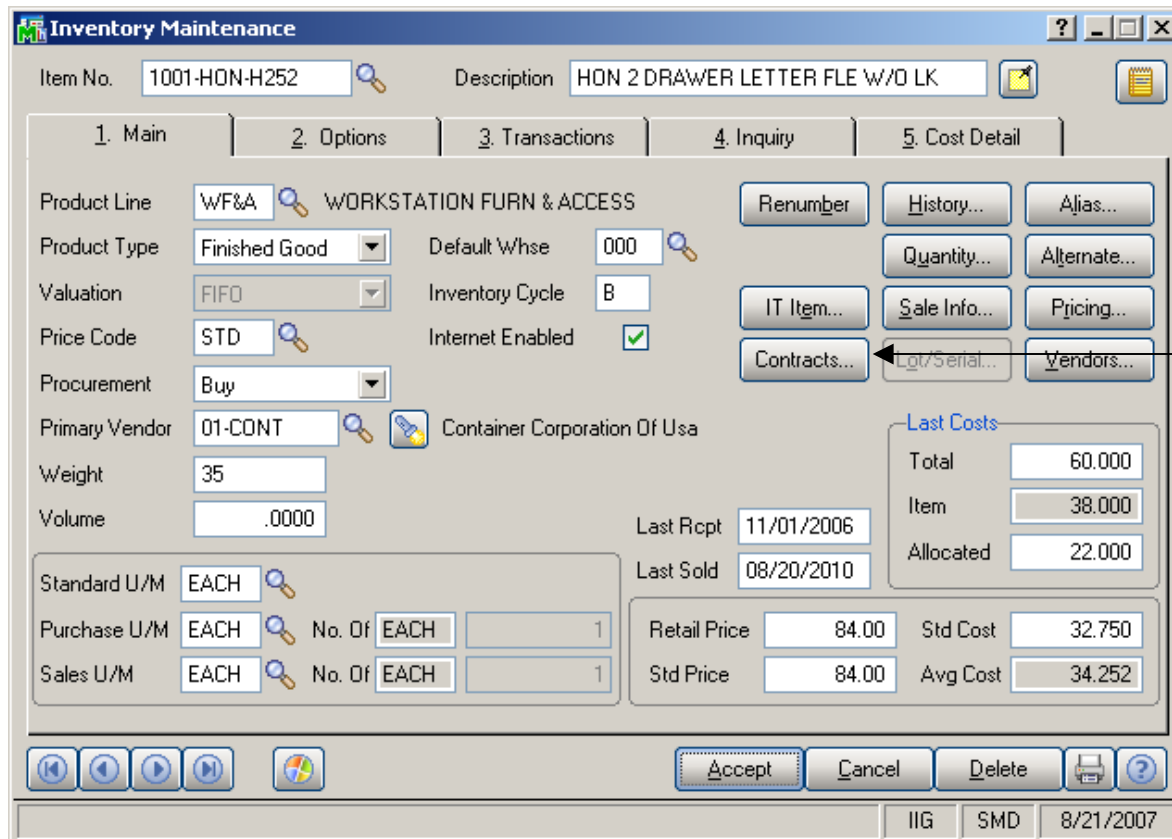


Check the **Track Customer Site Inventory** box to track if the item has been sold to the Customer, for being able to check it when entering item for the task.

If the **Generate Multiple Contracts** box is selected, use the **Contract No.** field to enter a **Template Contract Number** or select it from the Lookup. Separate contracts will be generated automatically for each unit when selling the item.

If Commission Code is set up to the item and that item has been used in SO, then Commission Method is determined by the pair of Salesperson Code of the invoice header and Commission Code of the Item, in other words by the corresponding line of the Salesperson Maintenance. If there is no such line for that item, then calculation is done by standard.

Use the **Job Code** field to enter the desired Job Code for a given item. Whenever the item is sold against a contract, appropriate costing and billing information will be posted to the contract file, organized by Job Code.



The **Contracts...** button, added on the **Main** tab, displays the **Contract Item Pricing Change** screen.

Contract Item Pricing Change

Selection: All Starting Ending

Customer Number: 00- 99-

Contract Number: Also Expired Contracts:

Contract No.	Customer No.	Starting Date	Ending Date	Description	Item Lot/Serial No.	Quantity	Price	New Price	Includ
000000001	01-ABF	04/23/2006	08/25/2008	Contract 1		2.2	84.00	84.00	<input checked="" type="checkbox"/>
000000001	01-ABF	04/23/2006	08/25/2008	Contract 1		3	84.00	84.00	<input checked="" type="checkbox"/>
000000001	01-ABF	04/23/2006	08/25/2008	Contract 1		0	0.00	84.00	<input checked="" type="checkbox"/>
000000002	01-ABF	08/20/2007	08/20/2010	Temp 1		1	75.60	84.00	<input checked="" type="checkbox"/>
000000003	00-BRESLIN	04/20/2006	04/25/2009	Contract 3		3	84.00	84.00	<input checked="" type="checkbox"/>
000000004	01-ABF	08/20/2007	08/20/2010	Temp 1		1	75.60	84.00	<input checked="" type="checkbox"/>
000000009	01-ABF	07/03/2006	07/03/2009	Temp 1		5	84.00	84.00	<input checked="" type="checkbox"/>
000000010	01-ABF	07/03/2006	07/03/2009	Temp 1		3	84.00	84.00	<input checked="" type="checkbox"/>
000000012	01-ABF	08/20/2007	08/20/2010	Temp 1		1	75.60	84.00	<input checked="" type="checkbox"/>
000000013	01-ABF	09/04/2006	08/31/2009	Temp 1		20.222	84.00	84.00	<input checked="" type="checkbox"/>
000000013	01-ABF	09/04/2006	08/31/2009	Temp 1		1	84.00	84.00	<input checked="" type="checkbox"/>
000000014	01-ABF	08/20/2007	08/20/2010	Temp 1		1	75.60	84.00	<input checked="" type="checkbox"/>
000000015	01-ABF	09/04/2006	08/31/2009	Temp 1		20.222	84.00	84.00	<input checked="" type="checkbox"/>
000000015	01-ABF	09/04/2006	08/31/2009	Temp 1		1	84.00	84.00	<input checked="" type="checkbox"/>

Proceed Clear Cancel Update

Click **Proceed** to load records in the grid according to the selections. Click **Update** to apply the changed **Prices**.

Product Line Maintenance

The screenshot displays the 'Product Line Maintenance' window with the following details:

- Product Line:** C&A
- Description:** CABLES & ACCESSORIES
- Product Type:** Finished Good
- Valuation:** Standard Cost
- Price Code:** STD (STANDARD QUANTI)
- Procurement:** Buy
- Receipt Labels:** Yes
- Explode Kit:** Prompt
- Standard U/M:** EACH
- Purchase U/M:** EACH (No. Of EACH: 1)
- Sales U/M:** EACH (No. Of EACH: 1)
- Tax Class:** TX
- Retain Sales History:**
- Back Orders Allowed:**
- Retain Receipts History:**
- Allow Trade Discount:**
- Returns Allowed:**
- Commission Method:** Standard
- Commission Rate:** .000
- Base Commission:** .00
- Inventory Cycle:** C
- Restocking Charge Method:** % Item Price
- Restocking Charge Rate:** 2.000%
- Job Code:** 222-000-000 (job 222)
- Calculate Zero Cost:** (Extension: .00%)

Callout boxes on the right side of the image point to the 'Job Code' field and the 'Calculate Zero Cost' checkbox.

Use the **Job Code** field to enter the desired Job Code for a given product line. Whenever items from this product line will be sold against a contract, appropriate costing and billing information will be posted to the Contract File, organized by Job Code.

The program will search for Job Codes based on priorities. It will search first in the Inventory Master File, then in the Product Line Master File. If the system fails to find Job Codes in either of these master files, then it will use a **Material Job Code** from the **Service Management Options** program.

Check the **Calculate Zero Cost** box to have the programs calculate commission on invoice lines with zero cost. Available only when **Commission Processing** is activated in **Service Management Options**.

Customer Maintenance

The **Territory Code** field and the **Hours** button have been added under the **Main** tab in the **Customer Maintenance** screen.

Bill to Customer No. by default displays the same selected customer number. Enter different customer number or select it from the lookup list.

The **Bill To Customer** information is included in the **Customer Listing** printout.

The **Bill to Name** field displays the description of the Bill to Customer.

The **Territory Code** can be entered from the **Main** tab when the customer does not have several **Ship To Addresses**. The **Territory Code** also can be entered from the **Customer Ship To Address** portion of the **Customer Maintenance** screen. Together with the **Territory Code** in the **Technician Master File**, this code can be used to filter out the tasks that can be dispatched to a given technician.

Use the **Hours** button to enter the **Customer Ship to Hours** screen to maintain the daily opening and closing times for the customer job site. These hours can be viewed during **Task Data Entry** and **Dispatch Data Entry**.

	Open Time	Close Time
Monday	9:00AM	6:00PM
Tuesday	9:00AM	6:00PM
Wednesday	9:00AM	6:00PM
Thursday		
Friday		
Saturday		
Sunday		

Customer Maintenance (SMD) 8/21/2007

Customer No. 01-AVNET
Name Avnet Processing Corp

Customer Credit Limit Is Exceeded

1. Main | 2. Additional | 3. Statistics | 4. Summary | 5. History | 6. Invoices | 7. Transactions | 8. 8/0's

Comment
Open Item Customer
Temporary Customer
Internet Enabled

Data Entry
Item Code
Price Level 1
Diff Pymt Type NONE
Discount Rate 5.000%
Fin Charge Rate 1.500% Bill Freq Code

Printing
Sort AVNET
Customer Type A1
Statement Cycle M
Print Dun Message
Batch Fax

Primary Credit Card Information
CC Number *****1111
CC Pymt Type AMEX American Express
Cardholder Name Avnet Processing Corp
Expiration Date 10/2012

Contract is Required for Task
Customer PO Number is Required for Task
Default Task Number

Tasks...

Accept Cancel Delete

Bill Freq Code

Contract, Cust. PO Required for Task

Tasks

Default Task Number

Enter a letter or number for the **Bill Frequency Code** to denote a scheme of Billing Frequency.

The **Contract and Customer PO Number is Required for Task** check boxes have been added to the **Additional** tab of the **Customer Maintenance** screen.

When one of the boxes is checked, the program will not accept Task Entries without **Contract** or **Customer PO** specified, correspondingly.

You can select the **Default Task Number** to be displayed automatically when selecting the customer in the **Quick Dispatch Line Entry** program.

Click the **Tasks** button to view the tasks of the customer. You can select to display or not **Active** tasks and tasks from **History**.

On the **Tasks** screen, the **Task Zoom** button displays the **Task Inquiry** screen for the selected **Active** task or the **Task History Inquiry** if the task is from **History**.

Tasks [?] [X]

Active History

Contract No^	Task No	Task Status	Nature of Task	Pref. Tech	Disp.(Open/Closed)	Active/History
	0080481	Entered			0/0	Active
	0080482	Entered	INST		0/0	Active
	0080483	Entered	INST		0/0	Active
	0080484	Entered			0/0	Active
	0080485	Entered			0/0	Active
	0080486	Entered	INST		0/0	Active
	0080487	Entered	INST		0/0	Active
	0080488	Entered			0/0	Active
	0080489	Entered			0/0	Active
000000003	0000003	Reservation			2/3	Active
000000003	0000006	Entered	INST	EVA	1/0	Active
000000003	0000007	Entered		EVA	1/0	Active
000000003	0000012	Entered			0/0	Active
000000003	0000013	Entered			0/1	Active
000000003	0000014	Entered	INST	EVA	0/0	Active
000000003	0000017	Entered	INST	EVA	0/0	Active

OK

Customer Ship-To Address Maintenance [?] [X]

Location Code: 1 [Refresh] [Previous] [Next] [Home] [End]

Name: Ann [Primary]

Address: 3361 W. Kenosha [Map] Residential Address **Hours** button

 Powers Building

 Suite 100

ZIP Code: 53120

City: Racine State: WI

Country: USA [Map] United States of America

Telephone: [] Ext: []

Fax: [] Batch Fax:

E-mail Address: [] [Envelope]

Contact: [] [Map]

Warehouse: [] [Map]

Salesperson: 0200 [Map] Shelly Westland

Territory Code: NORTH [Map] Region North Territory Code

Sales Tax

Tax Schedule: WI [Map] Wisconsin Exemptions...

Calculate taxes on Labor Items: Calculate taxes on Labor Items

Accept Cancel Delete [Print] [Help]

The **Territory Code** field has been added to the **Customer Ship To Address** portion of the **Customer Maintenance** screen. In conjunction with the **Territory Code** in the **Technician Master File**, this code can be used to filter out the tasks that can be dispatched to a given technician.

Use the **Hours** button to enter the **Customer Ship to Hours** screen to maintain the daily opening and closing times for the customer job site. These hours can be viewed during **Task Data Entry** and **Dispatch Data Entry**.

Check the **Calculate taxes on Labor** box to use the **Tax Classes** on Dispatch Lines, when the Ship to Address is selected for the task. This option is unavailable if the **Calculate taxes on Labor** is set to **No**.

Sales Order Entry

Here are the changes on the **Sales Order Entry** screen.

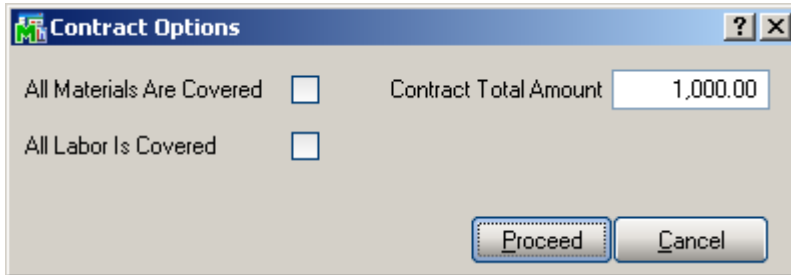
The **Bill To Customer No.** field displays the customer number set in the **Customer Maintenance** program. You can select a different Bill To Customer for the current order.

Use the **Contract No.** field to enter a **Contract Number** in order to sell items against that contract. Any existing contract can be selected using the **Lookup** button (the Template contracts are not displayed in the lookup).

Click the **Contract Memo** button to specify Memo for current customer.

You can also create a new contract clicking the **Next Contract No.** button.

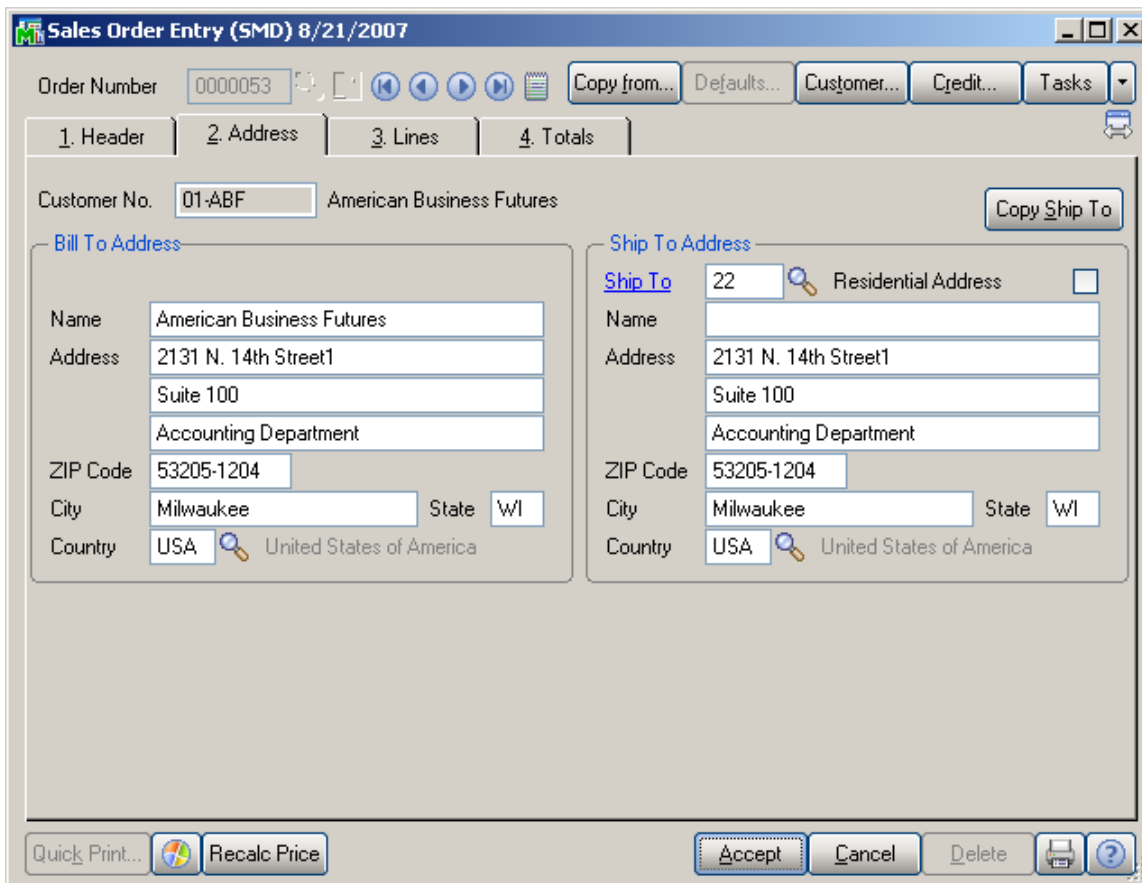
The **Contract Options** screen is opened to allow setting the **All Materials Are Covered**, **All Labor Is Covered** options and enter **Contract Total Amount**.



The screenshot shows a dialog box titled "Contract Options" with a standard Windows window border. Inside the dialog, there are two checkboxes: "All Materials Are Covered" and "All Labor Is Covered", both of which are currently unchecked. To the right of these checkboxes is a text input field labeled "Contract Total Amount" containing the value "1,000.00". At the bottom of the dialog, there are two buttons: "Proceed" and "Cancel".

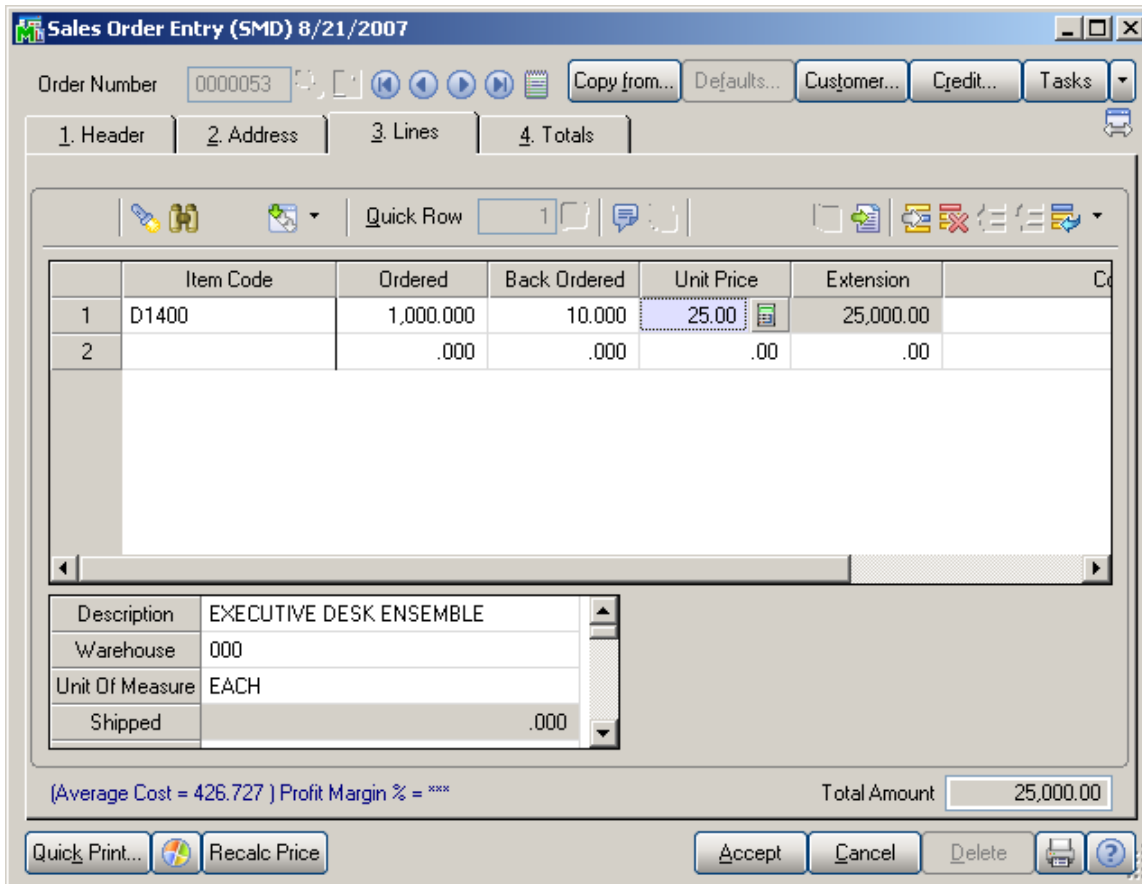
Note that attached contract can be changed for each item separately. If the **Use Item contract instead of Order Contract** box is checked in the **Service Management Options** program, items generating tasks will have attached contracts specified for them in the **Inventory Maintenance** program.

The **Address** tab includes the Bill To Customer Address information.



The program displaying Credit information checks the Credit Limit for the Bill To Customer instead of the main (Ship To) Customer.

Select a line on the **Lines** tab of the **Sales Order Entry** screen. Click in the **Unit Price** field to see the **Average Cost** information in the status line at the bottom of the screen.



The **Item Price Lookup** screen opened from the **Lines** tab of **Sales Order Entry** has been modified to display **Contract Price** for all the **Steps**, if there is **Contract** on the Sales Order and the selected Item has Price specified on the **Item Prices** tab of that Contract.

Item Price Lookup [?] [X]

Item Code: EXECUTIVE DESK ENSEMBLE

Price Level: Price Code-Price Level: STD-1Standard

Pricing Method:

Std Cost: Std Price:

Sale Starting Date:

Sale Ending Date:

Sale Price:

Contract Number - 000000001

Starting Date: Ending Date: All Materials Are Covered:

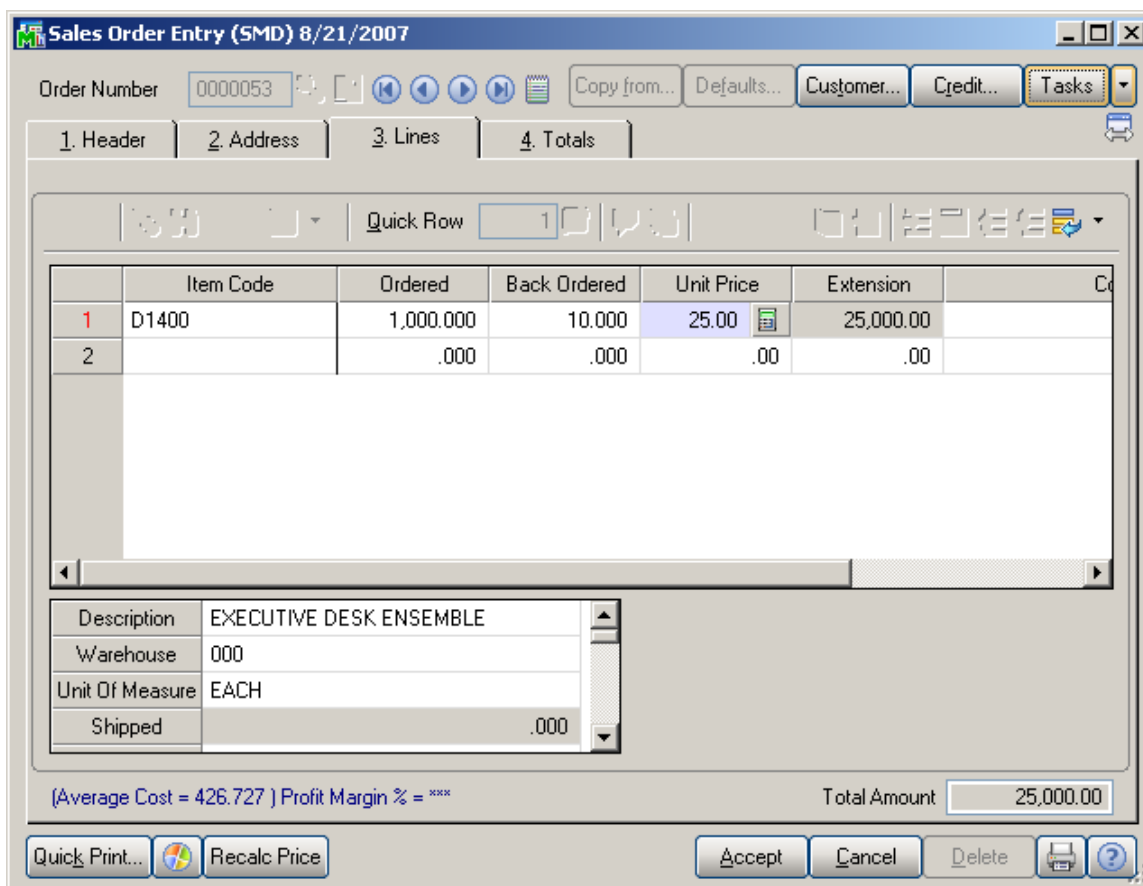
Order Qty: U/M: Unit Price: Extension:

Step	From Qty	To Qty	% Discount	Unit Price	Contract Price
1	<input type="text" value="1.000"/>	<input type="text" value="4.000"/>	<input type="text" value=".00"/>	<input type="text" value="1,700.00"/>	<input type="text" value=".00"/>
2	<input type="text" value="5.000"/>	<input type="text" value="9.000"/>	<input type="text" value="3.00"/>	<input type="text" value="1,649.00"/>	<input type="text" value=".00"/>
3	<input type="text" value="10.000"/>	<input type="text" value="24.000"/>	<input type="text" value="7.00"/>	<input type="text" value="1,581.00"/>	<input type="text" value=".00"/>
4	<input type="text" value="25.000"/>	<input type="text" value="999,999.000"/>	<input type="text" value="10.00"/>	<input type="text" value="1,530.00"/>	<input type="text" value=".00"/>
5	<input type="text" value=".000"/>	<input type="text" value=".000"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Generation allows generating tasks for the Sales Order Header as well as tasks for the order lines.

In the **Lines** tab, tasks can be generated only for order lines with miscellaneous or special items.

Enter the miscellaneous/special items, select the line and click the **Generation** button.



For generating a task for Header, click the **Generation** button. The **Generate Tasks** screen will be displayed with the selected **Generate Tasks For Header** check box.

In the **Task Fields** section, you can change the **Next Task Number**, **Contract No.** for the generating tasks.

Generate Tasks for Header

Task Fields

Next Task Number: 0131298

Customer No.: 01-ABF American Business Futures

Contract No.: 000000001 Contract 1

Routing Number: [Empty]

Bill Number: D1400 EXECUTIVE DESK ENSEMBLE

Options: 11

Generate Cancel

Tasks can be generated with Routing or Billing (when both the **Routing Number** and **Bill Number** fields are empty, the **Generate** button will be disabled).

When the **Routing Number** is specified, tasks will be generated for those steps of that routing, which have the **Generate Task** checked in the **Routing Maintenance**.

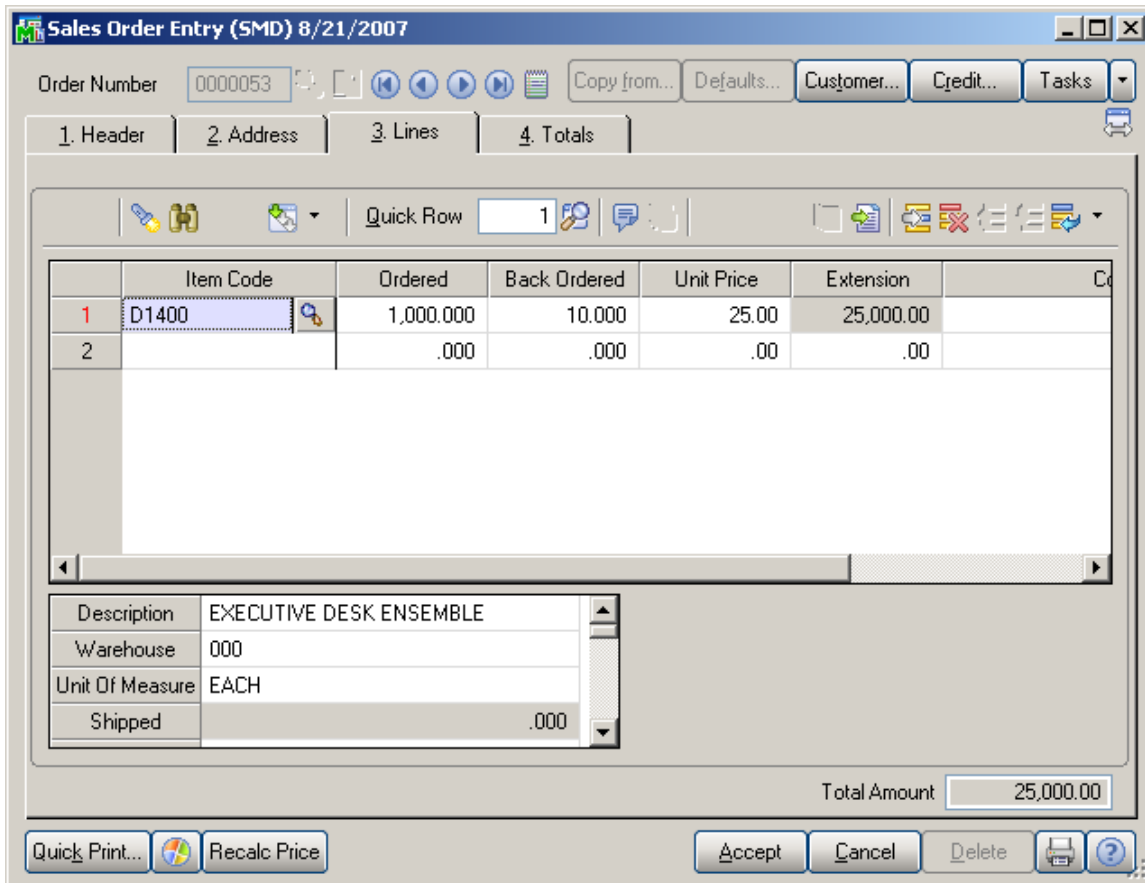
If you select a Routing Number and click the **Generate** button, that Routing will be used when generating tasks.

If you select a Bill Number, the **Options Selection** screen will be displayed, where you can change options.

Once tasks are generated, this operation cannot be repeated, but the method of generation applied to a special item can be viewed. Click the **Generate** button to open the **Generate Tasks** screen. The fields are now display-only (the same is correct when tasks are generated for Header).

The Number of Special or Miscellaneous Item from which a task was generated is written in the Extended Task Description. It can be viewed from the Task Data Entry screen by clicking the corresponding button.

You can change the information related to the tasks generated for Sales Order Header and Order lines.



Click the **Tasks** button to display the **Sales Order Tasks List** screen.

Task No.	Description	Task Date	Quote Hours	Quote Amount	Tech. Code	Type
1	nnn	8/21/2007	.00	.00	BOB	service type 11
2	reeeee	8/21/2007	.00	.00	EVA	Support
3		8/21/2007	.00	.00		service type 11
4	New Task	8/21/2007	.00	.00	BOB	service type 11
5	reeeee	8/21/2007	.00	.00	EVA	Support
6		8/21/2007	.00	.00		service type 11

Order Number: 0000053 Customer No.: 01-ABF American Business Futures

OK

The **Task #** and **Task Date** are display-only fields.

You can edit **Description** and open for editing **Task Description Maintenance** using the corresponding button.

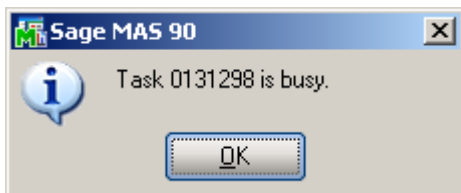
Task: 0131298 New Task

New Task

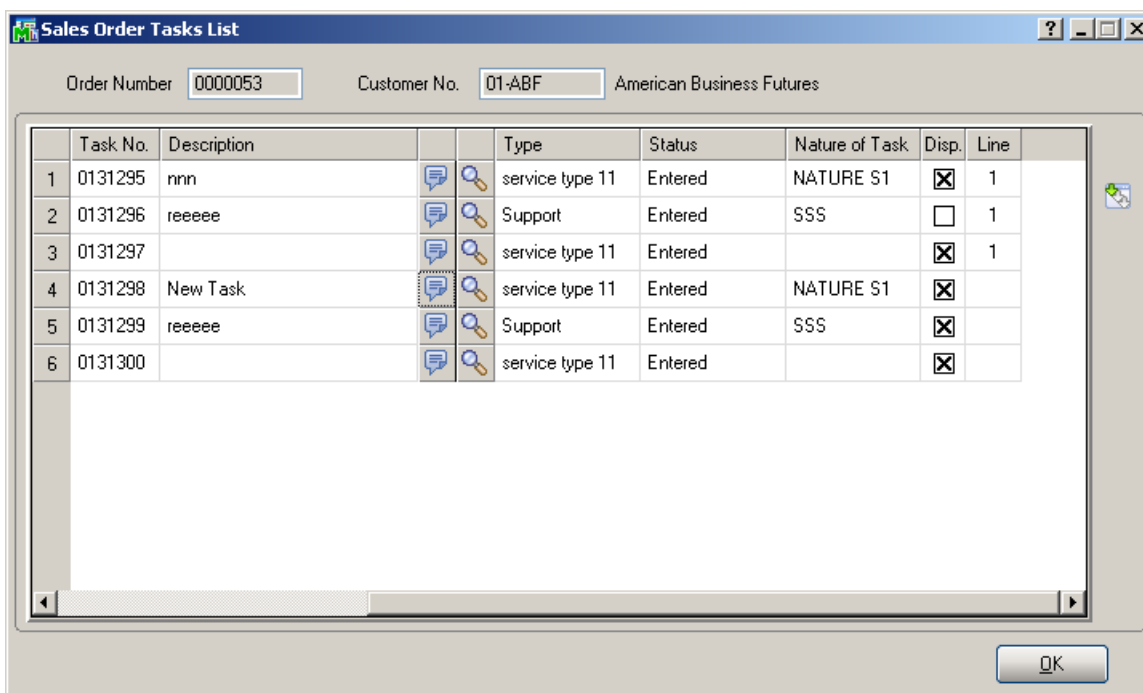
Spell Check OK Cancel

The **Quote Hours** and **Quote Amount** fields for generated tasks can be entered from the **Sales Order Tasks List** screen.

If you are trying to change Quotes for a task in use, the following message will be displayed:



The **Technician Code** can be typed in directly or selected from the list by clicking the Lookup button. Another Lookup button will appear with the list of technicians with preferred skills for performing the task.



The **Type, Status, Nature of Task** fields are display-only.

If a task has dispatches, there is a checkmark in its **Disp.** column.

The **Line** column shows the line number of the line for which the task is generated, or it is empty when the tasks are generated for the Sales Order Header.

You can use the **Task Zoom** button to open the **Task Inquiry** screen to view the selected task information.

The screenshot shows the 'Task Inquiry' window with the following fields and data:

- Task Number: 0131295
- Description: nnn
- User ID: IIG
- SO Number: 0000053
- Entry Date: 08/21/2007
- Entry Time: 1:19PM
- Task Type: service type 11
- Priority Code:
- Task Status: Entered
- Cust PO:
- Customer No.: 01-ABF (American Business Futures)
- Job Site Code: 22
- Contract No.: 000000001 (Contract 1)
- Nature of Task: NATURE S1 (Nature S1)
- Preferred Tech.: BOB (Bob Jackson)
- Item Number: D1400 (EXECUTIVE DESK ENSEMBLE)
- Lot/Serial No.:
- Territory:

Buttons: Credit..., More Info..., Item Info..., Quick Print...

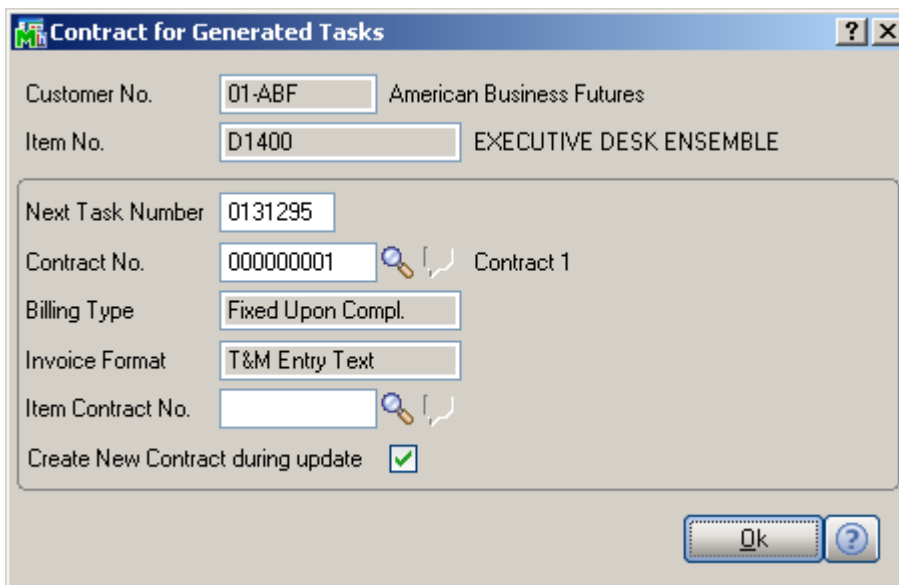
Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	08/21/07	EVA	Smith Eva	Open

Bottom status bar: IIG SMD 8/21/2007

The **Customer Memo** and **Contact Memo** buttons have been added to the **Task Inquiry** screen.

If the item being entered has a Bill of Materials, and that Bill of Materials has Routing with steps marked as generating tasks, so tasks will be generated at the moment the line is accepted. The program can also generate contract for these newly created tasks.

For items with Bill of Materials, after clicking the **OK** button to accept the line, the **Contract for Generated Tasks** screen is displayed.



The screenshot shows a window titled "Contract for Generated Tasks". It contains the following fields and values:

- Customer No.: D1-ABF American Business Futures
- Item No.: D1400 EXECUTIVE DESK ENSEMBLE
- Next Task Number: 0131295
- Contract No.: 000000001 Contract 1
- Billing Type: Fixed Upon Compl.
- Invoice Format: T&M Entry Text
- Item Contract No.: (empty)
- Create New Contract during update:

Buttons: Ok, ?

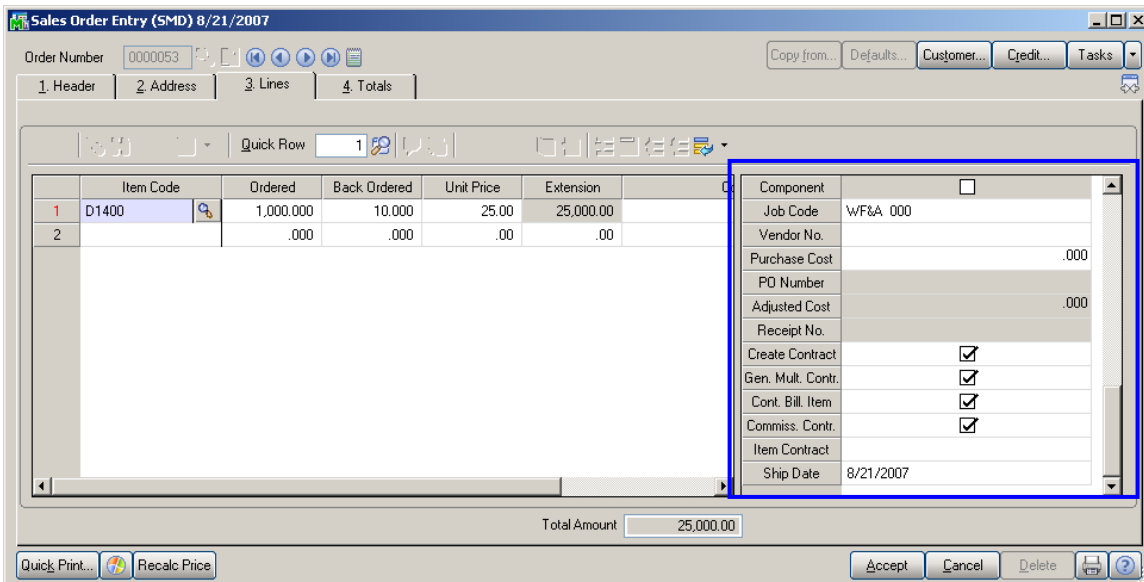
The **Contract Number** field displays the Contract Number specified in the **Header** tab of the Sales Order. If the **Use Item contract instead of Order contract** box is checked in the **Service Management Options** program, the contract set for the item in the **Inventory Maintenance** program will be used instead of the contract of the Sales Order. In this case, the **Create New Contract during update** box will be cleared automatically, and the **Item Contract Number** field will be disabled. If the **Contract Number** is a number of a template contract, or it is the number of the contract specified for the item in the **Inventory Maintenance** program, a new contract will be created at the moment of clicking the **Ok** button. The specified Contract Number will be assigned to the generated Task. The generated contract will have the **Total Amount** equal to the **Extension** of the Line.

At the bottom of the **Lines** tab of the **Sales Order Entry** screen displays additional information for the selected Line. The view will be changed when clicking the **Change View** button.

The following fields are visible only for regular items, not generated from the labor lines of dispatch.

Vendor No and **Purchasing Cost** set in the Inventory Maintenance can be changed here for the selected line. After generating Purchase Order in the **Auto Generate Orders Selection** program, the **PO Number** is displayed. The **Adjusted Cost** displays the cost of receiving along with the **Receipt Number**, after updating corresponding Receipt of Goods.

If the specified **Purchase Cost** exceeds the Price, the following warning is displayed:



The **Create Contract**, **Generate Multiple Contracts**, and **Item Contract** fields display the settings of the **Contract for Generated Tasks** screen for the Items having Bill of

Materials, and the settings of the Inventory Maintenance screen for all other items.

If no contract is specified for the item, the **Create new Contract during update** box is cleared. It can be checked, and then a Contract number can be selected in the **Item Contract** field.

The Contract number in the **Item Contract** field can be changed to generate a contract other than specified in the Inventory Maintenance.

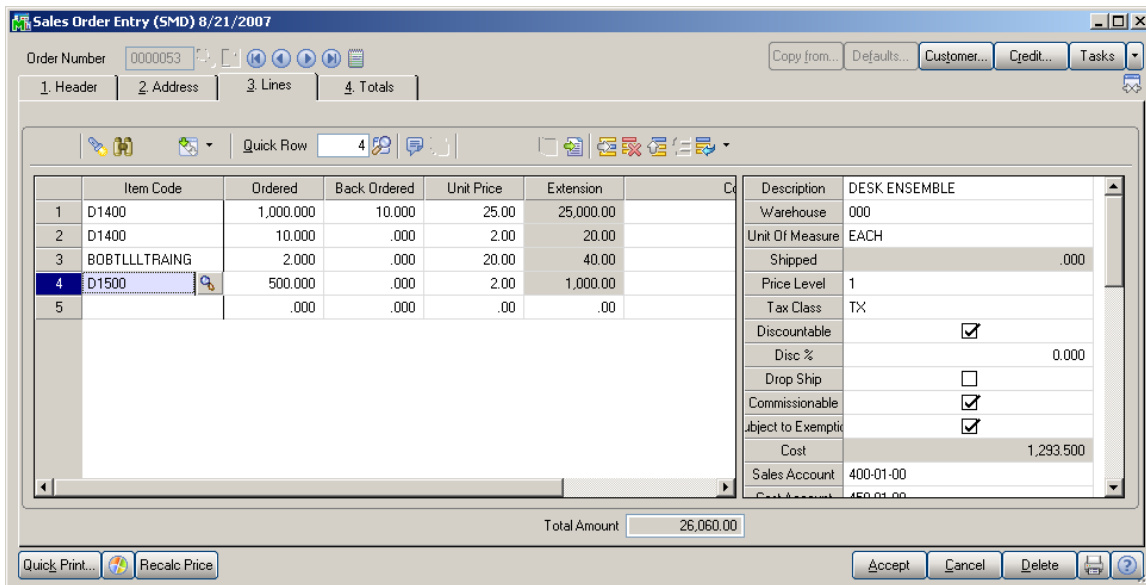
Check the **Generate Multiple Contracts** box to generate separate contract for each unit. (In this case, the number of generated contracts will be equal to the Quantity Ordered of the Line.)

According to the **Contract Bill Item** check box it is determined to which contract the Invoice will be billed to during Invoice update. If the check box is selected for entire line, the Invoice will be billed to current Item's generating contract.

These tasks might be viewed and dispatched further in Service Management's Task Data Entry and Dispatch Data Entry programs.

When a **Bill Item** with **Routing** having **Manufacturing Step** is entered in a Sales Order, after Task is created for it, Dispatch is created under that Task, and Labor Charge line is created in that Dispatch, with the **Labor/Skill** and **Technician** specified for that Step of the Routing.

Here are the Tasks generated for the Bill Items:



Here is the Dispatch generated for the Manufacturing Step:

Dispatch Data Entry

Task Number: 0103301 Training Quick Print... I abs... User ID: IIG

Dispatch No.: 0001 Starting: 07/03/2006 5:07PM Ending: 08/21/2007 2:41PM

Dispatch Date: 08/21/2007 Status: 0 Open Tech. Code: EVA Smith Eva

Item / Kit Number: D1500 Description: DESK ENSEMBLE Tax Class: TX DC: DS: CM: Disc %: .00%

Whse: 000 PL: 1 U/M: EACH Ordered: 20.000 Unit Price: 1581.00 Extension: 31,620.00

Line	Item Number	Description	SE	TC	DC	DS	CM	Disc %
	Whse	PL	U/M	Ordered	Unit Price	Extension		
1	D1500	DESK ENSEMBLE	Y	TX	Y	N	Y	.00%
	000	1	EACH	20.000	1581.00	31,620.00		

Ins Del Total Amount: 31,620.00

⏪ ⏩ ⏴ ⏵ Labor Accept Cancel Delete ?

IIG SMD 8/21/2007

Labor Charge Data Entry

Task Number: 0103301 Dispatch No.: 0001 Dispatch Date: 08/21/2007 Starting: 07/03/2006 5:07PM
 Ending: 08/21/2007 2:41PM

Technician Code: BOB Bob Jackson Tax Class: NT

Labor/Skill Code: TRAIING Desc: Training

Starting Date/Time: 08/31/2007 10:00AM Disc %: .00% Hours Spent: 0.000 Billing Rate: 20.00 Extension: 2.00 Imported to JC: Overtime:

Line	Technician No. Labor/Skill Code	Technician Name Description	Hours Spent	Billing Rate	TC	Disc % Extension
1	BOB TRAIING	Bob Jackson Training	0.000	20.00	NT	.00% 2.00

Overtime: 0.00 Total Amount: 2.00

IIG SMD 8/21/2007

When Manufacturing Dispatch is Closed, the program displays the Production Entry screen, with the Bill number and Quantity loaded.

Production Entry

Entry Number 0000003 Production Date 08/21/2007 Batch 00003 Defaults...

1. Header 2. Lines

Bill Number D1500 Description DESK ENSEMBLE

Revision KIT Bill Type Standard

Option Code

Quantity 500.000 U/M EACH

Parent Warehouse 000 MAIN WAREHOUSE

Component Warehouse 000 MAIN WAREHOUSE

Explode Sub-Assemblies

Accept Cancel Delete

IIG SMD 8/21/2007

Indicate **Lot Number**, if the Bill is Lot Item, then go to the **Lines** tab, make distribution for Lot/Serial items, if any, and finish creating Production entry with the **Accept** button.

Production Entry

Entry Number: 0000003 Production Date: 8/21/2007 Batch: 00003

1. Header 2. Lines

Line	Item Number	Revision	Whse	Qty/Bill	Extend Qty	U/M	Cost	Dist	
1	D1000		000	0.000	0.000	BOX	FIFO		
2	D2000		000	1.000	500.000	EACH	FIFO		
3	D2000-CD		000	20.000	10,000.000	EACH	FIFO		
4	/C	Comment Line							

IIG SMD 8/21/2007

No **Sales Order** or **Invoice** is generated for **Manufacturing Dispatches** during **Dispatch Closing**.

If **Contract** has been generated for the **Task** during generation in Sales Order, and that **Contract** has the same **Lot Bill Item** specified on its **Header**, the **Lot Number** specified in the **Production Entry** will be written on the **Contract Header** during **Production Register**.

S/O Invoice Data Entry

The screenshot shows the 'S/O Invoice Data Entry (SMD) 8/21/2007' window. On the right side, three boxes are connected to the interface by arrows: 'Contract No.' points to the 'Contract No.' field, 'Contract Memo' points to the 'Contract' dropdown, and 'Bill To Customer No.' points to the 'Bill To Customer No.' field.

The added **Bill To Customer No.** field displays the customer number set in the **Customer Maintenance** program. You can select a different Bill To Customer for the current invoice.

The **Address** tab includes the Bill To Customer Address information.

The program displaying Credit information checks the Credit Limit for the Bill To Customer instead of the main (Ship To) Customer.

Enter the **Contract Number** to sell items against that contract. Any existing contract can be selected using the **Lookup** button (the Template contracts are not displayed in the lookup).

Select **Contract Memo** for current Contract.

If the **Use Item contract instead of Order contract** box is selected in the **Service Management Options**, the contracts set for the items in the **Inventory Maintenance** program for the items will be used instead of the contract of the Sales Order (or Invoice) to generate contracts during invoice update.

The **Create New Contract during update**, **Generate Multiple Contracts**, and **Item Contract** fields work similar to the corresponding fields in the Sales Order Entry program.

Shipping Data Entry

The **Bill To Customer Number** field has been added to the **Shipping Data Entry** screen. It displays the corresponding Bill To Customer Number set in the Sales Order.

Shipping Data Entry (SMD) 8/21/2007

Shipper ID: 12 Ship Date: 8/21/2007 Order No.: 0000053
 Shipping No.: 0000108 Ship Status: New SO Created By: IIG
 Customer Number: 01-ABF American Business Futures
 Bill To Customer Number: 01-ABF American Business Futures

1. Lines 2. Shipping

Item Code	Ordered	Shipped	Back Ordered	Comment
1 D1400	1,000.000	.000	10.000	
2 D1400	10.000	.000	.000	
3 BOBTLLLTRAI	2.000	.000	.000	
4 D1500	500.000	.000	.000	

Quick Print Auto Increment Accept Cancel Delete [Print Icon] [Help Icon]

The program checks the Credit Limit for the Bill To Customer instead of the main (Ship To) Customer.

S/O Auto Generate Order Selection

Prompt for Contract
assigning to Tasks

Auto Generate Order Selection (SMD) 8/21/2007

Order Type to Generate From: Master Orders

Select Orders on Hold:

Select Expired Orders:

Prompt for Contract assigning to Tasks:

Select Field	Operand	Value
Sales Order Number	All	
Sales Order Date	All	
Customer Number	All	
Salesperson	All	
Cycle Code	All	

Clear Proceed Cancel [Printer] [Help]

Check the **Prompt for Contract assigning to Tasks** box to have the program display the **Contract for Generated Task** screen for each task generated for items of the generated orders. If the check box is cleared, contracts will be assigned to the tasks automatically.

S/O Sales Journal printing

The Bill To Customer is included in the Daily Sales Order Sales Journal printout.

Date	Customer	Order	Item	QTY	Rate	Amount	Commission	Net	Tax	Total
01/10/2007	0000302 00					0.00	0.00	0.00	0.00	0.00
Bill to Customer										
01/10/2007	01-HILLSB		Shepard Motorworks			0.00	0.00	0.00	0.00	0.00
Bill to Customer										
01/10/2007	0000303 02	0200	WI							
01/10/2007	01-HILLSB		Shepard Motorworks			877.71	0.00	131.66	0.00	37.30
Bill to Customer 01-SHEPARD										
01/10/2007	01	0100	WI							
01/10/2007	01-ABF		Jelico Packing			0.00	0.00	0.00	0.00	0.00
Bill to Customer 01-TST										
01/10/2007	02	0200	WI							
01/10/2007	01-HILLSB		Shepard Motorworks			0.00	0.00	0.00	0.00	0.00
Bill to Customer 01-SHEPARD										
01/10/2007	0000304 02	0200	WI							
01/10/2007	01-HILLSB		Shepard Motorworks			0.00	0.00	0.00	0.00	0.00
Bill to Customer 01-SHEPARD										
Report Total - Cash Sales:						0.00	0.00	0.00	0.00	0.00
A/R Sales:						4,828.11	384.48	550.43	10.00	251.05
Total Sales:						4,828.11	384.48	550.43	10.00	251.05

Invoice History Inquiry

After running **Daily Sales Reports/Updates**, you can view the invoice in the **Invoice History Inquiry** program under **Sales Order Inquiries** menu.

A/R Invoice History Inquiry (SMD) 8/21/2007

Invoice No. 0100073 Type INV Date 5/6/2006
 Source S/D Order No. 0000216

1. Main 2. Lines

Customer No. 01-AVNET Avnet Processing Corp Bill To Customer No. 01-AVNET
 Ship To 2
 Contract No. Source Journal SO-000009 RMA No. Addresses...

Terms Code 01 Net 30 Days Ship Date 5/6/2006
 Ship Via UPS BLUE Schedule CA
 FOB Ship Zone Weight 175 Tracking...
 Customer PO Apply To
 Salesperson 01-0200 Shelly Westland IT User ID
 Ignore Commission Duration Confirm To Terry Stafford
 Comment
 E-mail tonys@avnet.com
 Fax Batch Fax

Taxable	1,294.75
Nontaxable	300.00
Freight	.00
Sales Tax	73.80
Discount	79.74
Invoice Total	1,588.81
Deposit	.00
Net Invoice	1,588.81

Balance 1,588.81

OK [Print] [Help]

The **Bill To Customer No.** field displays the Bill To Customer Number.

Click the **Addresses** button to view the Bill To and Ship To addresses.

The Credit information is displayed for the Bill To Customer instead of the main (Ship To) Customer.

Invoice History Printing (graphical Crystal reports) has been modified to include the Bill To customer number.

P/O Auto Generate Orders Selection

Use S/O Vendor And Purchasing Cost

Check the **Use S/O Vendor And Purchasing Cost** box to have the **Vendor** and **Purchasing Cost** set in the Sales Order used instead of the settings in the **Inventory Maintenance** program.

A/R Division Maintenance

Use Division Maintenance to organize your customer and invoice information by divisions. You can define up to 100 divisions by department, branch, or profit center.





Additionally, each division can maintain its own Accounts Receivable and Discounts Allowed account numbers for posting to the general ledger. Amounts posted to each account reflect the activities for only that division. If you integrate the General Ledger module with Accounts Receivable, you can print the accounts receivable ending balance amounts for each profit center on your financial statements and other General Ledger reports.

Divisions affect the numbering of your customers. The division number precedes the customer number entered in Customer Maintenance and determines which general ledger accounts are posted to when an invoice or cash receipt is processed. Additionally, all reports containing customer invoice and payment information provide subtotals by division. The accounts posted to are based on the accounts specified in Division Maintenance.








If the Accounts Receivable Divisions check box is selected in the Accounts Receivable Options window, use Division Maintenance to assign a number and description to each division of your company. You also record the General Ledger account numbers transactions to post when invoices or cash receipts are processed for a customer within a specific division.


If the Accounts Receivable Divisions check box is cleared in the Accounts Receivable Options window, enter information for division 00 only. Division 00 cannot be deleted. You cannot post invoices, cash receipts, or finance charges if any General Ledger account numbers are blank. Click the Printer button to print a Division Listing.



A/R Division Maintenance (SMD) 8/21/2007

Division No.    

Description

Accounts Receivable	<input type="text" value="105-00-02"/>	 Accts. receiv. - West Warehse
Cash Sales	<input type="text" value="111-00-00"/>	 Other Receivables
Discounts Allowed	<input type="text" value="950-02-04"/>	 Discounts allowed
Freight	<input type="text" value="400-03-02"/>	 Freight charges - West
Sales Tax	<input type="text" value="235-02-00"/>	 Sales tax payable - West Cnty
Finance Charge	<input type="text" value="960-00-04"/>	 Miscellaneous
Unearned Revenue	<input type="text" value="100-00-00"/>	 Cash on Hand

Post to  West Sales Office

Enter the **Division Number** from 01 to 99 representing the division you want to add or maintain.

Enter the **Description** for this division.

Enter the **Accounts Receivable** General Ledger account for this division. This entry must be a valid account number in the General Ledger account file.

Enter the **Cash Sales** account number for this division. This account is debited whenever you process a cash sale invoice.

Enter the **Discounts Allowed** account number for this division.

Enter the **Freight** account number for this division.

Enter the **Sales Tax** account number for this division. This option is available only if the Sales Tax Reporting check box is selected in Accounts Receivable Options.

Enter the **Finance Charge** account number for this division.

Enter the **Unearned Revenue** account number for this division. This account will be used for payments during task accomplishment, before task closing. When periods end, the amount will be transferred from this Unearned Revenue account to the account it was aimed for.

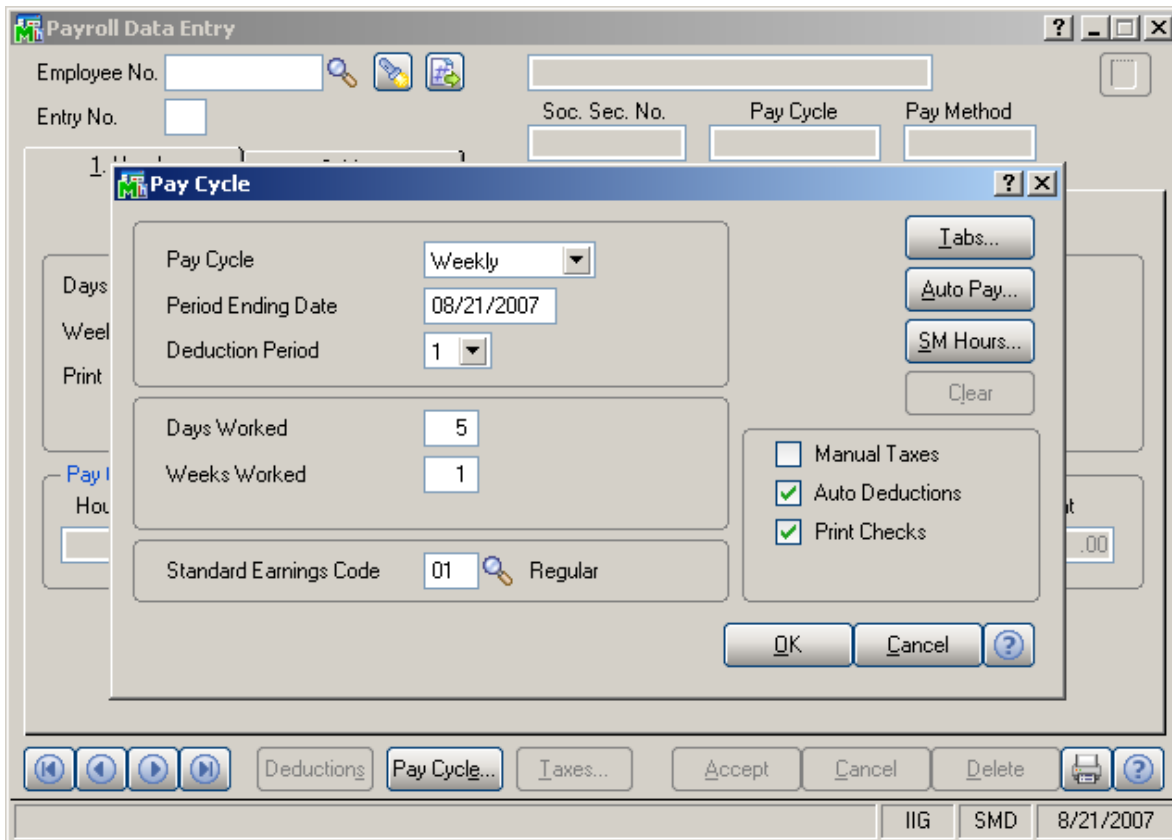
The **Retention Receivable** field also appears if Accounts Receivable is integrated with Job Cost. Enter the Retention Receivable account for posting retention from job-related invoices and cash receipts. If you do not want to use a separate account for retention, specify the standard Accounts Receivable account to be used for retention posting. This field is available only if Accounts Receivable is integrated with Job Cost and the Track Job Cost Retention Receivables check box is selected in Accounts Receivable Options.

If you want divisional sales and cost of goods sold posting, enter a subaccount representing this division in the **Post to Sub G/L Acct** field. In some cases, the subaccount number and the division number are the same.

NOTE When performing Sales Code Maintenance, you can indicate whether sales items should be posted to a specific account number or to an account number with the subaccount inserted into the division segment. This option is not available if None is selected at the G/L Seg to Post A/R Sales option in Accounts Receivable Options.

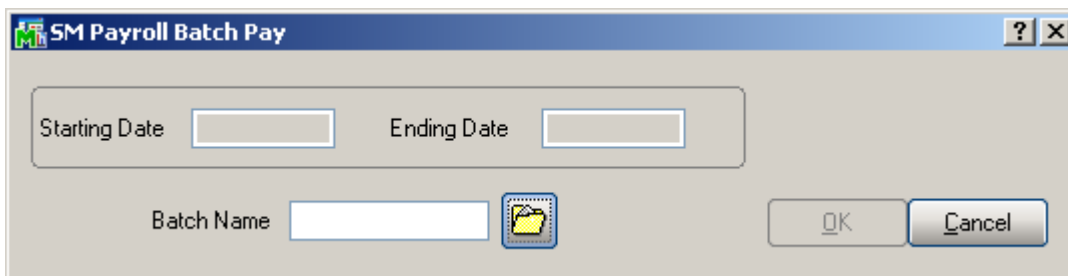
Payroll Data Entry

Select **Payroll Data Entry** under the **Payroll Main** menu.
The **Pay Cycle** screen is opened.



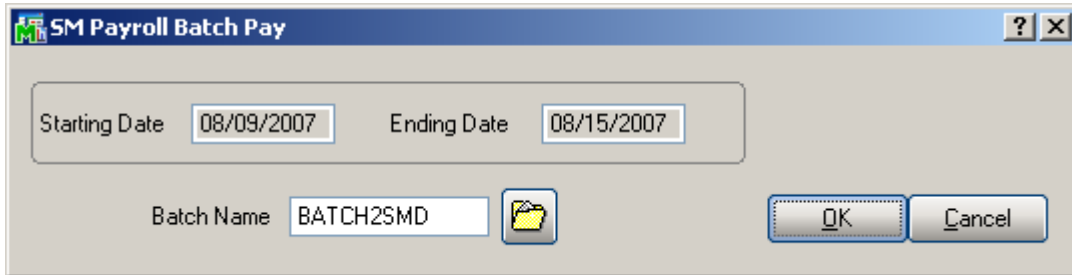
Select **Weekly** in the **Pay Cycle** field and click the **SM Hours** button.

This feature allows user to fill in the hours from the **Payroll Batch** entered in the **Service Management** module. (See the **Payroll Batch Entry** section in this manual.)



Click the **Open Batch** button.

Select the batch created in the **Payroll Batch Entry**.



The screenshot shows a dialog box titled "SM Payroll Batch Pay". It contains two date fields: "Starting Date" with the value "08/09/2007" and "Ending Date" with the value "08/15/2007". Below these is a "Batch Name" field containing "BATCH2SMD" and a folder icon. At the bottom right are "OK" and "Cancel" buttons.

Click **OK** to generate **Payroll Data Entries** for the Employees in the batch.

Payroll Data Entry

Employee No. 0000150 ALLENDAR, HARVEY

Entry No. 1 Soc. Sec. No. 239-98-5463 Pay Cycle Weekly Pay Method Hourly

1. Header 2. Lines

Type: Earning Code: 01 Regular State: WI Local: Labor Code: 0000001 W/C Code: Rate: 12.200 Hours: 25.00 Amount: 305.00

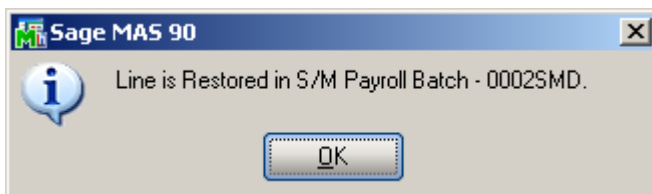
Line	E/D	Cd	ST	Loc	Dept	Labor Description	W/C Code	Rate	Hours	Amount
1	E	01		11		0000001 Regular Warehouseperson		12.200	25.00	305.00

Hours: 25.00 Earnings: 305.00 Vol Deduct: .00 Taxes: .00 Net Amount: 305.00

Buttons: Ins, Del, Deductions, Pay Cycle..., Taxes..., Accept, Cancel, Delete, Print, Help

Footer: IIG SMD 8/21/2007

If the generated Payroll Data Entries are **Cleared** in the **Pay Cycle** program, the corresponding batch will be restored from the history.



Job Cost Integration

Job Masterfile Maintenance

The **Contract No.** field has been moved and replaced with the **S/M Contract No.** field on the **Job Masterfile Maintenance** screen.

When entering new **Job**, click the **S/M Contract Maintenance** button to create **Contract** with the automatically assigned **Next Number**. The **Contract Maintenance** screen will be opened.

The **Customer** is taken from the **Job**, and the **Comment** displays the originating **Job Number**.

Enter other necessary information for the contract and accept it.

After the new contract is accepted, the program returns to the **Job Masterfile Maintenance** and automatically loads the newly created **Contract Number** in the **Contract No.** field.

You can select any existing Contract from the lookup.

When a contract is selected in the **Contract No.** field, click the **S/M Contract Maintenance** button to open the selected contract.

Cost Code Maintenance

The **S/M Job Code** field has been added on the **Cost Code Maintenance** screen under the **Job Cost Setup** menu.

Cost Type	Description	Active	U/M	Bill Method	Completion Method	Unit Cost	Bill Rate
L	Labor	<input checked="" type="checkbox"/>	EACH	% markup	Cost	10.00	150.00%
M	Material	<input type="checkbox"/>		Non-billable	Cost	0.00	.00%
S	Subcontract	<input type="checkbox"/>		Non-billable	Cost	0.00	.00%
O	Overhead	<input checked="" type="checkbox"/>		% markup	Cost	0.00	90.00%
B	Burden	<input type="checkbox"/>		Non-billable	Cost	0.00	.00%
E	Equipment	<input type="checkbox"/>		Non-billable	Cost	0.00	.00%

Click the **S/M Job Code Maintenance** button to open the **Job Code Maintenance** suggesting new **Job Code** corresponding to the **Cost Code**:

After the new Job Code is accepted, the program returns to the **Cost Code Maintenance** and automatically loads the newly created **Job Code** in the **S/M Job Code** field.

A/P Invoice Data Entry

The **Contract No.** field has been added to the **A/P Invoice Data Entry Header** screen. This default value will be used for the invoice lines entered for Job Numbers not having S/M Contract specified.

The screenshot displays the 'A/P Invoice Data Entry (SMD) 8/20/2007' window. At the top, there are fields for 'Vendor No.' (00-01IBM), 'Name' (IBM Corporation), and 'Invoice No.' (00000200). Below these are tabs for '1. Header' and '2. Lines'. The main area is divided into several sections: 'Invoice Date' (8/20/2007), 'Invoice Amount' (10.00), 'Subject to Discount' (10.00), and 'Prepaid Invoice'. To the right, there are fields for 'Terms Code' (01 NET 10), 'Invoice Due Date' (8/30/2007), 'Discount Due Date', and 'Discount Amount' (.00). Below these are checkboxes for 'Hold Payment' and 'Separate Check', a 'Comment' field, and a 'Contract No.' field (000000001) which is highlighted with a blue border. At the bottom, there are buttons for 'Accept', 'Cancel', 'Delete', and a help icon.

The **Contract Memo** button has been added near the **Contract No.** field to allow specifying Memo for current Vendor.

The lines can be displayed either with GLs or with JC (depending which one of **General Ledger** or **Job Cost** check boxes is selected in the **Accounts Payable Options**).

The **Contract Number** and **Job Code** fields have been added to the **Task Fields** section.

Contract Number and **Job Code** are provided for lines also in the Crystal Reports' work files of AP Invoice.

If **General Ledger** is selected in the **Accounts Payable Options**, the **A/P Invoice Data Entry** screen will be displayed by the following way.

A/P Invoice Data Entry (SMD) 8/20/2007

Vendor No. 00-01IBM
 Name IBM Corporation
 Invoice No. 00000200

1. Header 2. Lines

Quick Row 1

	G/L Account	Amount	Comment
1	100-00-00	10.00	
2		.00	

Description Cash on Hand
 Contract Number 000000001
 Job Code 111-000-000

Distribution Balance 0.00 Total 10.00

Accept Cancel Delete

Cost information of invoice line is stored on the **S/M Contract** specified on the **Job Number** and **S/M Job Code** specified on the **Cost Code** selected for that line.

If the selected **Cost Code** does not have **S/M Job Code** specified, the default 000-000-000 will be used.

If the invoice line's **Job Number** does not have **S/M Contract** specified, default values of the Invoice **Header** will be used.

If **Job Cost** is selected in the **Accounts Payable Options**, the **A/P Invoice Data Entry** screen will be displayed by the following way.

A/P Invoice Data Entry (SMD) 8/20/2007

Vendor No. 00-01IBM
 Name IBM Corporation
 Invoice No. 00000200

1. Header | 2. Lines

	Job Number	Cost Code	Type	Unit Cost	Units	Amount
1	IMPJ002	003-000-000	Labor	10.00	.00	.00
2				.00	.00	.00

U/M EACH
 Contract Number 000000001
 Job Code 111-000-000

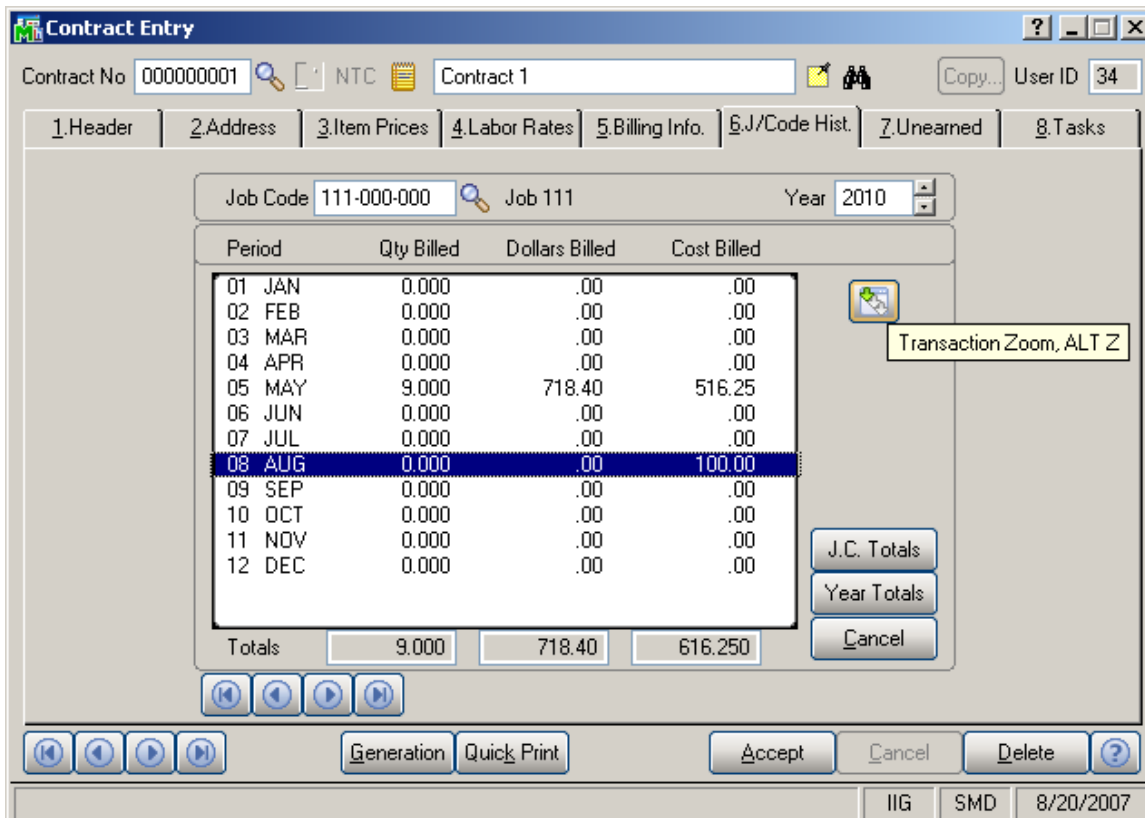
Distribution Balance 50.00 Total 0.00

Accept Cancel Delete

If the selected **Cost Code** has Job Code specified, then by selecting Cost Code, its Job Code will be populated in the corresponding field in the **Task Field** section.

If there is no **JC** module installed and setup in the system, the **S/M Contract** and **Job Code** fields are displayed instead, and the SMP processing is activated.

The A/P information is displayed on the **J/Code Hist.** tab of **Contract Entry**.



Click the **Transaction Zoom** drill down button to view the details of Job Code Transaction.

Trans Date	Type	Reference	Item No.	Quantity	Unit Cost	Extension
08/20/10	AP	00000200	100-00-00	0.000	100.000	00

Click the **Invoice Zoom** button for current line to open the **A/R Invoice History Inquiry** screen, where the **Contract No.** and **Job Code** fields have been added.

A/P Invoice History Inquiry (SMD) 8/20/2007

Invoice No. 00000200 Type INV Date 8/20/2007
Source A/P

1. Main 2. Lines 3. Payments

Line No.	G/L Account	Description	Amount	Comment	Contract No.	Job Code
1	100-00-00	Cash on Hand	100.00		000000001	111-000-000

OK [Print] [Help]

Job Masterfile Inquiry

The **Contract No.** field has been modified to **S/M Contract No.** field on the **Job Masterfile Inquiry** screen.

Job Posting Entry

The **Import** button has been added to the **Job Posting Entry** screen. To enable this button, select **Direct Cost** as **Posting type**, specify the **Batch No.** and **Credit G/L Account** numbers.

The screenshot shows the 'Job Posting Entry' window. At the top, 'Posting Type' is set to 'Direct Cost', 'Batch No.' is '0000001', and 'Credit Account' is '100-00-00'. The 'Import' button is highlighted with a blue circle. Below the input fields are buttons for 'Copy', 'OK', and 'Undo'. A table displays the following data:

Line	Job No.	Cost Code	Cost Type	Vendor No.	Reference	Date	G/L Account	Extension
	Posting Comment		U/M		Unit Cost	Units		
1	IMPJ002	003-000-000	L		10/27/06	10/27/06	101-02-00	12.00
			EACH		12.00	0.00		12.00

At the bottom, the 'Batch Total' is 12.00. Navigation buttons (back, forward, etc.) and 'Accept', 'Cancel', and 'Delete' buttons are also visible.

Click the **Import** button. The **Import Dispatch Lines** screen will be displayed, where it is possible to specify the selection criteria: range of customer numbers, contract numbers, task and dispatch numbers, dates, and labor codes.

Selection	All	Starting	Ending
Customer Number	<input checked="" type="checkbox"/>	00-	99-//
Contract Number	<input checked="" type="checkbox"/>		//
Task Number	<input type="checkbox"/>	0000001	0000001
Dispatch Number	<input checked="" type="checkbox"/>		//
Dispatch Date	<input checked="" type="checkbox"/>		12/31/2999
Labor Code	<input type="checkbox"/>	INSTALL	INSTALL

IIG SMD 8/22/2007

After making the selection and clicking the **Proceed** button, the Service Management information (Customer, Contract, Task, Dispatch, Date and Labor information) will be processed and loaded as **Job Posting Entry** lines.

Posting Type: Direct Cost Batch No.: 0000001 Credit Account: 100-00-00

Job No.: IMPJ002 Cost Code: 003-000-000 Cost Type: Labor Vendor No.:

Maintenance

Reference: 10/27/06 Posting Date: 10/27/2006 G/L Account: 101-02-00

Posting Comment	U/M	Unit Cost	Units	Extension
	EACH	12.00	0.00	12.00

Line	Job No.	Cost Code	Cost Type	Vendor No.	Reference	Date	G/L Account	Units	Extension
1	IMPJ002	003-000-000	L		10/27/06	10/27/06	101-02-00	0.00	12.00

Batch Total: 12.00

IIG SMD 8/22/2007

The **Unit Cost** is set to the **Labor Cost** (for a given technician) entered in the **Technician Code Maintenance**, and the **Units** is set to the **Hours Spent** of the line. When substituted Cost Code doesn't exist, the **Cost Type** will be grayed out and **U/M** will be set to **L** (Labor).

The **Cost Type** is set to **Material**, if it is **Active** for the substitute **Cost Code**.

If the **Post to G/L for Work in Process** option is not selected in the **Job Cost Options**, and there is **G/L Account** specified for the **Material Cost Type** of the substitute **Cost Code**, it will be set for the imported line.

If there is no **G/L Account** specified for the **Material Cost Type** of the substitute **Cost Code**, the **Def G/L Acct for Job Posting Entry** specified in the **Service Management Options** will be used.

If the **Post to G/L for Work in Process** option is selected in the **Job Cost Options**, the **Def G/L Acct for Job Posting Entry** will be used.

If the substituted **Job** is **Closed**, Dispatch will not be imported.

A/R Invoice Data Entry

Select the **Invoice Data Entry** program from the **Accounts Receivable Main** menu.

The screenshot shows the 'A/R Invoice Data Entry (SMD) 8/22/2007' window. At the top, there are fields for 'Invoice Number' (0100059-IN) and 'Batch' (00001). Below these are navigation buttons (Back, Forward, Home, End) and a 'Customer...' button. The main area is divided into sections: '1. Header', '2. Lines', and '3. Totals'. The 'Header' section contains fields for 'Customer No.' (00-BRESLIN), 'Bill To Customer No.' (00-BRESLIN), 'Customer PO', 'Invoice Date' (8/22/2007), 'Due Date' (9/21/2007), 'Discount Date' (9/1/2007), 'Net Invoice Amt' (.00), 'Terms Code' (02), 'Ship Method' (MAIL), 'Salesperson' (0100 John), 'Comment', 'Sales Tax' (Schedule: CA), 'Print Invoice' (checked), and 'Fax'. At the bottom, there are buttons for 'Quick Print...', 'Accept', 'Cancel', 'Delete', and a help icon.

The added **Bill To Customer No.** field displays the customer number set in the **Customer Maintenance** program. You can select a different Bill To Customer for the current invoice.

The program displaying Credit information checks the Credit Limit for the Bill To Customer instead of the main (Ship To) Customer.

The A/R Invoices are processed based on the settings in the **Sales Order Options**, similar to S/O Invoices.

R/A processing with Bill To Customers

Return Merchandise Authorization Entry

Select the **Return Merchandise Authorization Entry** program from the **Return Merchandise Authorization Main** menu.

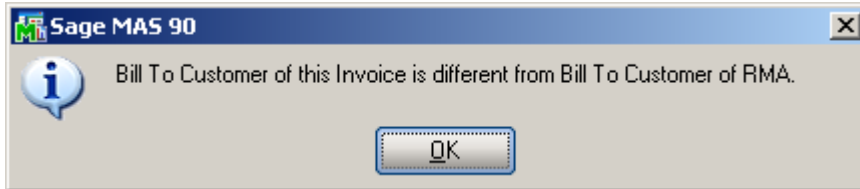
The **Contract No.** field with its **Contract Memo** has been added to the **Header** tab of **RMA Entry** screen.

The added **Bill To Customer No.** field displays the customer number set in the **Customer Maintenance** program. You can select a different Bill To Customer for the current entry.

The program displaying Credit information checks the Credit Limit for the Bill To Customer instead of the main (Ship To) Customer.

All the documents generated from RMA are generated for the Bill To Customer.

The **Invoices** available for selection in the **Lines** tab are checked to have the same **Bill To Customer** as the **RMA Entry** itself. If they do not match, the program does not select the invoice and displays the following message:



RMA Receipts Entry

The **Bill To Customer** field has been added to the **RMA Receipts Entry** screen.

RMA Receipts Entry (SMD) 8/22/2007

RMA No. 0000014

1. Header | 2. Address | 3. Lines

Receipt Date: 8/22/2007

Customer No.: 01-ABF American Business Futures

Contract No.: 000000001 Contract 1

Bill To Customer No.: 01-AVNET Avnet Processing Corp

RMA Date: 10/23/2006 RMA Status: New

Return Via: MAIL Return To: 0000 DEFAULT RETURN TO ADDF Return Addr...

Ship To: 22

Confirm To: Artie Johnson

Comment: Call Ed for credit approval.

Inspect on Receipt

Cross Ship

Apply Restocking Charges

E-mail: []

Fax No.: []

Accept Cancel Delete [] []

The **Contract No.** field with its **Contract Memo** has been added to the **Header** tab of **RMA Receipts Entry** screen.

The **Address** tab displays the Bill To and Ship To addresses.

RMA Inquiry and Invoice History Inquiry

The **Bill To Customer** field has been added to the **RMA Inquiry** screen.

RMA Inquiry (SMD) 8/22/2007

RMA Number 0000014 RMA Status New Invoices Credit...

1. Header 2. Address 3. Lines

Last Receipt Date Customer No. 01-ABF Avnet Processing Corp
 Contract No. 000000001 Contract 1
 Bill To Customer No. 01-AVNET Avnet Processing Corp

RMA Date 10/23/2006 Expire Date 11/22/2006

Return Via MAIL Return To 0000 ABC Distribution & Service Return Addr...

Ship To 22
 Confirm To ARTIE JOHNSON
 Comment Call Ed for credit approval.

E-mail
 Fax No. Batch Fax

Inspect on Receipt
 Cross Ship
 Apply Restocking Charges

Print Customer RMA
 Print RMA Receiver

OK ?

The **Contract No.** field with its **Contract Memo** has been added to the **Header** tab of **RMA Inquiry** screen.

The **Address** tab displays the Bill To and Ship To addresses.

The Credit information is displayed for the Bill To Customer instead of the main (Ship To) Customer.

The **Bill To Customer No.** field has been added to the **Invoice History Inquiry** screen (**Inquiries** menu of the **RMA** module).

A/R Invoice History Inquiry (SMD) 8/22/2007

Invoice No. 0100082 Type INV Date 6/2/2006
 Source S/D Order No.
 Split Comm... Shipping ...

1. Main 2. Lines

Customer No. 01-AVNET Avnet Processing Corp Bill To Customer No. 01-AVNET
 Ship To 2 Irvine Warehouse
 Contract No. Source Journal SD-000012 RMA No. Addresses...

Terms Code 01 Net 30 Days Ship Date 6/2/2006
 Ship Via UPS BLUE Schedule CA Taxable 156.24
 FOB Ship Zone Tracking... Nontaxable .00
 Customer PO Weight 70 Freight .00
 Salesperson 01-0200 Shelly Westland Apply To Sales Tax 8.91
 Ignore Commission Duration IT User ID Discount 7.81
 Confirm To Terry Stafford Invoice Total 157.34
 Comment Deposit .00
 E-mail tonys@avnet.com Net Invoice 157.34
 Fax (949) 753-7880 Batch Fax Balance 157.34

OK [Print] ?

Clicking the **Address** button displays the Bill To and Ship To addresses (**A/R Invoice History – Address** screen).

A/R Invoice History - Addresses

Bill-To Address

Name Avnet Processing Corp
 Address 3361 W. Kenosha
 Powers Building
 Suite 100
 ZIP Code 53120
 City Racine State WI
 Country USA United States of America

Ship-To Address

Name Irvine Warehouse
 Address 56 Technology
 Building two
 ZIP Code 92618
 City IRVINE State CA
 Country USA United States of America
 Residential Address

OK ?

Commission Processing

Commission Processing activation

To use the **Commission Processing** with Service Management, check the **Activate Commission Processing** box on the **Other** tab of **Service Management Options**.

The screenshot shows the 'Service Management Options' dialog box with the '5. Other' tab selected. The 'Remote Data Entry Database' field contains 'C:\MAS\SMP420\iig_times.mdb'. The 'Update Interval in Seconds' is set to '1'. The 'Database Reviewing Required' checkbox is checked. Under the 'Payroll Integration' section, 'Include History in Payroll Batch' is checked, and 'Payroll Overtime Calculation' is set to '40 hours a week'. The 'Activate Commission Processing' checkbox is checked and highlighted with a blue border. At the bottom, there are 'Accept', 'Cancel', and a help icon. The status bar at the bottom right shows 'IIG SMD 8/22/2007'.

Tab	Remote Data Entry Database	Update Interval in Seconds	Database Reviewing Required	Payroll Integration
1. Main				
2. Labor/Item				
3. Additional				
4. B/M Options				
5. Other	C:\MAS\SMP420\iig_times.mdb	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Include History in Payroll Batch 40 hours a week <input checked="" type="checkbox"/> Activate Commission Processing

Salesperson Maintenance

The **Commission** Tab has been added to the **Salesperson Maintenance** program under the **Accounts Receivable Setup** menu.

Salesperson Maintenance (SMD) 8/22/2007

Salesperson No. 00-0100

Name Jim Kentley

1. Main | 2. History | 3. Commission

	Commission Code	Method	Percent	Amount	Duration
1	COM	Gross Profit Amount	2.000	.00	10
2	COM1	Product Amount	3.000	.00	20
3	COM2	Flat Amount	0.000	1,000.00	30
4		Gross Profit Amount	0.000	.00	0

2nd Slsp No.	99-0000
2nd Slsp Name	Web Sales
Percent2	0.010
Amount2	.00

Quick Row 1

Accept Cancel Delete

Select the **Salesperson Number**.

Multiple Commission Codes with different Methods can be specified for the Salespersons located on the main grid, and also for the Salespersons located on the secondary grid.

Enter new **Commission Code**, and select the **Method**.

The available Methods are **Gross Profit Amount** (a discount by a percentage of the item's Gross Profit), **Product Amount** (a discount by a percentage of the amount by which the item has been sold) and **Flat Amount** (a fixed amount, set beforehand to the item).

Enter **Percent** for the selected **Gross Profit Amount** or **Product Amount** Methods, and enter **Amount** for the **Flat Amount** Method.

You can also specify **2nd Salesperson Number** and **Percent** in the corresponding fields.

When **Gross Profit Amount** Method is selected and the item cost is set to 0, then no commission amount will be calculated for that item.

If the **Calculate Zero Cost** check box is selected in the **Product Line Maintenance**, then while calculating Commission for the items of that Product line with 0 cost, the cost will be taken based on the **Extension** percent. In other words the cost is calculated by the following method: percent of net specified in the Extension field is subtracted from net.

The screenshot displays the 'Product Line Maintenance' window. At the top, the 'Product Line' is 'DC' and the 'Description' is 'DATA COMMUNICATIONS'. The window is divided into several sections:

- Product Information:** Product Type: Finished Good; Valuation: Serial; Price Code: STD (STANDARD QUANTI); Procurement: Buy; Receipt Labels: Yes; Explode Kit: Prompt.
- Units and Quantities:** Standard U/M: EACH; Purchase U/M: EACH (No. Of EACH: 1); Sales U/M: EACH (No. Of EACH: 1).
- Commission Settings:** Commission Method: Standard; Commission Rate: .000; Base Commission: .00; Inventory Cycle: [empty]. The 'Commission' section is highlighted with a blue border, showing 'Calculate Zero Cost' checked and 'Extension' set to 3.00%.
- Operational Settings:** Tax Class: TX; Back Orders Allowed: checked; Allow Trade Discount: checked; Restocking Charge Method: None; Job Code: [empty].
- History and Receipts:** Retain Sales History: checked; Retain Receipts History: checked; Returns Allowed: unchecked; Confirm Cost Increase in Receipt of Goods: unchecked; Allocate Landed Cost: checked.

At the bottom, there are navigation buttons (back, forward, etc.), 'Accept', 'Cancel', 'Delete', and a status bar showing 'IIG SMD 8/22/2007'.

The **Duration** is the time period in months, for which the **Duration** will be valid, if duration is not valid, then the calculation will be done by standard.

The screenshot shows a software window titled "Salesperson Maintenance (SMD) 8/22/2007". It contains the following information:

- Salesperson No.: 00-0100
- Name: Jim Kentley
- Tabs: 1. Main, 2. History, 3. Commission (selected)
- Table of Commission Details:

	Commission Code	Method	Percent	Amount	Duration
1	COM	Gross Profit Amount	2.000	.00	10
2	COM1	Product Amount	3.000	.00	20
3	COM2	Flat Amount	0.000	1,000.00	30
4		Gross Profit Amount	0.000	.00	0

Below the table, there is a summary section:

2nd Slsp No.	99-0000
2nd Slsp Name	Web Sales
Percent2	0.010
Amount2	.00

Quick Row: 1

Buttons: Accept, Cancel, Delete, Print, Help

The Commission Duration starts calculating from the date specified in the **First Sales Date** field on the **Statistics** tab of the **Customer Maintenance**. But if a contract is specified on the current Invoice which is commissionable, then the Duration will start calculating from the date of that contract (not the one specified in the First Sales Date field).

If the **Ignore Commission Duration** check box is selected on the **Header** tab of the **S/O Invoice Data Entry/Sales Order Entry** screen, the Duration set in the **Salesperson Maintenance** will be ignored.

S/O Invoice Data Entry (SMD) 8/22/2007

Invoice No. 0000089 Defaults... Customer... Credit...

1. Header 2. Address 3. Lines 4. Totals

Invoice Date 8/22/2007 Invoice Type Standard Invoice Sales Order Number

Customer No. 01-ABF American Business Futures Cust PO
Contract No. 000000001 Contract 1
Bill To Customer No.

Order Status 1 Step Ship Date 8/22/2007 Due Date 9/21/2007 Discount Date 8/22/2007 Warehouse 000 MAIN WAREHOUSE

Sales Tax Schedule WI MILMIL Milwaukee

Apply to Inv # Ship To Addr 22 Terms Code 01 Net 30 Days Ship Via UPS BLUE FOB Tracking... Confirm To Artie Johnson E-mail artie@abf.com Fax No. 12 Batch Fax Comment Salesperson 0100 Jim Kentley Split Comm. No Ignore Commission Duration Split Comm...

Quick Print Accept Cancel Delete

The **Bill To Customer No.** field displays the customer number set in the **Customer Maintenance** program. You can select a different Bill To Customer for the current Invoice.

First Sales Date

The **First Sales Date** is automatically set to the posting date when the first sale is updated for the customer. The date can be also set manually if needed.

Customer Maintenance (SMD) 8/22/2007

Customer No. 01-ABF
 Name American Business Futures
 Customer Credit Limit Is Exceeded

1. Main | 2. Additional | 3. Statistics | 4. Summary | 5. History | 6. Invoices | 7. Transactions | 8. S/Os

Last Payment Date	5/31/2010	Last Payment Amount	864.25
Last Statement Date	5/1/2010	Highest Balance	5,677.58
Last Finance Charge Date	4/30/2010	Unpaid Finance Charges	43.89

Average Days to Pay	4	Credit Hold	<input type="checkbox"/>
Average Days Overdue	0	Credit Limit	120,000.00
Date Established	1/1/2009	First Sales Date	11/3/2006
Date of Last Activity	8/20/2010		

Aging as Of 2/7/2007

Balance	Current	30 Days	60 Days	90 Days	120 Days
51,701.54	41,876.76	2,764.80	1,382.40	0.00	5,677.58

Accept Cancel Delete

The **Gross Profit Journal** report displays the information of the Salespersons (main, split, override & secondary) calculated by the methods mentioned above.

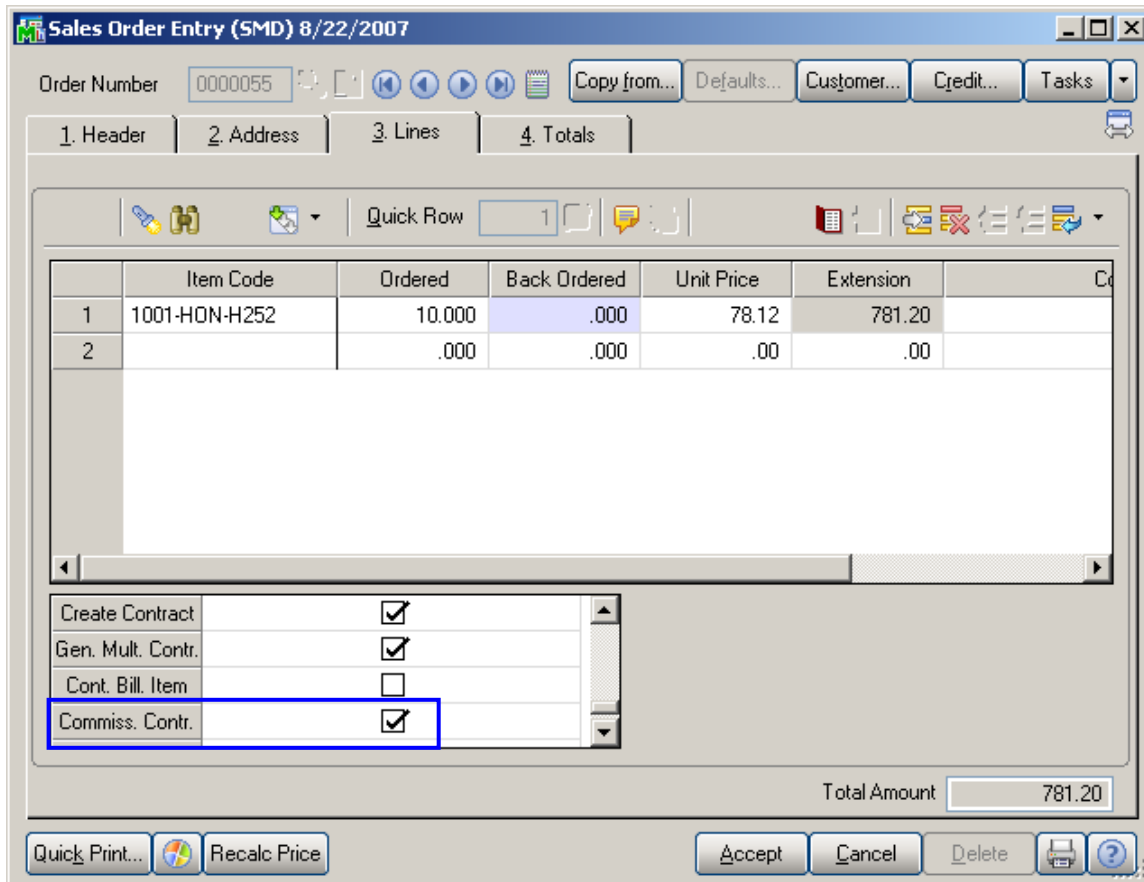
Journal Posting Date: 1/31/2007
Register Number: SO-000043

Invoice Number	Invoice Date	Order Number	Net Sales Amount	COGS Amount	Gross Profit Amount	Profit Percent	Comm	Commission Amount
0000094 - IN	1/31/2007							
		Commission Rate:	10.00%					
		Customer:		68.50	99.50	59.23% Yes		2.00
		1001-HON-H252	168.00					
		SALES ACCT: 400-01-00						
		COGS ACCT: 450-01-00						
		1001-HON-H252LK	231.00	111.45	119.55	51.75% Yes		11.55
		SALES ACCT: 400-01-00						
		COGS ACCT: 450-01-00						
		Sales Subject To Commission:	399.00	179.95	219.05	54.90%		13.55
		Net Invoice Total:	399.00	179.95	219.05	54.90%		
		Salesperson 1: 01-0100 Jim Kentley				Split %: 62.000%		5.53
		Salesperson 2: 01-0200 Shelly Westland				Split %: 12.000%		1.07
		Salesperson 3: 02-0200 Jonathan Miller				Split %: 10.000%		0.89
		Salesperson 4: 02-0400 Ginny Hernandez				Split %: 16.000%		1.43
		Salesperson 5: 02-0300 Harvey Earwright				Commission %: 34.096%		4.62
		Salesperson 6: 99-0000 Web Sales				Commission %: 0.074%		0.01
		Report Total:						
		Sales Subject To Comm:	399.00	179.95	219.05	54.90%		13.55
		Net Invoice Total:	399.00	179.95	219.05	54.90%		

The lines with Salesperson 5 and Salesperson 6 display information of secondary salespersons.

Generating Commissionable Contracts

The **Commissionable Contract** check box has been added to the **Lines** Tab of the **Sales Order Entry** and **Invoice Data Entry**.



The screenshot shows the 'Sales Order Entry (SMD) 8/22/2007' window. The 'Order Number' is 0000055. The 'Lines' tab is active, showing a table with the following data:

	Item Code	Ordered	Back Ordered	Unit Price	Extension	Co
1	1001-HON-H252	10.000	.000	78.12	781.20	
2		.000	.000	.00	.00	

Below the table, the 'Create Contract' checkbox is checked. The 'Commiss. Contr.' checkbox is also checked. The 'Total Amount' is 781.20.

The check box is available if the **Create Contract** box is selected.

If you select the **Commissionable Contract** box, the contract created during update will be marked as **Commissionable**.

If contract is specified on the **Options** tab of the **Inventory Maintenance** program, the **Create Contract** check box will be automatically marked.

The **Commissionable Contract** display-only check box has been added to the **Header** tab of the **Contract Entry** screen.

Here is the created Commissionable Contract:

The screenshot shows the 'Contract Entry' application window. At the top, the 'Contract No.' is 000000047, and the 'Temp 1' field is visible. The 'Customer No.' is 01-ABF, associated with 'American Business Futures'. The contract details include a date of 01/31/2007, starting and ending dates of 01/31/2007 and 01/31/2010, total fixed hours of 30, and used hours of 0:00. The contract type is 'Fixed Hours', status is 'New', and billing type is 'Time and Material'. The 'Commissionable Contract' checkbox is checked and highlighted with a blue box. Other fields include 'Job Site' 22, 'Confirm To' Artie Johnson, 'Item No.' 6655 (PRINTER STAND W/ BASKET), and 'Total Amount' 179.00. The interface includes navigation buttons like 'Generation', 'Quick Print', 'Accept', 'Cancel', and 'Delete', and a status bar at the bottom showing 'IIG SMD 8/22/2007'.

Invoicing Tasks of Commissionable Contract

If the Task includes commissionable contract and SO is generated from the dispatch of that Task, then the salesperson is set to the generated SO which was specified on the invoice from which the commissionable contract had been generated.

The screenshot shows the 'Task Data Entry' window with the following fields and values:

- Task Number: 0000001
- Description: Task 1
- Entry Date: 11/15/2006
- Entry Time: 11:30AM
- User ID: 000
- Task Type: I (new i)
- Priority Code: 1
- Task Status: E (Entered)
- Cust PO: 22222223
- Customer No.: 01-ABF (American Business Futures)
- Job Site Code: 25 (American Business Futures 1)
- Contract No.: 000000031 (Temp 1)
- Nature of Task: INST (Install Printer)
- Preferred Tech.: EVA (Smith Eva)
- Item Number: 1001-HON-H252 (HON 2 DRAWER LETTER FILE V)
- Territory: CAL (calif)

The dispatch table below shows a list of records:

Dispatch No.	Dispatch Date	Technician	Technician Name	Status
0001	04/25/06	EVA	Eva ee 11	Closed
0002	04/25/06	ADAM	Smith Adam	Open
0003	04/25/06	ADAM	AAAAAa bbbbbb	Wait. for Rcpt.
0004	05/05/06	A	technic A	Closed
0005	05/06/06	A	technic A	Closed
0006	05/06/06	ADAM	AAAAAa bbbbbb	Closed
0007	11/07/10	BOB	Bob Jackson	Wait. for Rcpt.
0008	12/21/06	BOB	Bob Jackson	Open

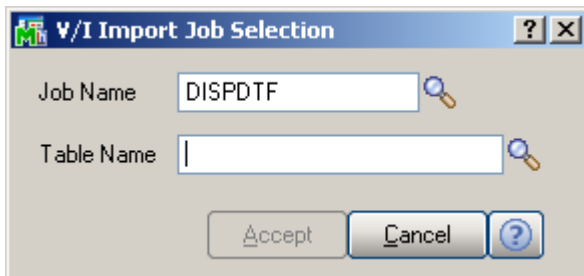
At the bottom of the window, there are navigation buttons (Back, Forward, etc.), 'Accept', 'Cancel', and 'Delete' buttons, and a status bar showing 'IIG SMD 8/22/2007'.

All the sequential sales orders and invoices generated for that Contract will be generated for the same Salesperson with which the invoice has been updated.

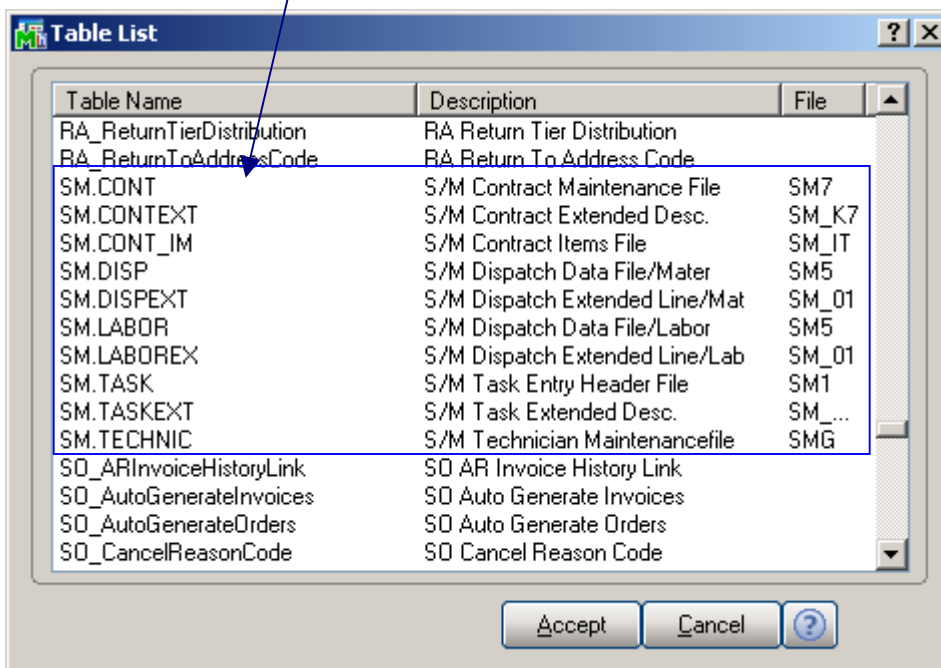
Visual Integrator

It is possible to define and maintain import/export jobs for importing/exporting data of S/M (Service Management) module through the **Visual Integrator**.

Select the **Import Job Maintenance** from the **Visual Integrator Main** menu.
In the **V/I Import Job Selection**, enter the **Job Name**.



Click the Lookup button to open the **Table List**.
The following SM data files have been added:



Here is the full description list of these data files:

- S/M Contract Maintenance File
- S/M Contract Extended Desc.
- S/M Contract Items File
- S/M Dispatch Data File/Material
- S/M Dispatch Extended Line/Material
- S/M Dispatch Data File/Labor
- S/M Dispatch Extended Line/Lab
- S/M Task Entry Header File
- S/M Task Extended Description
- S/M Technician Maintenance File

When selecting a Table Name, the **Import Job Maintenance** screen will be displayed. In the **File Name** field selected table name of the data file (in this case, S/M DISP) is displayed. It can be changed to extended data file.

Import Job Maintenance

Job Name: DISPDTF Compiled File Name: VIW100

1. Configuration 2. Data 3. Select 4. Records 5. Validation

Description: [Empty]

File Name: SM.CONT S/M Contract Maintenance File

File Type: Delimited Delimiter: . ASCII Value

Import File: [Empty]

Password: [Empty] Chain To: [Empty]

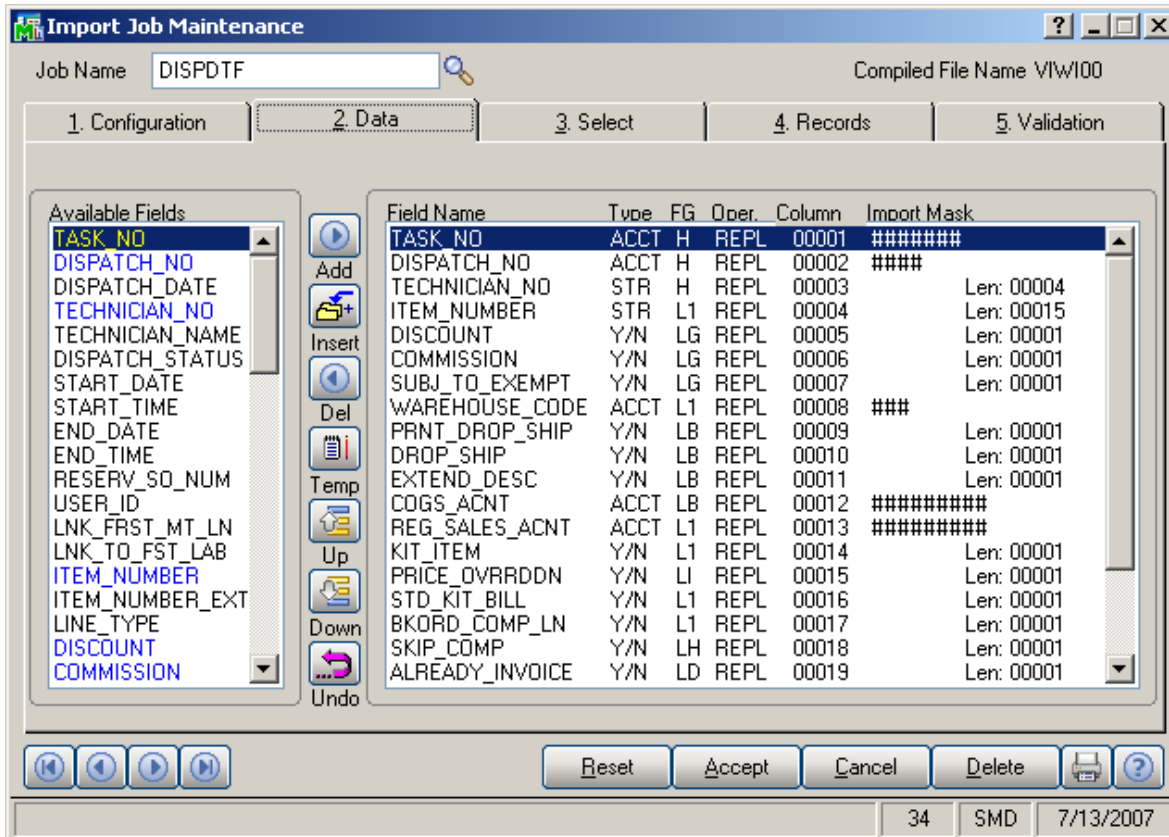
Insert All Required Fields During Setup
 Insert All Fields During Setup
 Header Information Included in Detail Line

Menu... Compile Cycle... Perform... Job Info...

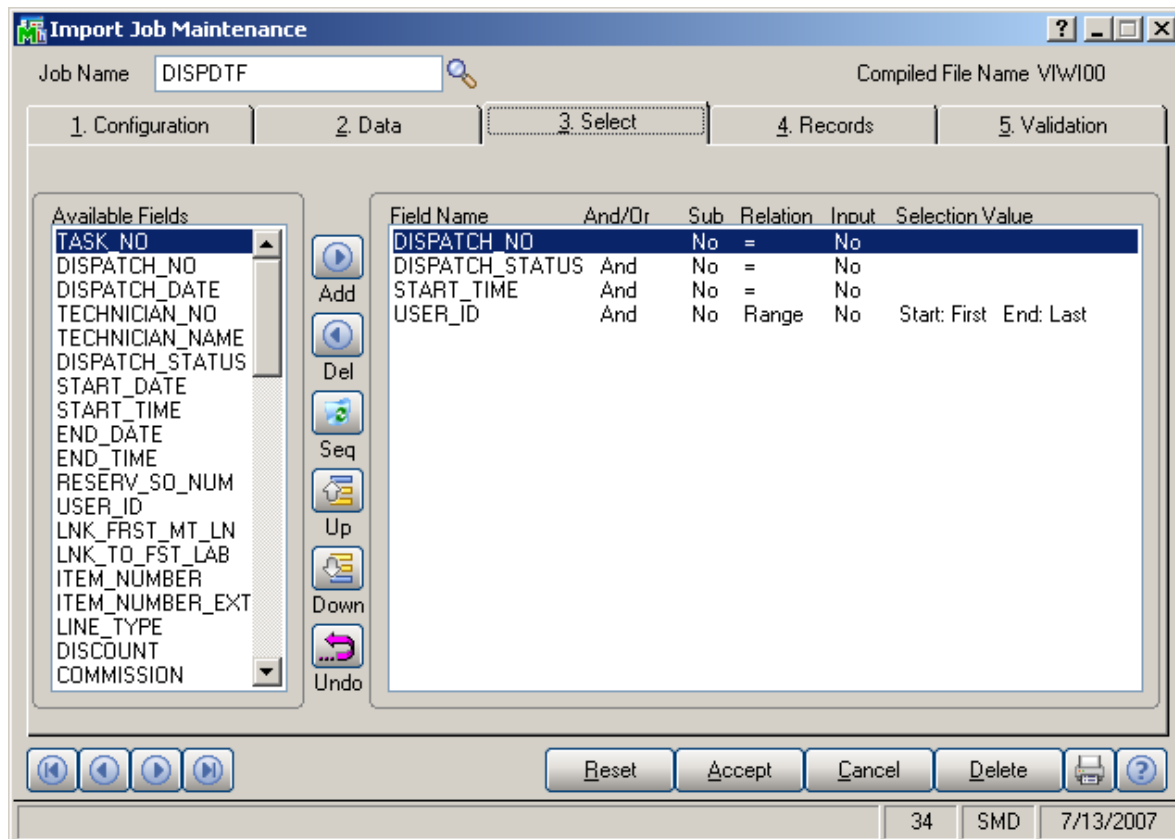
Reset Accept Cancel Delete [Print] [Help]

IIG SMD 8/22/2007

In the **Data** tab, select data fields of the S/M data file to be assigned to the data fields to be imported. You have also to specify the operations that should be performed with the imported data.



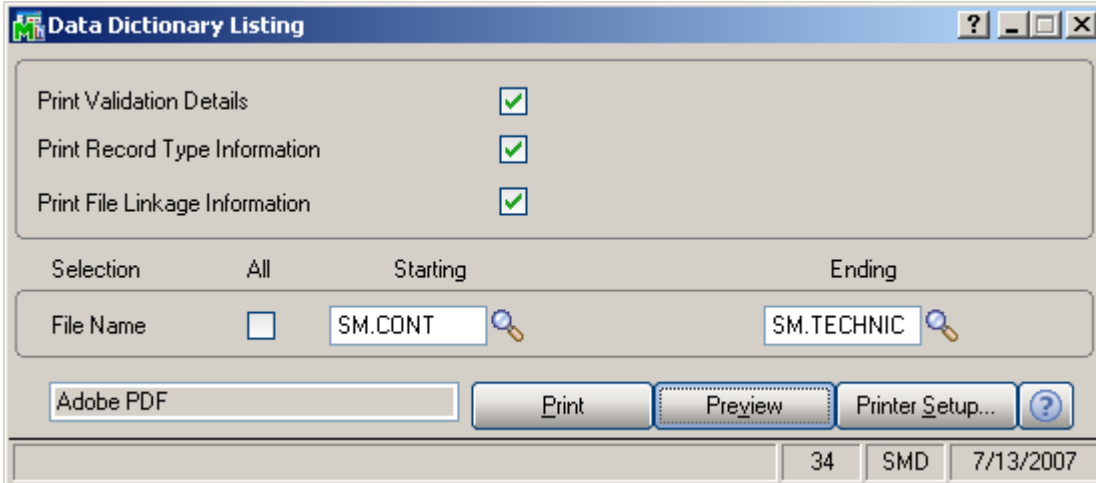
In the **Select** tab, specify selection ranges for data fields to determine which records to import or ignore.



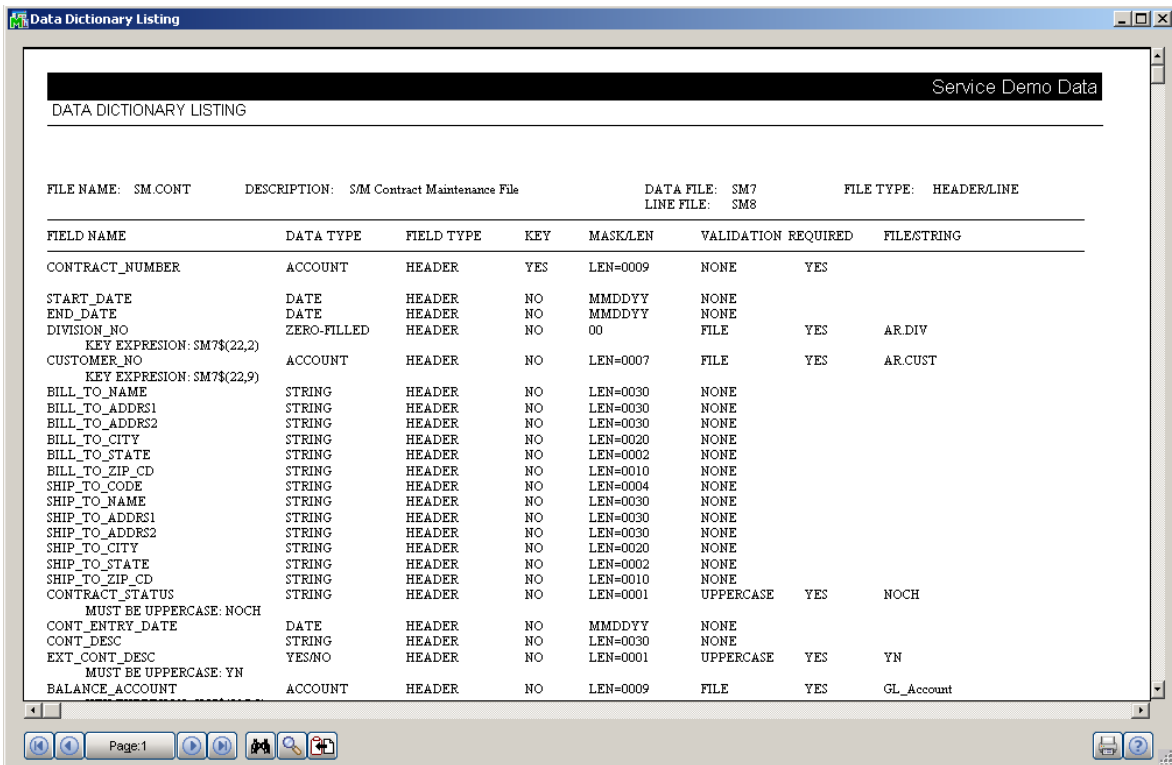
After accepting the job, it will be prepared for use, and then executed with assigned data fields of specified S/M data file.

The jobs can be created from the **Export Job Maintenance** for exporting these S/M data files.

In the **Data Dictionary Listing**, select data files and data items contained within each S/M data file in the Data Dictionary.



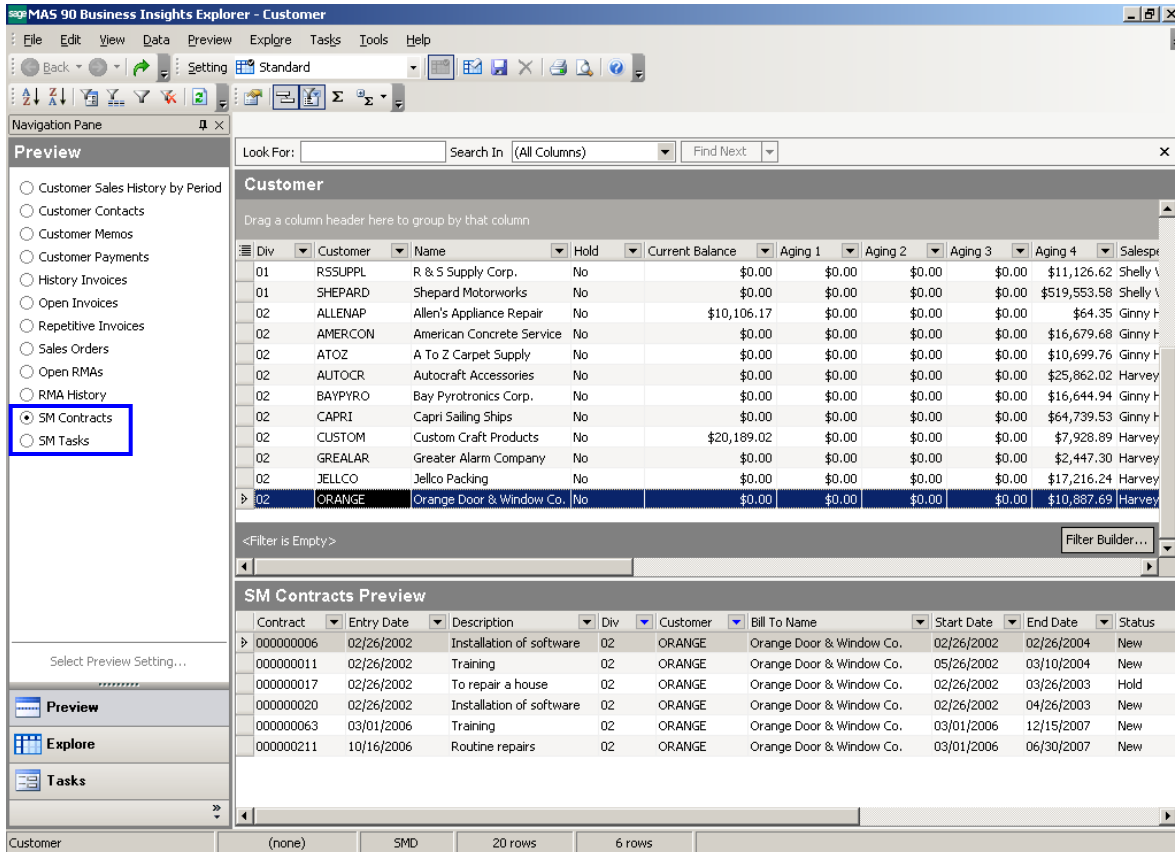
Here is the result of printout:



Business Insights

A/R Explore

The **SM Contracts** and **SM Tasks** items have been added to the **Preview** and **Explore** navigation panes of the **AR Customer View** program.



The screenshot displays the MAS 90 Business Insights Explorer - Customer application. The interface includes a menu bar (File, Edit, View, Data, Preview, Explore, Tasks, Tools, Help), a toolbar, and a navigation pane on the left. The navigation pane shows a tree view of data categories, with 'SM Contracts' expanded to show 'Standard', 'Public', and 'Private' sub-items. The main window is titled 'Customer' and contains a table of customer accounts. Below the table is a 'Filter Builder' section and an 'SM Tasks Preview' table.

Customer Table:

Div	Customer	Name	Hold	Current Balance	Aging 1	Aging 2	Aging 3	Aging 4	Salespr
01	RSSUPPL	R & S Supply Corp.	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$11,126.62 Shelly \
01	SHEPARD	Shepard Motorworks	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$519,553.58 Shelly \
02	ALLENAP	Allen's Appliance Repair	No	\$10,106.17	\$0.00	\$0.00	\$0.00	\$0.00	\$64.35 Ginny F
02	AMERCON	American Concrete Service	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$16,679.68 Ginny F
02	ATOZ	A To Z Carpet Supply	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10,699.76 Ginny F
02	AUTOOCR	Autocraft Accessories	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25,862.02 Harvey
02	BAYPYRO	Bay Pyrotronics Corp.	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$16,644.94 Ginny F
02	CAPRI	Capri Sailing Ships	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$64,739.53 Ginny F
02	CUSTOM	Custom Craft Products	No	\$20,189.02	\$0.00	\$0.00	\$0.00	\$0.00	\$7,928.89 Harvey
02	GREALAR	Greater Alarm Company	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,447.30 Harvey
02	JELCO	Jelco Packing	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$17,216.24 Harvey
02	ORANGE	Orange Door & Window Co.	No	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10,887.69 Harvey

SM Tasks Preview Table:

Task	Entry Date	Description	Div	Customer	Bill To Name	Contract	Tech.	Type
0000001	01/01/2009	Assistance in downloading	02	JELCO	Jelco Packing	00000012	NEW	Installation
0000026	02/26/2002	Warranty life	02	JELCO	Jelco Packing	00000010	ROBI	Support Call
0000047	02/26/2002	Network Administration	02	JELCO	Jelco Packing	00000012	NEW	Service Call
0000048	02/26/2002	Programming	02	JELCO	Jelco Packing	00000012	NEW	Service Call
0000049	02/26/2002	Implementation	02	JELCO	Jelco Packing	00000012	NEW	Service Call
0000050	02/26/2002	Training	02	JELCO	Jelco Packing	00000012	NEW	Service Call
0000051	02/26/2002	Network Administration	02	JELCO	Jelco Packing	00000012	HILL	Service Call
0000052	02/26/2002	Programming	02	JELCO	Jelco Packing	00000012	HILL	Service Call

S/O Explore

The **Contract** column has been added to the main data view of the **Sales Orders View** explore and the **SM Tasks** item has been added to the **Preview** and **Explore** navigation panes to allow displaying tasks that have been generated from Sales Order.

The screenshot shows the MAS 90 Business Insights Explorer interface. On the left, the 'Preview' navigation pane has 'SM Tasks' selected. The main window displays a 'Sales Orders' table with columns: Order, Order Date, Type, Div, Customer, Bill To Name, Contract, Status, Salesperson, Terms, and Tax. The 'Contract' column is highlighted with a blue box. Below the main table is an 'SM Tasks Preview' table with columns: Task, Entry Date, Description, Div, Customer, Bill To Name, Contract, Tech., Type, and Stat. The status bar at the bottom indicates 36 rows in the main table and 8 rows in the SM Tasks Preview table.

MAS 90 Business Insights Explorer - Sales Orders

File Edit View Data Preview Explore Tools Help

Setting Standard

Navigation Pane

Explore

- Backorders
- Backordered Line Items
- Quotes
- Master Orders
- Repeating Orders
- History Orders
- History Invoices
- SM Tasks
 - Standard
 - Public
 - Private

Look For: Search In (All Columns) Find Next

Sales Orders

Drag a column header here to group by that column

Order	Order Date	Type	Div	Customer	Bill To Name	Contract	Status	Salesperson	Terms	Tax
0000103	05/31/2003	Repeating	01	ABF	American Business		Hold	Jim Kentley	Net 30 Days	WI
0000104	04/20/2003	Repeating	02	ATOZ	A To Z Carpet Supp		Open	Ginny Hernandez	Net 30 Days	CA
0000105	04/20/2003	Master	01	AVNET	Avnet Processing C		Open	Shelly Westland	Net 30 Days	WI
0000111	05/01/2003	Back Order	02	JELCO	Jelco Packing		Open	Harvey Earwright	Net 30 Days	CA
0000143	05/15/2003	Back Order	02	ALLENAP	Allen's Appliance R		Open	Ginny Hernandez	2% Ten Day	CA
0000149	05/23/2003	Back Order	02	AMERCON	American Concrete		Open	Ginny Hernandez	Net 30 Days	CA
0000153	05/11/2003	Back Order	01	ABF	American Business		New	Jim Kentley	Net 30 Days	WI
0000159	05/18/2003	Back Order	02	GREALAR	Greater Alarm Com		New	Harvey Earwright	2% Ten Day	CA
0000161	05/14/2003	Back Order	01	HILLSB	Hillsboro Service Cr		New	Shelly Westland	2% Ten Day	WI
0000194	01/13/2003	Back Order	01	ABF	American Business		New	Jim Kentley	Net 30 Days	WI
0000218	12/20/2004	Back Order	01	ABF	American Business	000000026	New	Jim Kentley	Net 30 Days	WI
0000219	12/20/2004	Back Order	01	AVNET	Avnet Processing C	000000019	New	Shelly Westland	Net 30 Days	CA
0000221	03/23/2005	Back Order	01	ABF	American Business	000000026	Open	Jim Kentley	Net 30 Days	WI

<Filter is Empty> Filter Builder...

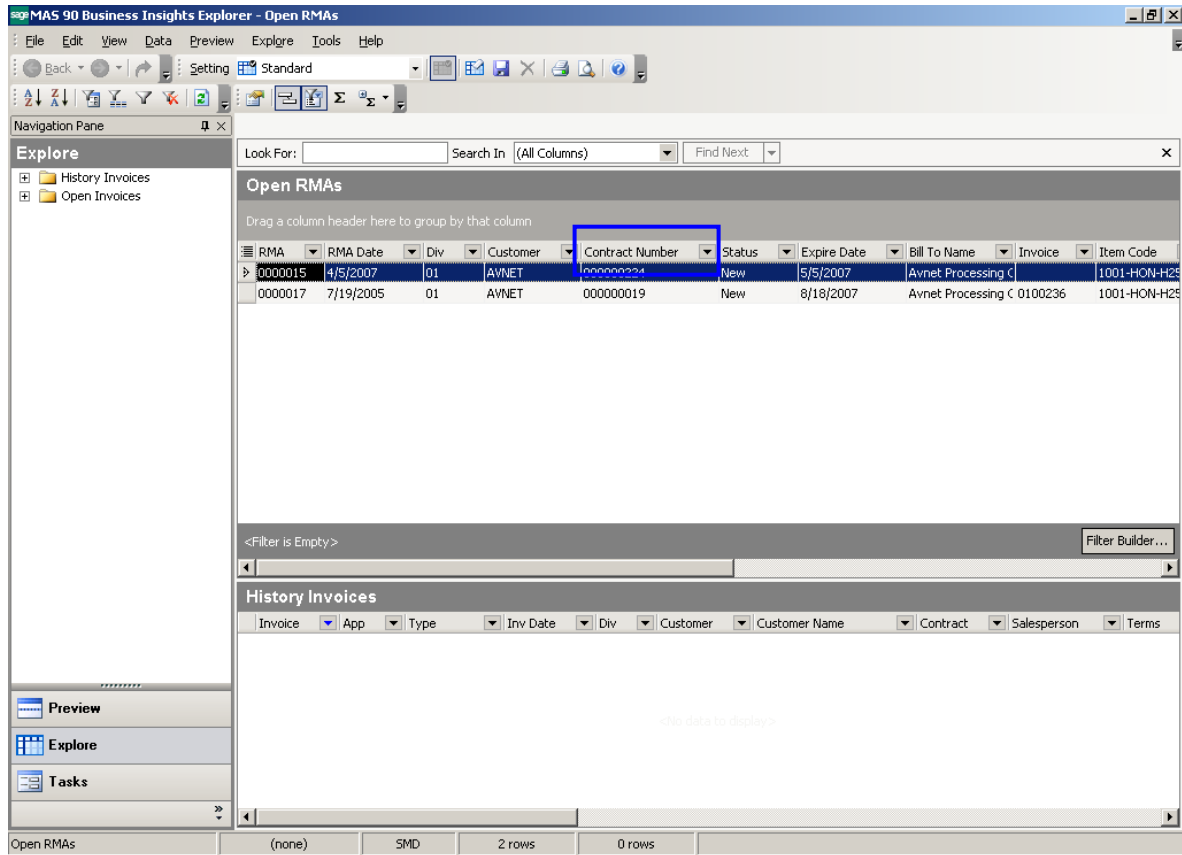
Line Items

Item Code	Item Code Description	Whse	UOM	Qty Ordered	Qty Shipped	Qty Bckdr	Unit Price
D1400	EXECUTIVE DESK ENSEMBLE	001	EACH	1.00	0	0	\$1,890.00
6655	PRINTER STAND W/ BASKET	001	EACH	3.00	0	0	\$179.00
8953	UNIVERSAL 3 1/2" SSDD FLEX DSK	001	EACH	100.00	0	0	\$4.23
ARS-9101	ART SPECIALTY WALNUT CNDL LAMP	001	EACH	1.00	0	0	\$89.95
GB-EL04MS-25	RJ-11 4 WIRE MOD CABLE 25 FT	001	EACH	10.00	0	0	\$4.61
*	HANDLING CHARGES		EACH	0	0	0	\$0.00
/C02				0	0	0	\$0.00
REFUND FOR DAMAGED GOODS IS ALLOWED ONLY IF RETURNED WITHIN 15 DAYS OF SHIPMENT							

Sales Orders (none) SMD 36 rows 9 rows

R/A Explore

The **Contract Number** column has been added to the main data view of the **Open RMA's View** explore opened from **Return Merchandise Authorization Explore** menu.

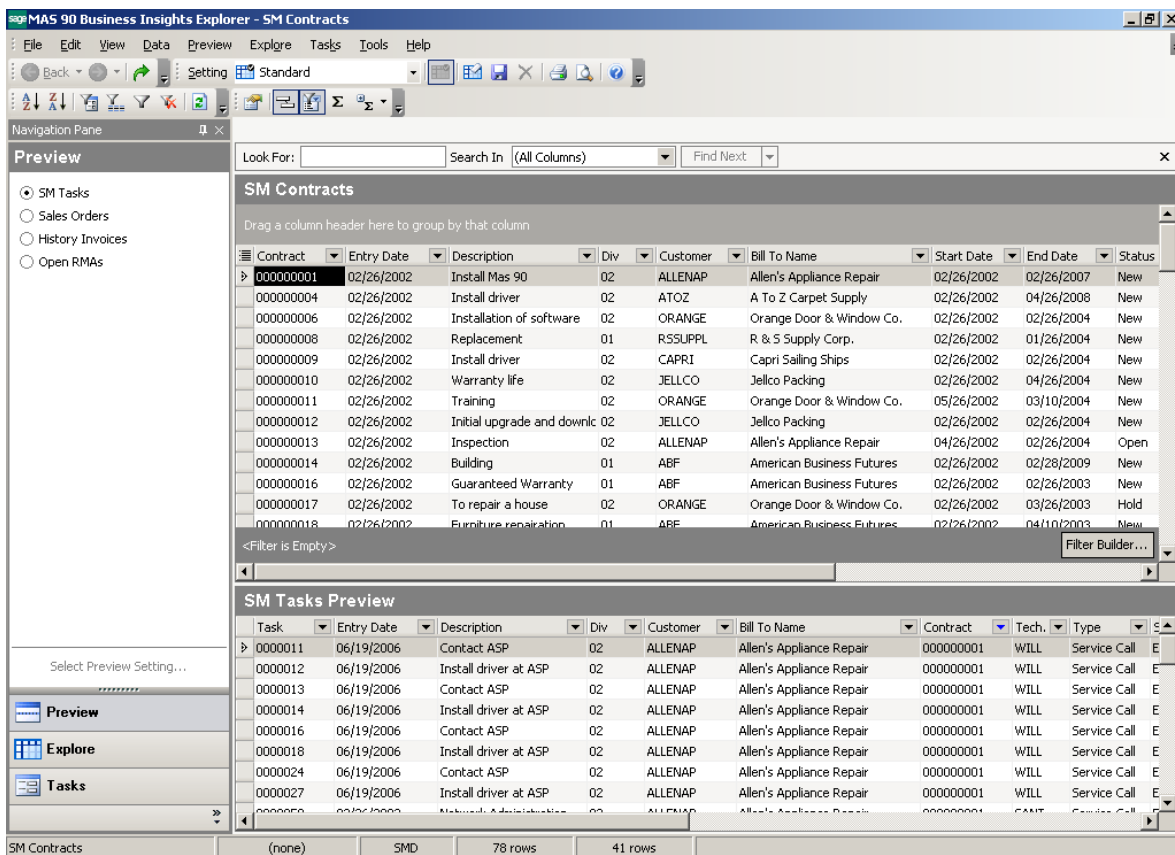


S/M Explore

The **Explore** menu has been added to the **Service Management** module.

In the **Look For** field type the value to search by.

In the **Search In** field select the column to search or select (All Columns) to search text within all columns in the Data View grid. Click **Find Next** to find the first row that contains the search value. If a match is found, the first row with the search value is selected. Click **Find Next** again to locate the next row of data that contains the search value. A message dialog box displays when no further matches are found. The specified record is located in the **Data View** grid.



The **Data View** grid is used to filter, sort, group, and summarize data. The columns can also be modified in the grid by showing and hiding columns, changing the column order, changing the column names, and formatting the data that appears in the columns. Changes to the Data View grid can be saved to a setting. The information in the Data View grid can also be printed and saved to a report.

The **Navigation pane** is used to explore data related to the selected view. The main groups on the Navigation pane are: **Explore, Preview, and Tasks**. In this pane select the **SM Tasks, Sales Order, History Invoices** or **Open RMAs** radio button to display corresponding data in the Preview pane.

The **Preview pane** is used to view related data from the Data View grid. The data in the Preview pane is filtered by the selected row in the Data View grid and by the option selected in the Preview group on the Navigation pane.

When clicking the **Enter Sales Orders, S/O Invoices** or **RMA**s from the **Tasks** menu, the **Contract** and **Customer Maintenance** information is populated automatically. And when selecting **Enter Sales Orders, S/O Invoices** or **RMA**s, corresponding screens are opened for entering related information.

Look For: _____ Search In (All Columns) Find Next

SM Contracts

Drag a column header here to group by that column

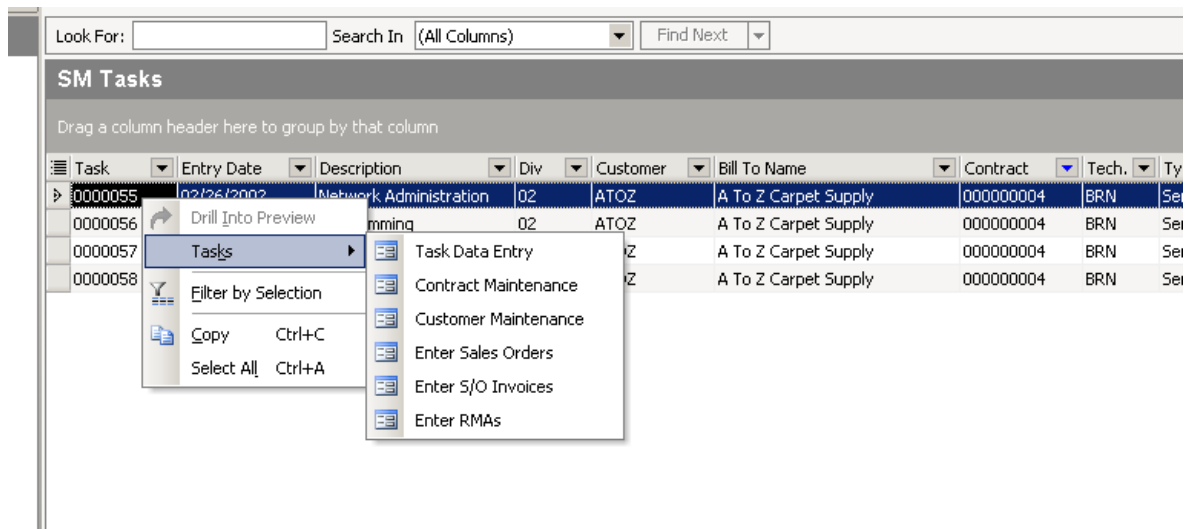
Contract	Entry Date	Description	Div	Customer	Bill To Name
000000001	02/26/2002	Install Mas 90	02	ALLENAP	Allen's Applianc
000000004	02/26/2002	software	02	ATOZ	A To Z Carpet S
000000006	02/26/2002	software	02	ORANGE	Orange Door &
000000008	02/26/2002		01	RSSUPPL	R & S Supply Co
000000009	02/26/2002		02	CAPRI	Capri Sailing Sh
000000010	02/26/2002				Jellco Packing
000000011	02/26/2002				Orange Door &
000000012	02/26/2002				Jellco Packing
000000013	02/26/2002				Allen's Applianc
000000014	02/26/2002				American Busin
000000016	02/26/2002				American Busin
000000017	02/26/2002	To repair a house	02	ORANGE	Orange Door &
000000018	02/26/2002	Furniture repairation	01	ABE	American Busin

<Filter is Empty>

SM Tasks Preview

Task	Entry Date	Description	Div	Customer	Bill To Name
00000055	02/26/2002	Network Administration	02	ATOZ	A To Z Carpet Su

When selecting the **Drill Into Preview** item from the list opened when right (or double) clicking in **Data View**, the **Preview pane** is displayed over the whole screen. In this case the **Task Data Entry** item is added to the list opened from **Tasks** menu.



Examples

Sales Order Entry (example from SM Options; Sales Kit Item Number)

Example:

Order Number: 0000057

1. Header | 2. Address | 3. Lines | 4. Totals

Quick Row: 10 | 10 | 20 | 30 | 40

Item Code	Ordered	Back Ordered	Unit Price	Extension	Co
1	.000	.000	.00	.00	

Bill of Materials Search, ALT-V

Description:

Warehouse:

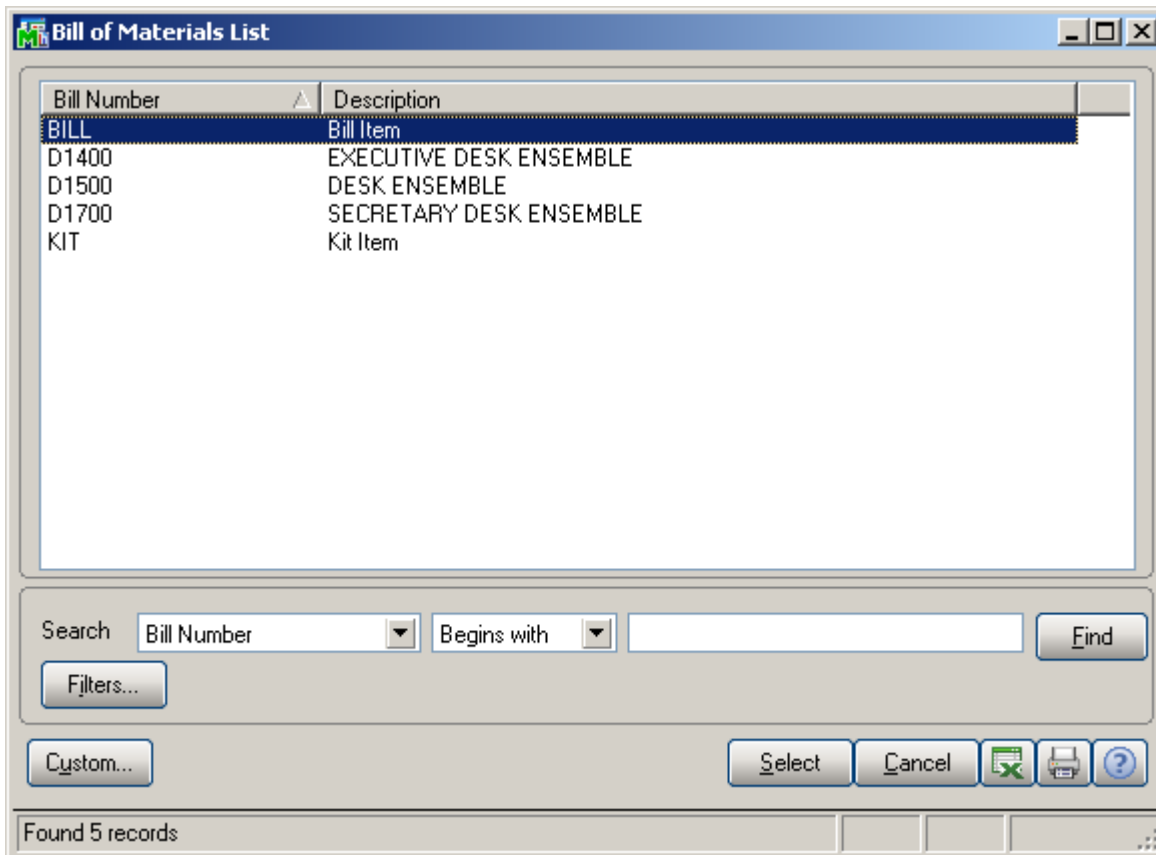
Unit Of Measure:

Shipped: .000

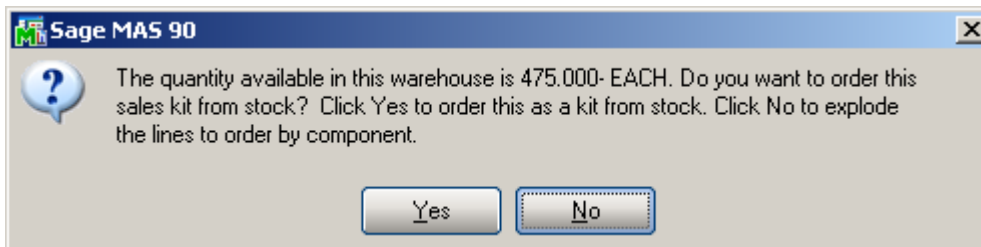
Total Amount: .00

Quick Print... | Recalc Price | Accept | Cancel | Delete | ?

Click the **Bill of Materials Search** button to select a kit.

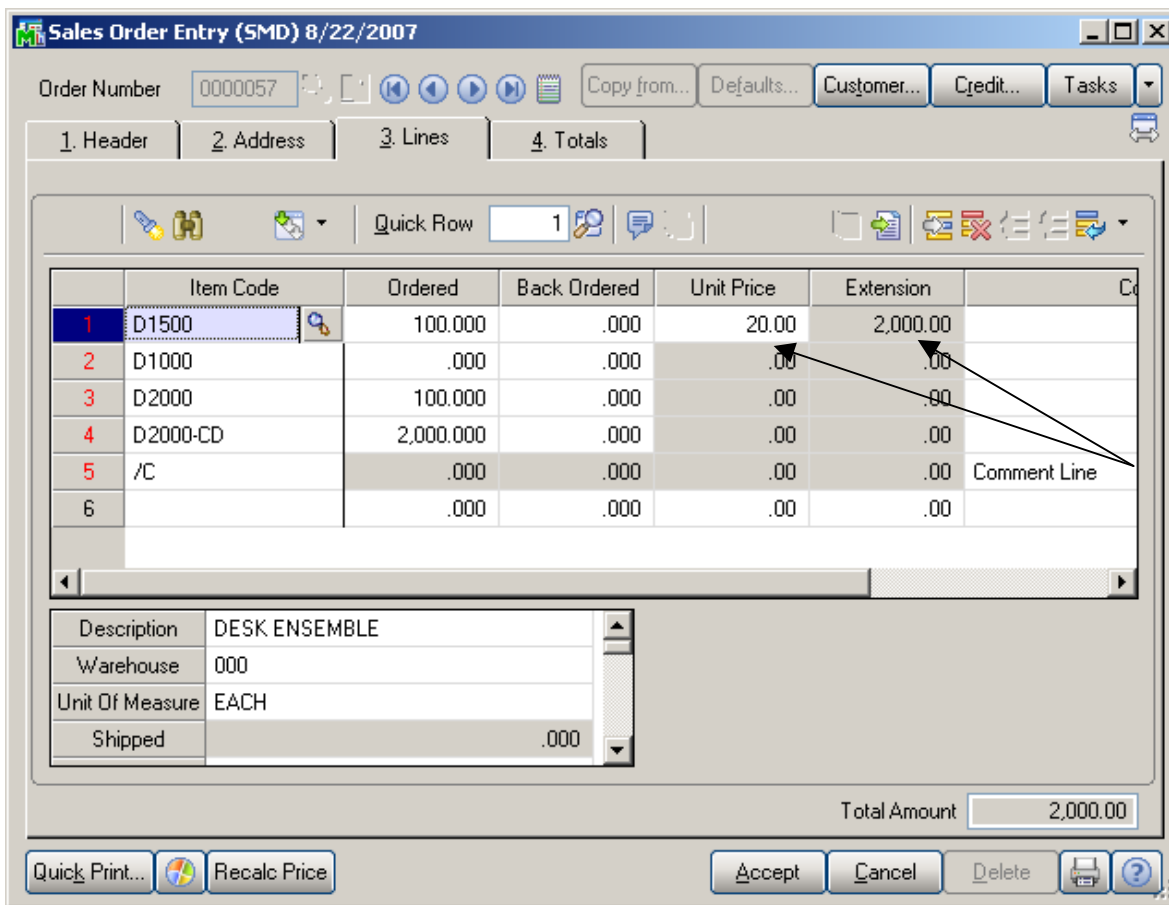


The following message box will be displayed.



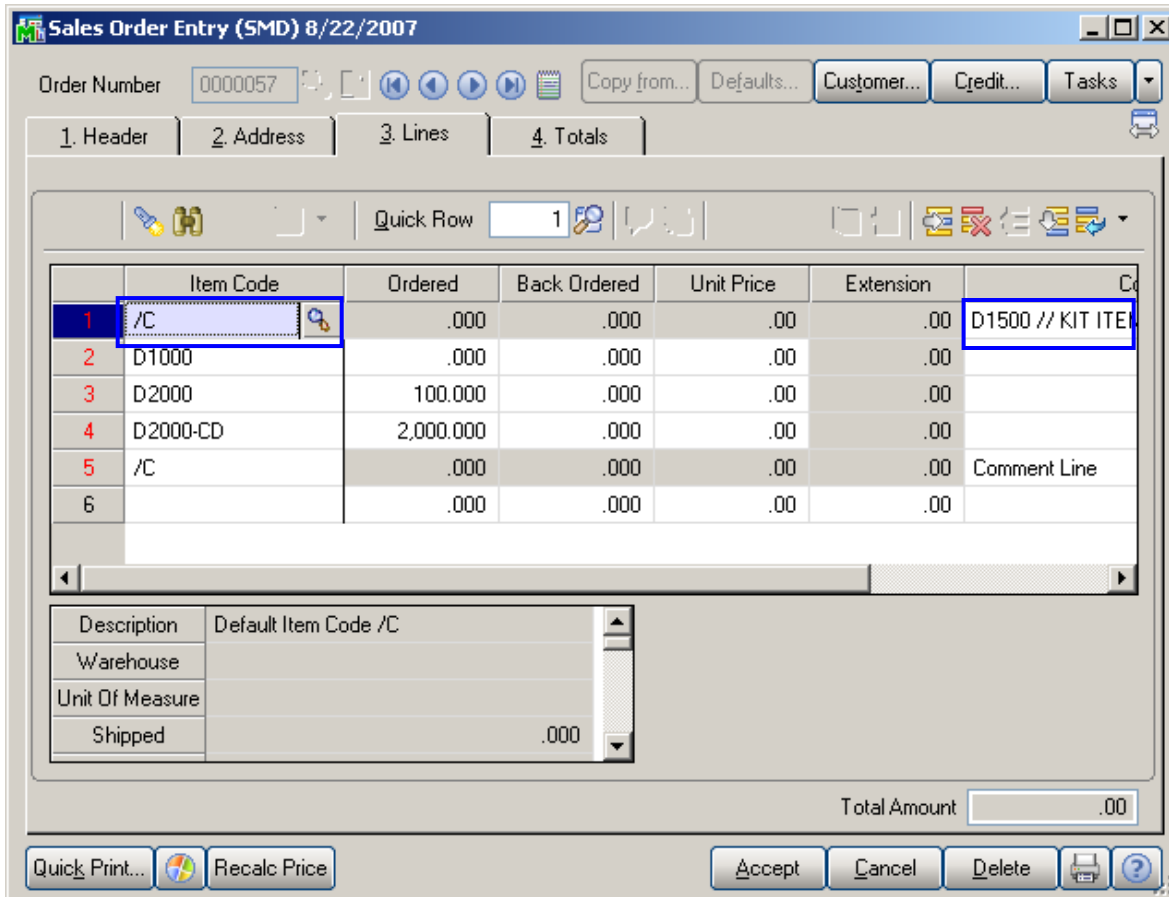
Click **No**.

Enter **Quantity Ordered** and click **OK**.



When the **Present Sales Kit as a Set of Regular Items** checkbox in **Service Management Options** is unchecked, a Sales Kit Item will be shown as a line item with its appropriate unit price and line extension.

If the **Present Sales Kit as a Set of Regular Items** checkbox in **Service Management Options** is checked, a Sales Kit Item will be replaced with a comment line item, indicating sales kit item number and description.



All the kit components will be shown as regular line items with appropriate price and extension information.

Additional Enhancements for Service Management

The following Enhancements can work in Service Management.

- **IIG Proposal**
- **Daily Sales Order Bookings**

Appendix

Installing from Zip of Self-extracting archive file

If the Enhancement is delivered as a Zip file, use WinZip or any one of the zip utilities to extract the CD image to your hard disk.

The Enhancement may be received as a self-extracting file. It will be named something like SMP_CD.EXE. Save that file to your hard disk, and run it (double-click its name). The Zip File Self-Extracting program will ask you where you want the files to be unzipped. We recommend that you point it to the same folder as your MAS 90. Example: Your MAS 90 is installed as F:\ACCT\MAS90. Unzip the files into the F:\ACCT folder. When finished, it should look like F:\ACCT\SMP_CD.

Find the SETUP.EXE in the extracted CD image folder, and run it. In our example, the path to the file would be F:\ACCT\SMP_CD\SETUP.EXE. Follow instructions on the screen.