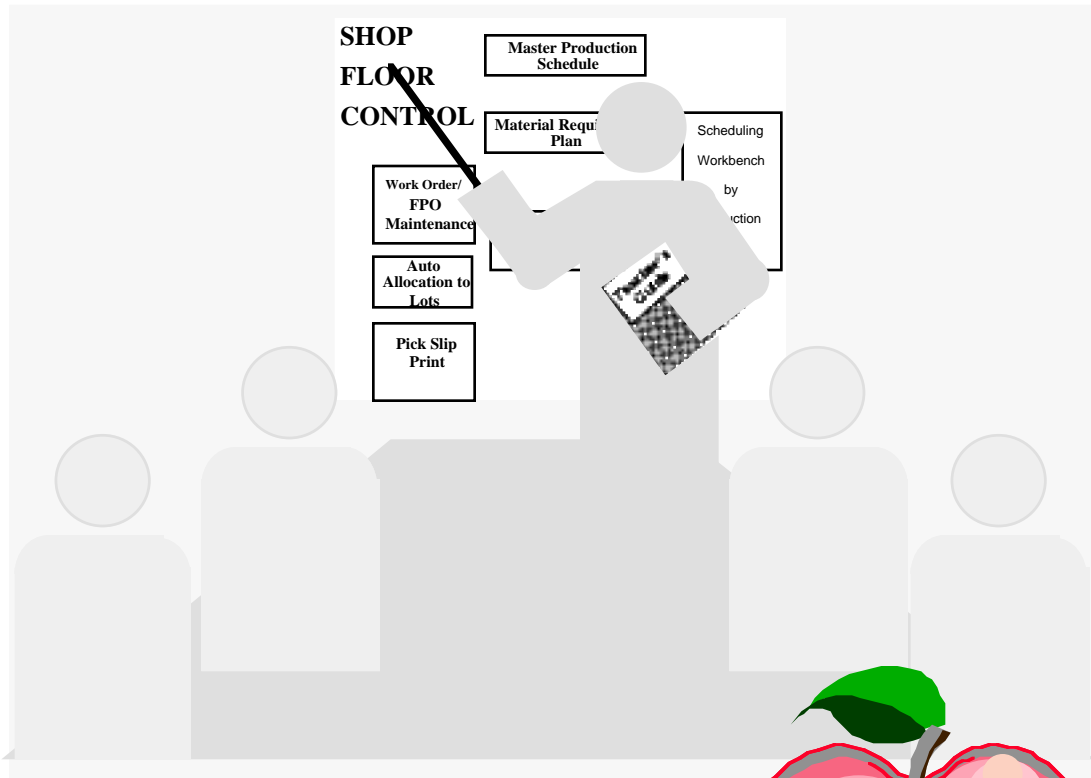
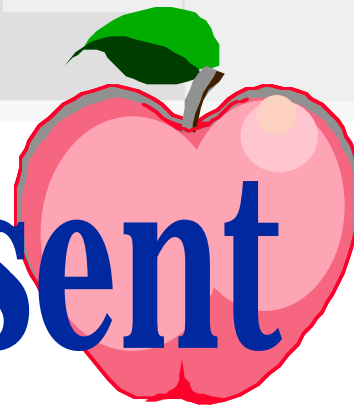


Customer Order Processing



RMS/Present



Version 3.5
A Product of
MXB - Managing the Business
100 N. Freeman Road
Tucson, AZ 85748
(520) 886-5914
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Customer Order Processing

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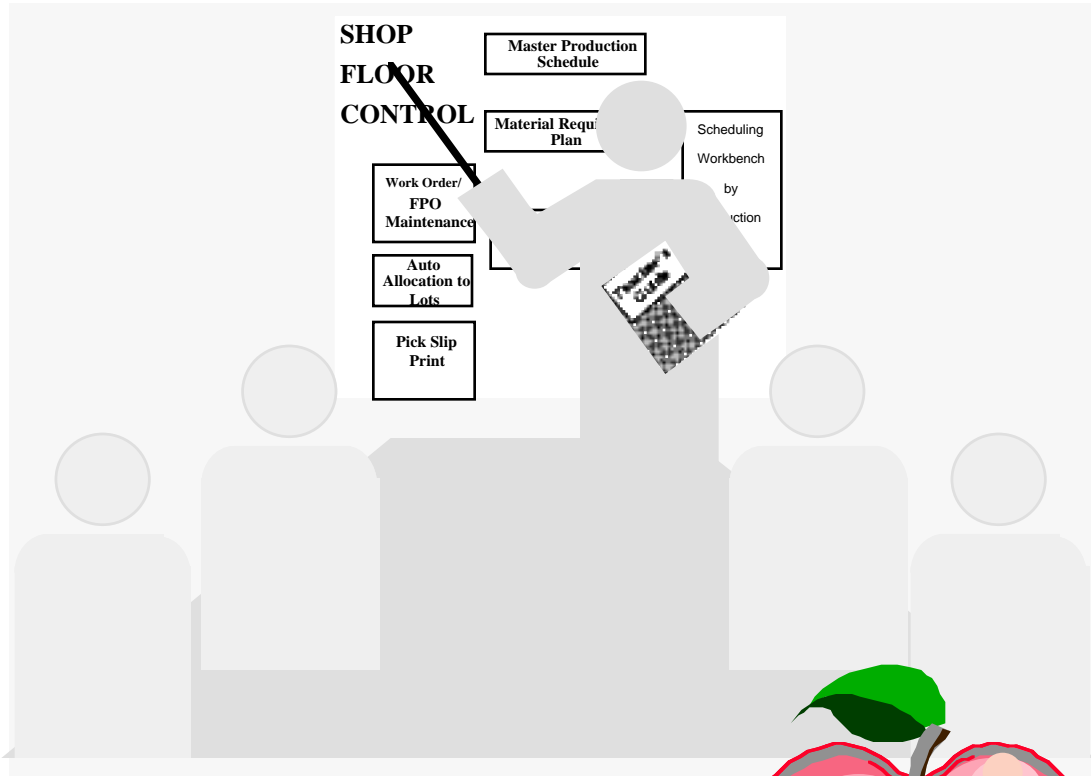


Customer Order Processing

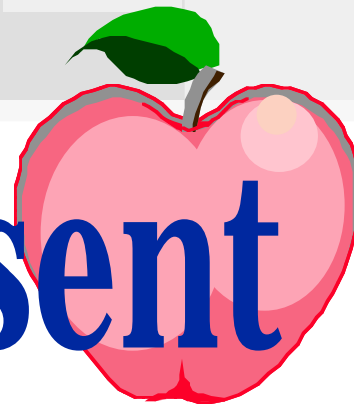
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Sample Agenda

Day 1

Morning

PRMS Modules and Environments
Customer Order Processing Overview
Setting Up

Afternoon

Setting Up
Setting Up Workshop

Day 2

Morning

Pricing
Conclude Setting Up Workshop

Afternoon

Order Entry
Order Entry Workshop
Order Processing

Day 3

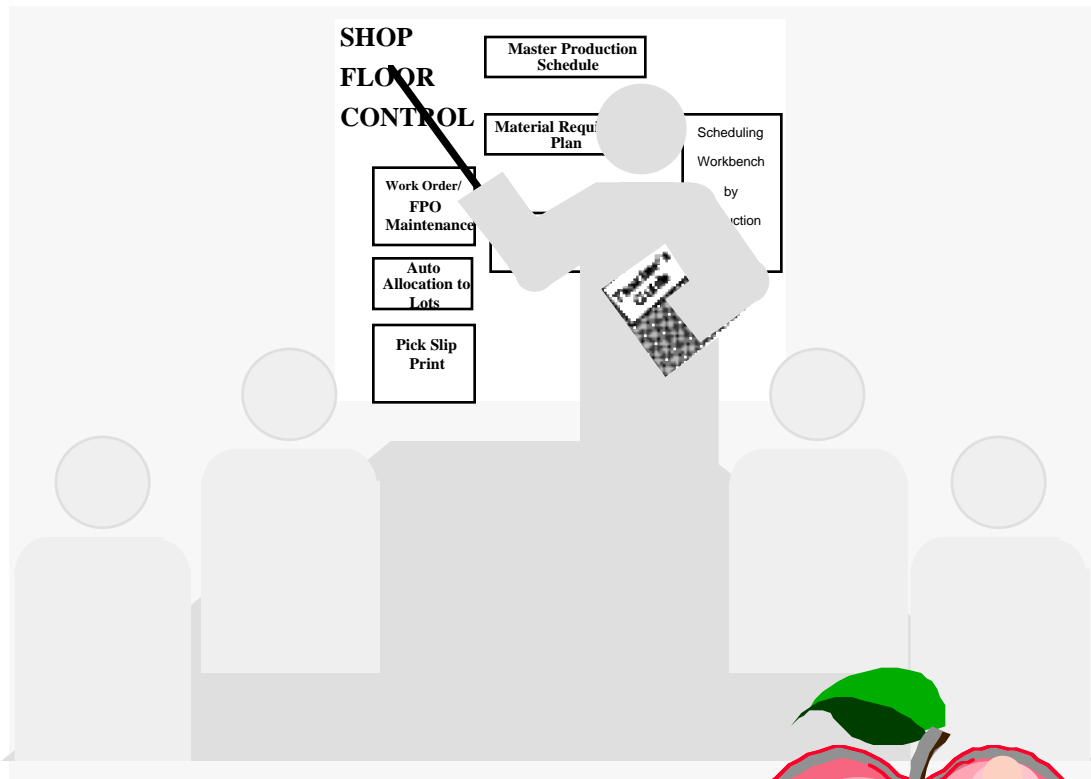
Morning

Processing the Order Workshop

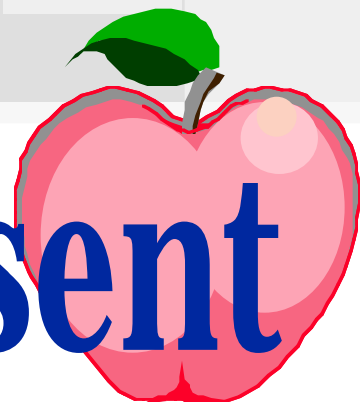
Afternoon

Reports and Inquiries
Invoicing Workshop

Modules and Environments



RMS/Present



PRMS™

■ Planning
□ Execution

Distribution Requirements Planning

Forecasting Workbench

Vendor Managed Inventory^{9.0}

Warehouse Replenishment Orders

Customer Order Processing

Accounts Receivable

Master Production Scheduling

Shop Data

Product Structure

Rough Cut Capacity Planning

Material Requirements Planning

Capacity Requirements Planning

Shop Floor Control

Purchasing/Receiving

Inventory Control

Accounts Payable

Payroll/Human Resources

Physical Inv./Cycle Count

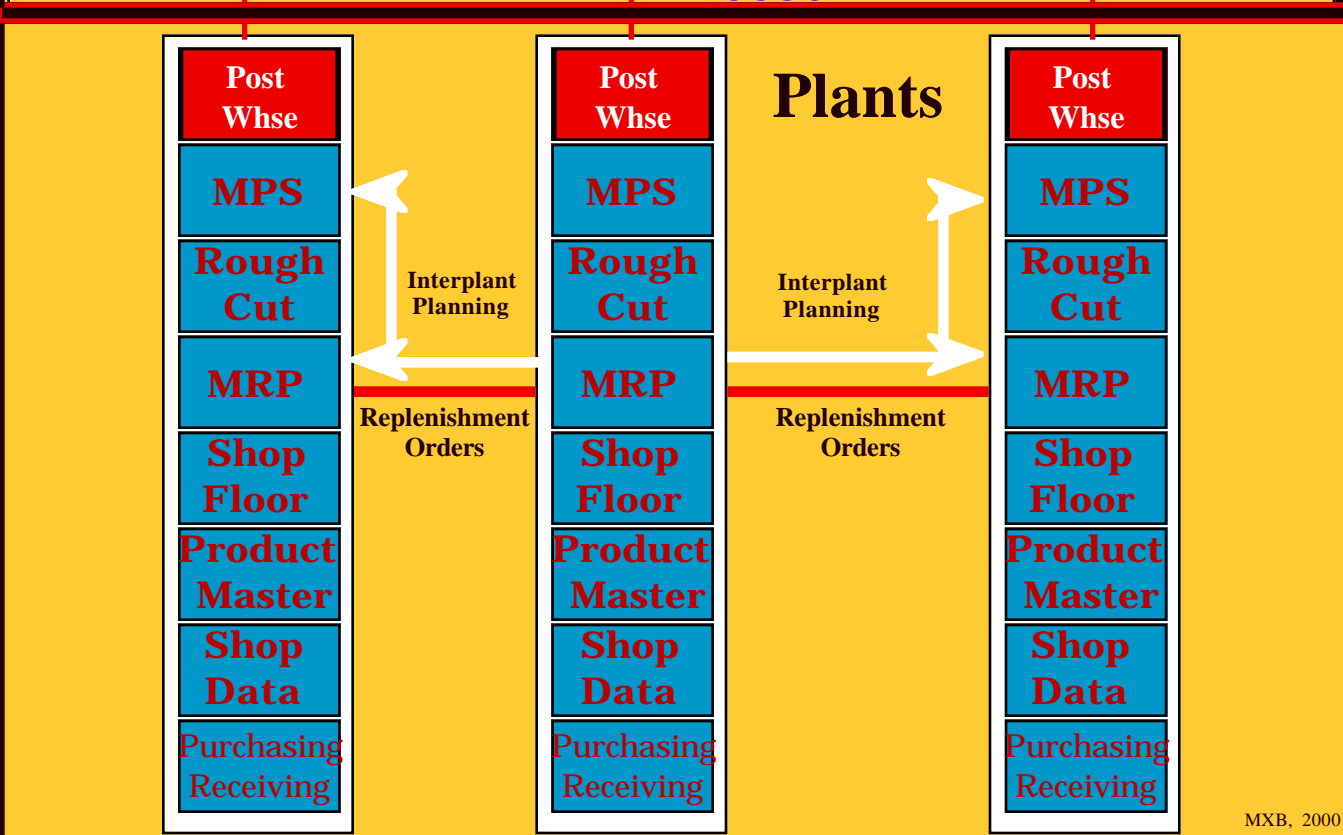
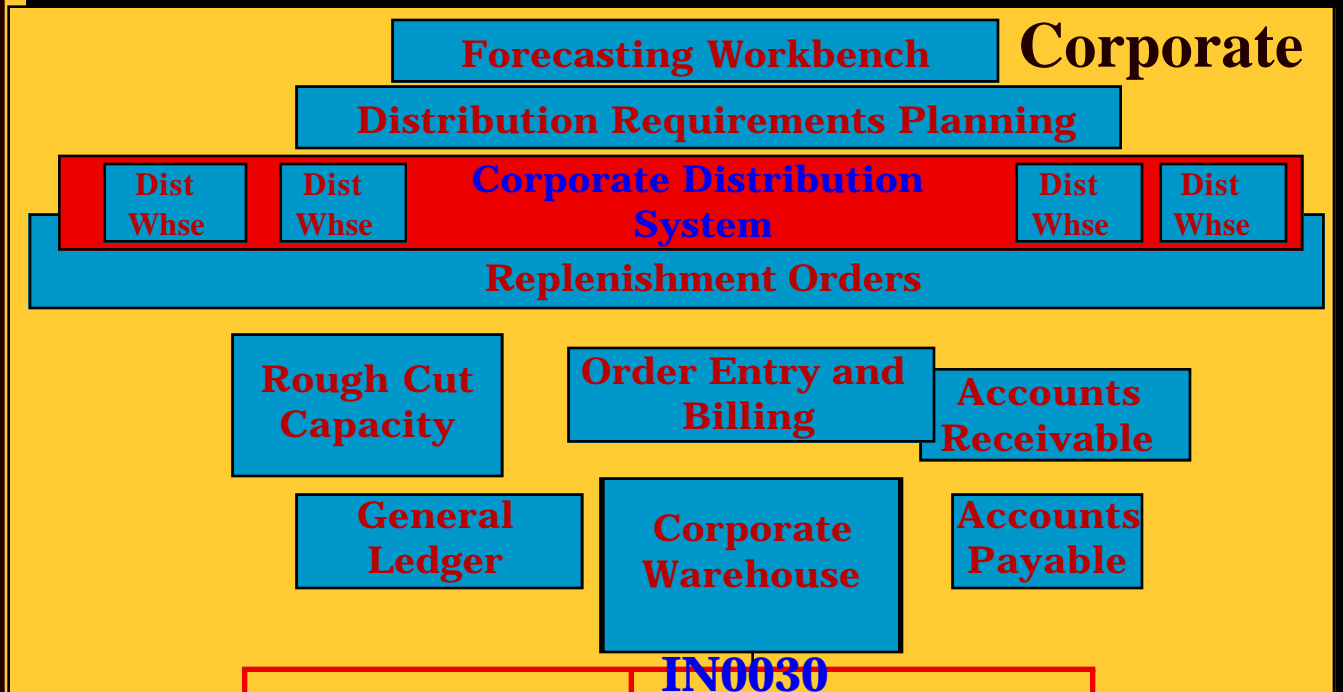
Quality Control

General Ledger Interface

PRMS is a trademark of interBiz, a division of Computer Associates, Int'l

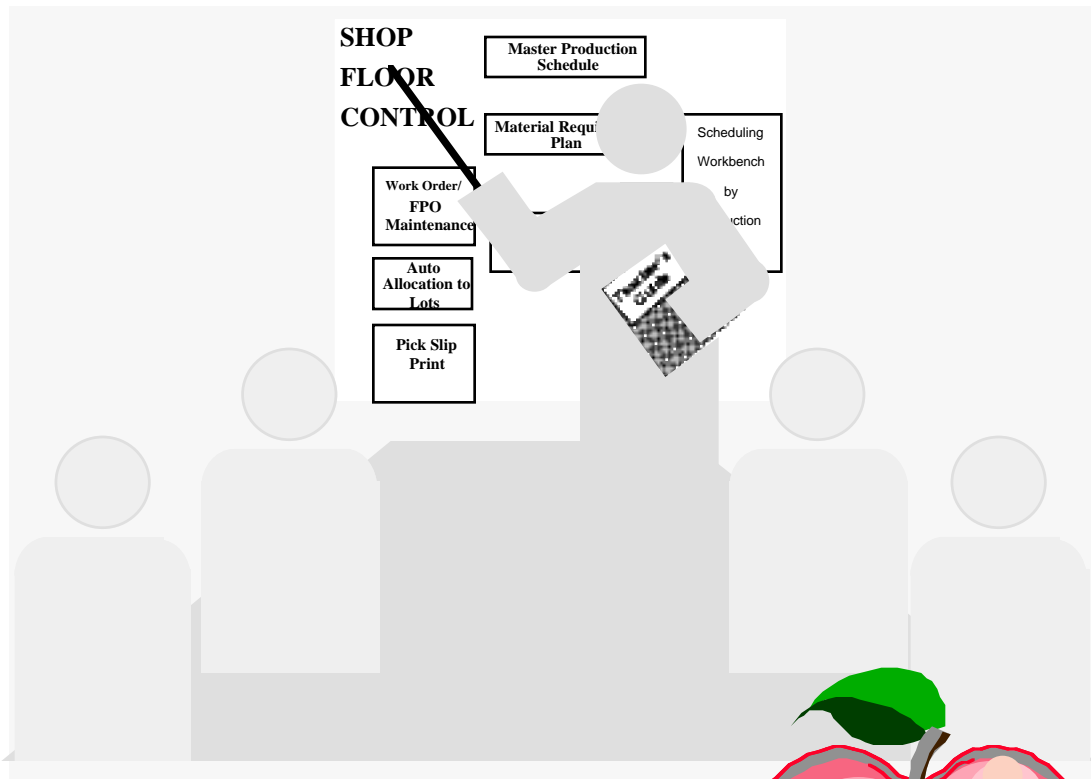
MXB,2000

PRMS™ Multiplant

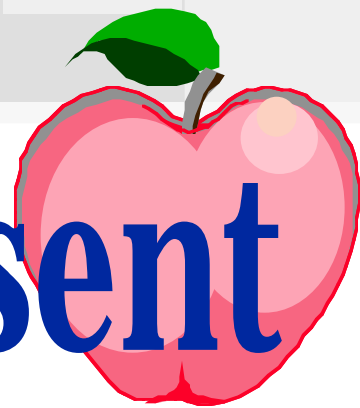


MXB, 2000

Customer Order Processing



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Types & Methods of Creating Customer Orders

Types

DISCRETE (REGULAR) CUSTOMER ORDERS

Multiple lines with ship dates and configurable order types to ship directly to Customer

BLANKETS^{9.0}

Commitment of value or quantity over defined period of time. Releases are created to perform shipment to Customer

SAMPLE ORDERS

Line prices default to zero and bookings to Sample G/L accounts

CONSIGNMENT ORDERS^{9.0}

Ships product from a supply warehouse to a Consignment Warehouse. Inventory is relieved from Consignment Warehouse via manual inventory transactions or Consumption Orders. Line item must be an inventoried item.

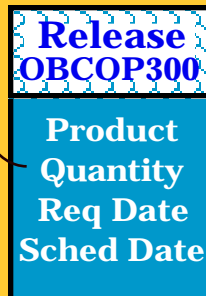
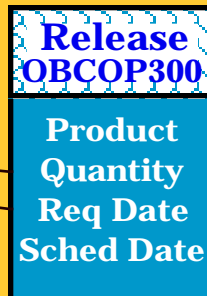
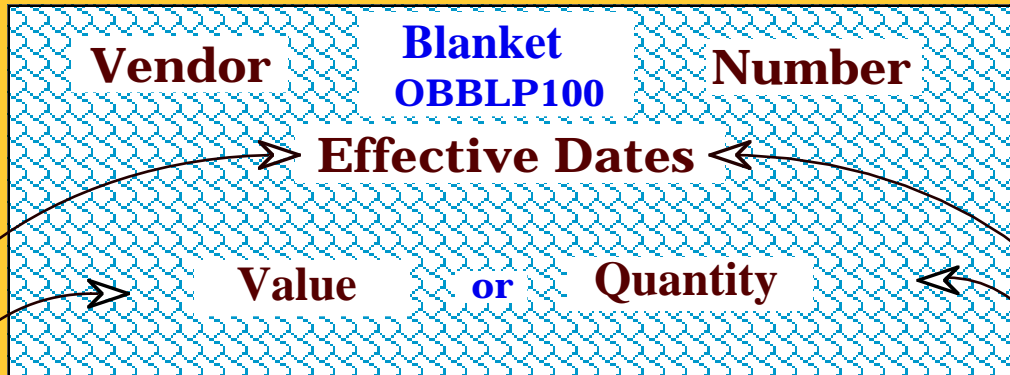
CONSUMPTION ORDERS^{9.0}

Created as a result of consumption transactions. Relieves inventory from the Consignment or VMI warehouse.

VMI ORDERS^{9.0}

Ships product from a supply warehouse to a Vendor Managed Inventory Warehouse. Inventory is relieved from VMI Warehouse via manual inventory transactions or Consumption Orders. Line item must be an inventoried item.

Blanket Customer Order



MXB, 1999

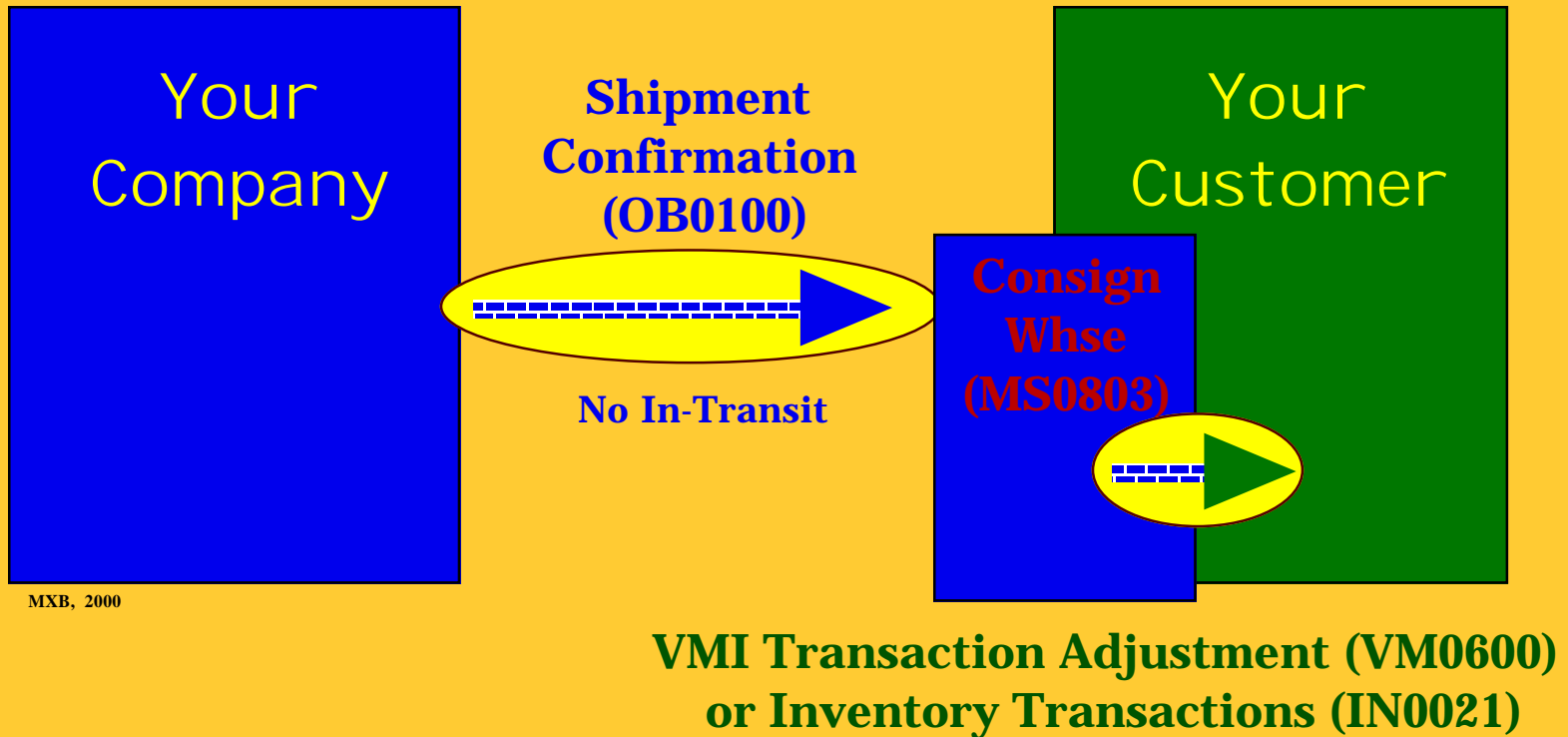
Blanket is the commitment

Lines are the products included

Releases are the specific shipment requests

Consignment Inventory

"Goods delivered to a merchant for sale but remaining the property of the vendor until sold" ¹



MXB, 2000

¹ The New Lexicon Webster's Dictionary of the English Language, 1989 Edition

Consignment Inventory

Assets in the Consignment Warehouse are owned by you

Designation is in Warehouse Master (MS0803)

Customer/Product Maintenance (OB0817) designates Consignment Products

Physical Inventory Programs support Cycle Count/Physical Inventory

Inventories are not considered as "Available"

Default Order Warehouse in Ship-To Master

Consignment Order Lines defaults to Zero Price

Memorandum Invoices created for Consignment Order Lines

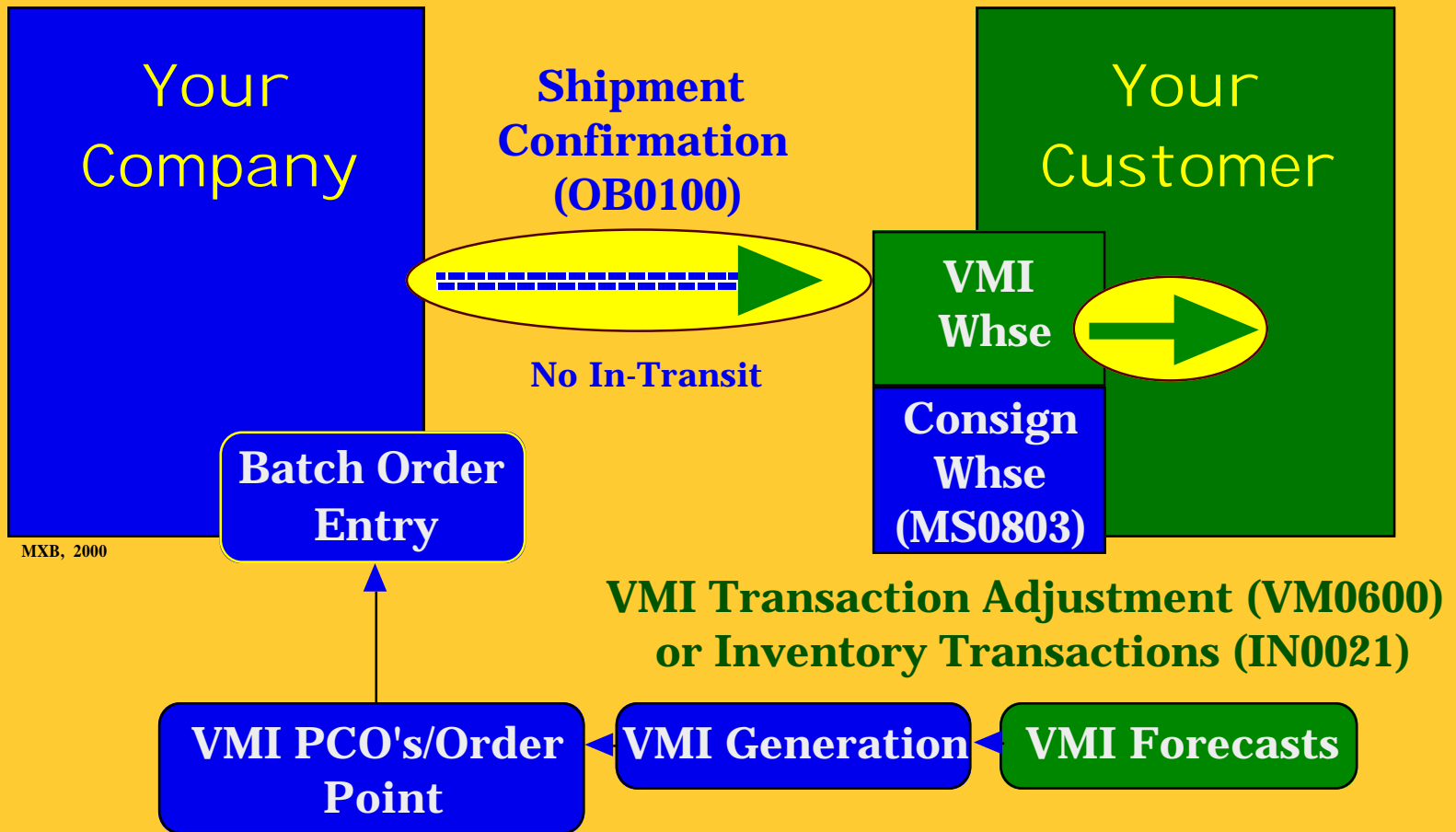
Shipment Confirmation (OB0100) places inventory in Consignment Warehouse

Customer Sends Incoming 852 (Consumption)

Batch Order Entry creates Consumption Order - Post Bill shipped from Consignment Warehouse

Vendor Managed Inventory

Planning and executing the replenishment of your customer's inventory



Vendor Managed Inventory

VMI Inventories are owned by the Customer

Replenishment is Planned and Executed by You (the Vendor)

Designation is in Warehouse Master (MS0803)

Physical Inventory Programs support Cycle Count/Physical Inventory

Inventories are not considered as "Available"

Default Order Warehouse in Ship-To Master

Uses DRP processing logic to determine requirements

Types & Methods of Creating Customer Orders

Methods

ON-LINE ENTERED ORDERS

Enter via Order Entry (OB0020)

BATCH ENTERED ORDERS

Entered/Maintained via Batch Order Entry (OB0094)

Updated via Batch Edit/Update (OB0092)

BATCH CREATED ORDERS

Receipt of EDI formatted file

Maintained via Batch Order Entry (OB0094)

Updated via Batch Edit/Update (OB0092)

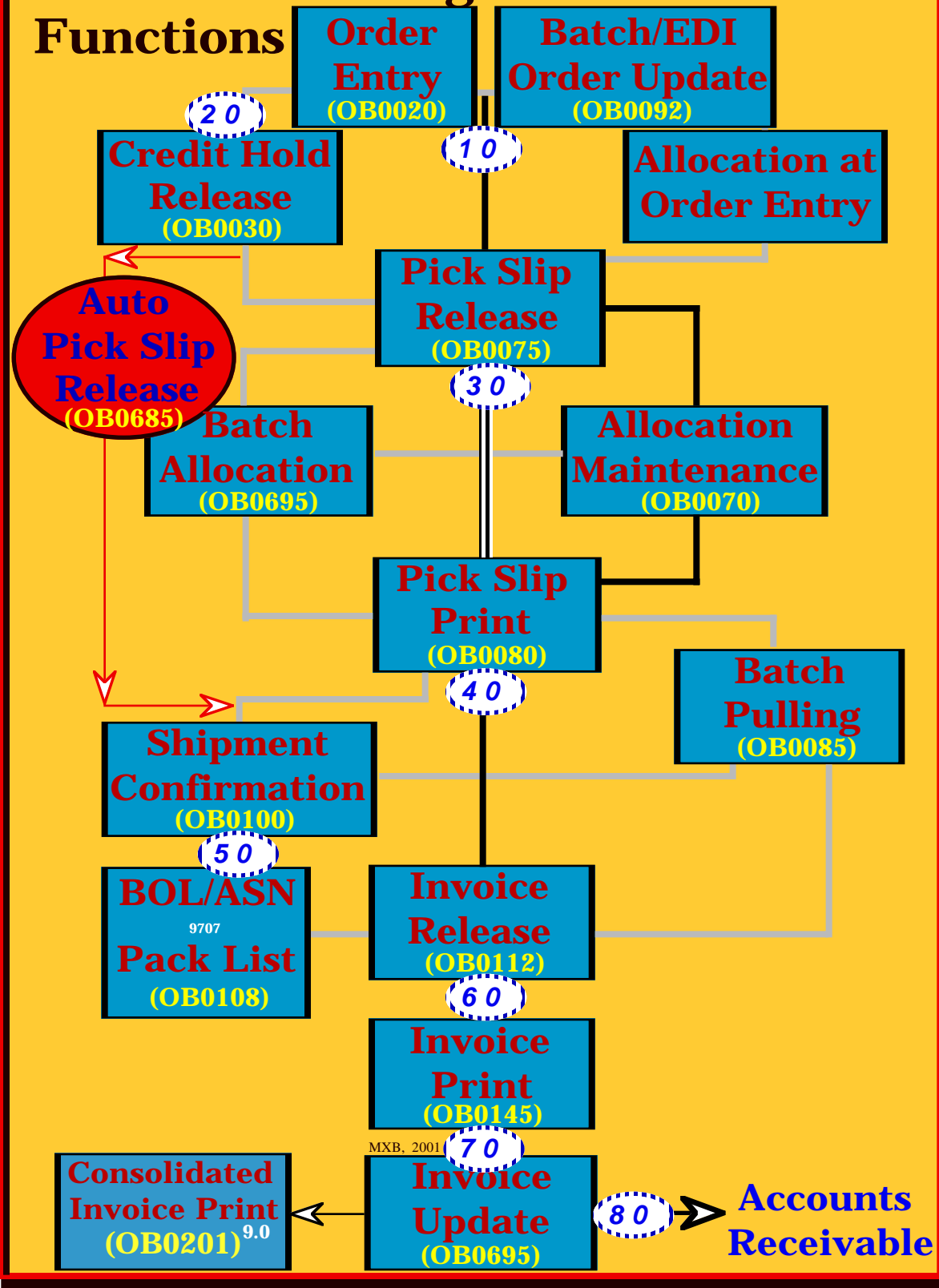
ORDERS CREATED FROM PRMS PURCHASE ORDERS

Formatted File Created by PO to Batch Order Entry
(PO0125)

VMI ORDERS ^{9.0}

Created from selection of Planned Customer Orders
(VM0210) as a result of VMI Generation

Order Processing Flow and Functions



Major Features

ORDER AND QUOTE PROCESSING

FULL SCREEN INPUT

USER DEFINED ORDER TYPES

COPY ORDER FUNCTION

MULTIPLE LEVELS OF PRICING

Line, Full Order, and Promotion

CUSTOMER PRODUCT NUMBERS

CREDIT CHECKING

**REGULAR, SAMPLE, BACKORDER, AND BLANKET
ORDERS**

MULTIPLE SHIP TO ADDRESSES

CUSTOMER SPECIFIC TEXT

MULTIPLE LINE ITEM TYPES

Regular, Non-Standard, Special Charge, Text

WAREHOUSE AT LINE ITEM LEVEL

FEATURES AND OPTIONS PROCESSING

USER DEFINED ERROR MESSAGES

Major Features

REASON CODE ORDER ACTIVITY TRACKING

CORPORATE CUSTOMER PROCESSING

KIT PROCESSING

SUPPLEMENTAL ORDER CONFIGURATIONS

BATCH ORDER ENTRY

AUTO PICK SLIP RELEASE

CUSTOMER FILL % AND FAIR SHARE ALLOCATION

GROSS MARGIN REPORTING

DISTRIBUTION AVAILABLE TO PROMISE

MULTIPLE UNITS OF MEASURE *8.3*

OUTBOUND EDI TRANSACTIONS *8.3*

ADVANCED SHIPPING NOTICES^{*8.49707*}

TRADE ALLOWANCES *8.3*

EXPORT DOCUMENTATION^{*8.4*}

SINGLE SCREEN ORDER INPUT^{*8.49707*}

MULTI LANGUAGE REPORT AND DOCUMENT HEADINGS^{*8.49707*}

Major Features

BLANKET CUSTOMER ORDERS ^{9.0}

CONSIGNMENT INVENTORY PROCESSING ^{9.0}

VENDOR MANAGED INVENTORY ^{9.0}

RETURNED GOODS PROCESSING ^{9.0}

PRICING MASS MAINTENANCE ^{9.0}

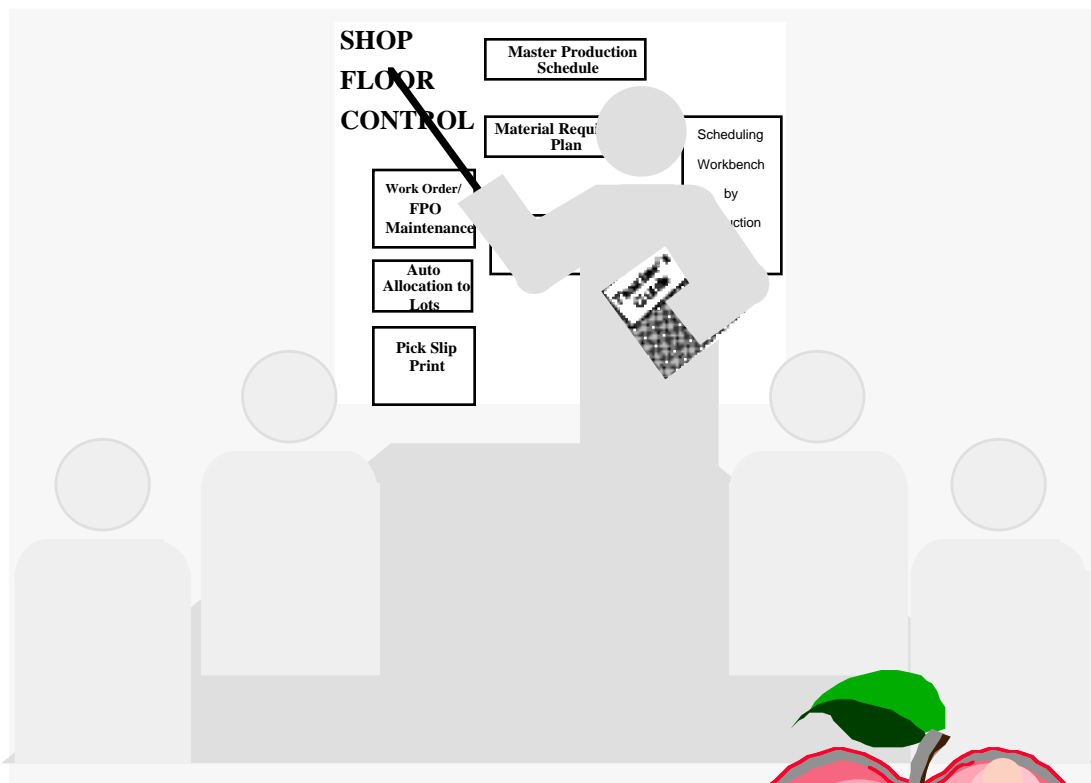
MULTIPLE SHIP TO'S ON CUSTOMER ORDER ^{9.0}

MULTIPLE INVOICE RELEASES ^{9.0}

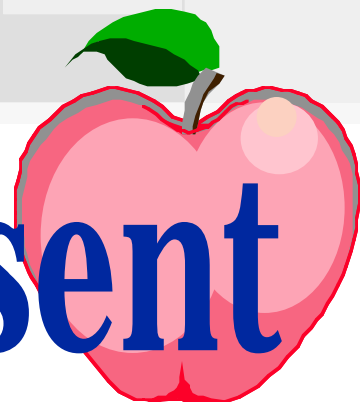
CONSOLIDATED INVOICING ^{9.0}

COMMISSION CALCULATION/REPORTING ^{9.1}

Setting Up



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Master File Maintenance

USER PROFILE MAINTENANCE (MS0800)

CODE ID MAINTENANCE (MS0840/MS0843) 8.3

UNIT OF MEASURE TABLE MAINTENANCE (MS0827)

SYSTEM CONTROL (WCMANT)

WAREHOUSE MASTER (MS0803)

SALESMAN MASTER (OB0812)

SALES COMMISSION RATE FILE (OB0841) 9.1

ORDER TYPE MAINTENANCE (OB0809)

TERMS CODE MASTER (OB0814)

TAX CODE MASTER (MS0816)

REASON CODE MASTER (OB0813)

FREIGHT TERMS CODE (MS0235) 8.4

CUSTOMER MASTER (MS0836)

SHIP TO MASTER (OB0801)

LIFECYCLE CODE MAINTENANCE (MS0834) 9.1

COUNTRY CODES (MS0843) 8.4

TRADING CODE MASTER (MS0884) 8.4

PRODUCT MASTER (MS0825)

Master File Maintenance

ERROR FILE MAINTENANCE (OB0816)

CUSTOMER PRODUCT NUMBERS (OB0817) ^{9.0}

KIT STRUCTURE MAINTENANCE (OB0655)

SUPPLEMENTAL ORDER MAINT. (OB0600)

SUPERSEDE/SUBSTITUTE MAINT. (OB0630)

CUSTOMER/ORDER/LINE TEXT (OB0811)

DATA QUEUE MAINT. (OB0819)

SHOPPING LIST REBUILD (OB0605)

PACK TYPE MAINT. (OB0850) ^{8.49707}

EDI CONTROL FILE MAINTENANCE (MS0829)

PRODUCT LIST PRICE MAINT. (OB0821) ^{9.0}

GLOBAL LIST PRICE MAINT. (OB0822) ^{9.0}

GLOBAL CONTRACT PRICE MAINT. (OB0827) ^{9.0}

PRICE ROUNDING MAINT. (OB0834) ^{9.0}

(MS0800, MSUPP100)

Configures Access and Authorization by User

ENVIRONMENTAL

Company/Organization

User Interface

DISTRIBUTION

Customer Order and Shipment Control by Warehouse

Customer Master Maintenance

Trade Allowances

ARTC Freight Management

PRINTED OUTPUT

Reports, Special Forms, Print Key and Labels^{9.0}

Output Queues and Writer Designation

PRODUCT DEFINITION

Product Masters

Product Structures

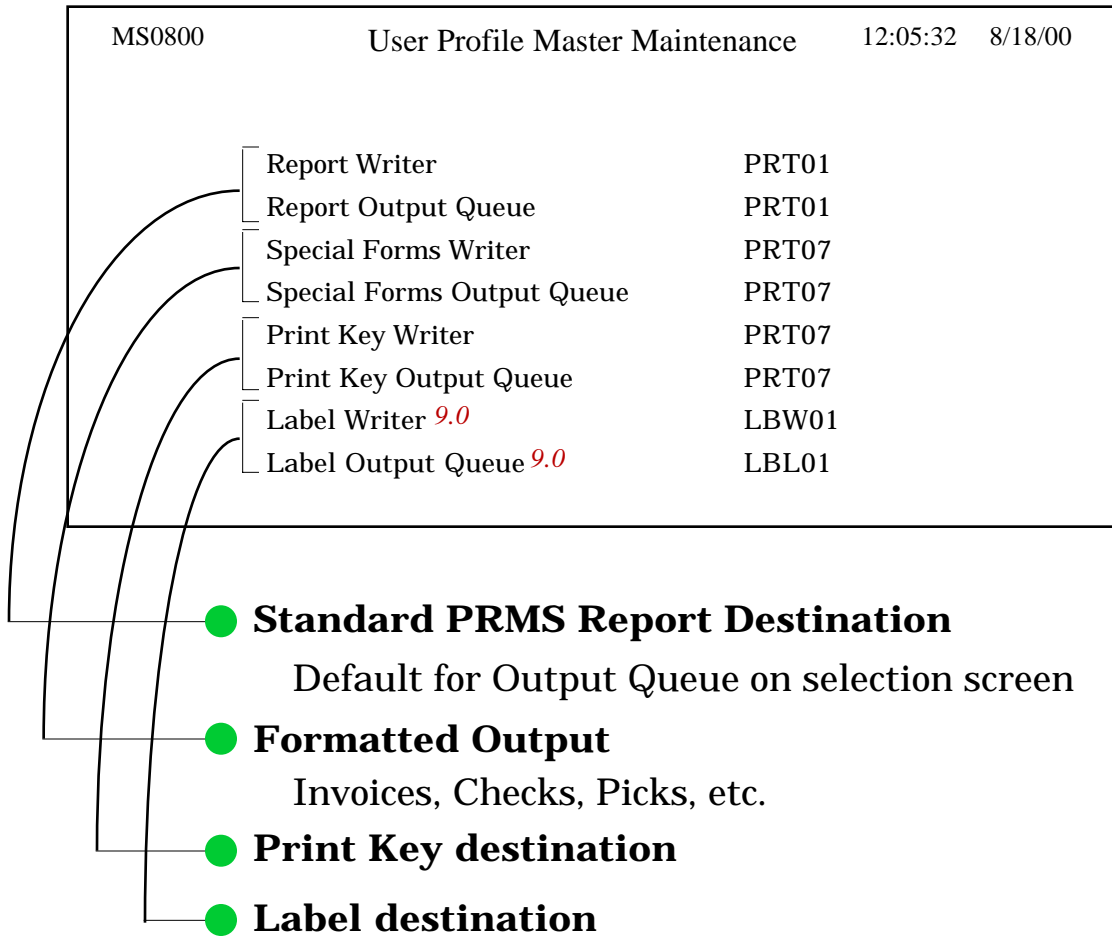
Routers

Environmental

MS0800	User Profile Master Maintenance	12:05:32	8/18/00
	User Profile	MXB	
	Corporate member	700	
	Company Number	700	
	Plant Number		
	Warehouse ID		
	Authority to Update All Whses	Y	
	Allow Addition of Customers	Y	
	Allow Addition of Ship-To's ^{9.0}	Y	
	Bypass Count Adjustments	Y	
	View User	N	
	BuyerCenter User	N	

- **Which organization to sign on**
- **Transactions made to only one or all warehouses**
Order Entry, Allocations, Pick Slips, Shipments, Invoicing
- **Customer Master Maintenance Authority**
Ship-To may be added during Order Entry or through Master File
- **Bypass a step in the Cycle Count/Physical Inventory process**
- **Windows based user interface**

Printed Output



Product Master/Structure/Routers

MS0800	User Profile Master Maintenance		12:05:32	8/18/00
			Quality Control User	N
	Update manufacturing qty	N	Update base qty	N
	Update engineering qty	N	Add Product Structures	N
	View actual cost data	Y	Update actual cost data	N
	View base cost data	Y	Update base cost data	N
	View current cost data	Y	Update current cost data	N
	View going to cost data	Y	Update going to cost data	N
	Product Master Information			
	View general information	Y	Update general information	N
	View general ledger data	Y	Update general ledger data	N
	View purchasing data	Y	Update purchasing data	N
	View order process data	Y	Update order process data	Y
	View general mfg data	Y	Update general mfg data	N
	View mfg planning data	Y	Update mfg planning data	N
	View DRP data	Y	Update DRP data	N
	View product inventory	Y	Update product inventory	N
	View European taxation	Y	Update European taxation	N
	View Trade Information	Y	Update Trade Information	N
	View VMI Data 9.0	Y	View VMI Data 9.0	N

Which Qty Required in Product Structure Maintenance can be maintained

Authority to add/delete assemblies and components

Authority to view or update any values that will effect costs

Cost elements as well as standards or rate codes

Authority to view or update specific product master maintenance screens

The above configuration is a sample for a Customer Service position.

All information may be viewed.

Specific product master updates allowed.

Not able to change costs.

Customer Master/Trade/Freight

MS0800	User Profile Master Maintenance	12:05:32	8/18/00
Customer Master Information			
View general information	Y	Update general information	N
View order processing	Y	Update order processing	N
View invoicing	Y	Update invoicing	N
View credit	Y	Update credit	N
View general ledger	Y	Update general ledger	N
View tax	Y	Update tax	N
View bank identification	Y	Update bank identification	N
Trade Allowance Information			
View corp. cust.	Y	Update corp. cust.	N
View bill-to cust	Y	Update bill-to cust	N
View ship-to cust	Y	Update ship-to cust	N
ARTC CalcRate Interface			
View carrier	Y	Update carrier	N

VIEW ALLOWS INQUIRY TO THE SPECIFIC SCREEN

UPDATE ALLOWS MAINTENANCE OF FIELDS

Types of Units of Measure

Order Unit of Measure 8.3

The unit of measure for a customer order. It is not specified in the Product Master. It is specified in the Unit of Measure Table and flagged as "Y" for "Allow use in Order Entry".

Pick/Ship Unit of Measure 8.3

This is the unit of measure that a Customer Order Pick Slip and Shipment Confirmation is made in. It is created in the Unit of Measure Table and then identified by product in either the Product Master or specific to a warehouse with Warehouse Inventory Maintenance.

Inventory Unit of Measure

This is the standard stock keeping unit of measure for inventory. It is created in the Unit of Measure Table and then identified in the Product Master. Inventory may be transacted and viewed in any valid unit of measure for that item.

Physical Unit of Measure

For products that are considered by potency processing and are designated as Inventory Method of A (Active) in the product master, this is the physical unit of measure that the active ingredient is contained within. In this case, the Unit of Measure on the General Product Information screen of the product master becomes the active ingredient unit of measure.

Standard Issue Unit of Measure

As part of the Consolidated Pick process for repetitively manufactured items, a pick and issue unit of measure may be assigned in the product master that is different from the inventory unit of measure.

Units of Measure (cont.)

CODE ID MAINTENANCE (MS0843) 8.3

Where unit of measure codes are created and maintained

The Code ID and security of the code is created/maintained in MS0840

UNIT OF MEASURE TABLE MAINT. (MS0827)

This is where the conversion factors from the inventory unit of measure to another is established

PRODUCT MASTER MAINT. (MS0825)

The inventory unit of measure, pick/ship unit of measure, and physical inventory unit of measure (for active ingredients) is input here

WAREHOUSE INVENTORY MAINT. (IN0801) 8.3

When the use of a pick/ship unit of measure is specific to a warehouse, you may specify a unit of measure different from the product master

UNIT OF MEASURE LIST PRICE MAINT. (MS0847) 8.3

Defines multiplier or divisor of Inventory Unit of Measure List Price to determine Order Unit of Measure List Price

(WCINQ)

Functions Installed

MULTI WAREHOUSE PROCESSING AT LINE LEVEL

Each line on the customer order may have a different warehouse. User Profile determines which (or all) warehouses the user may process.

MULTIPLE SHIP TO'S ^{9.0}

Allows the ship to number to be specified on the line of a customer order. Pick Slip and Shipment Processing is performed by Ship-To.

SHOPPING LIST

Order Entry lists the products this customer has ordered in the past based on parameters in Customer Master or System Control.

STANDING ORDER

A list of products for a customer for a specific day of the week.

TEMPLATE ORDER

A list of products associated with an ID which may be input to the customer order.

GLOBAL ORDERS

A list of products that appears with every order.

CONTRACT PRICING AND EFFECTIVITY DATES USED

System Control

(WCINQ)

SHIPMENT CONFIRMATION

Determines if the shipment and relief of inventory is a separate function from releasing the invoice. If "N" then Invoice Release (OB0112) is the mechanism to record shipment.

PACKING LIST^{8.49707}

Formerly the Bill of Lading, the same as the pick list but updated with quantities shipped, not ordered. This flag determines if the list is produced.

REMOTE BILLING

Releases Invoices by Warehouse

CREDIT/DEBIT MEMOS

TRADE ALLOWANCE PRICING ^{8.3}

Free form pricing, budgeting and tracking based on product, sales organization or customer base

BILL OF LADING^{8.49707}

Including weights, skids and markings. This flag determines if a Bill of Lading will be produced by the system.

CONSOLIDATED INVOICING ^{9.0}

Allows invoices to be generated by time period instead of shipment against order

System Control (cont.)

(WCINQ)

Order Entry Processing

ALLOW INVENTORY ALLOCATION

Determines if allocation options may be established with Order Types which controls if and how allocations are performed at Order Entry time.

INVENTORY AVAILABILITY CHECK AT WAREHOUSE OR PRODUCT

Determines if quantity available is determined for a specific warehouse or product level totals

ALLOW ALLOCATION MAINTENANCE

Determines if manual changes/adds to allocations may be made through Order Entry (OB0020)

CREDIT CHECKING SUPPORTED

ALLOCATE CREDIT HOLD ORDERS

VOLUME ORDERS TRACKED

If a single order exceeds the percentage of average monthly demand stated in the product master, or the System Control, the order file OBCOP200, field "Line item is a volume order" is set to "Y"

PERCENT OF DEMAND FOR VOLUME ORDERS

May be overridden in Product Master (MS0825)

APPLY ROUNDING RULES TO ORDER ENTRY

Determines if a quantity as a result of a unit of measure conversion will be rounded using rules established in Quantity Rounding Table Maintenance (MS0828). May be overridden in Product Master (MS0825)

System Control (cont.)

(WCINQ)

Master Files Used

SHIP TO MASTER USED

EFFECTIVITY DATES USED

TERMS CODE ENTRY

SALESMAN MASTER

Default Salesman from Ship To

Interfaces Installed

INVENTORY

ACCOUNTS RECEIVABLE

GENERAL LEDGER

SALES DETAIL HISTORY

Determines if the Sales Detail History (SASDP100) and Credit/Debit Sales History (SASDP200) files are updated by Invoice Update (OB0150)

SALES INVOICE HISTORY

Determines if the Sales Invoice History (SASAP100) file is updated by Invoice Register (OB0160)

Shopping List Control

NUMBER OF BEST SELLERS TO INCLUDE

NUMBER OF PERIODS USED

System Control (cont.)

(WCINQ)

Supersedes/Substitution Control

SUPERSEDE, INDEPENDENT, DEPENDENT CONTROL NUMBERS

Automatically assigned and updated by Supercede/Substitution Maintenance (OB0630)

Sales Account Hierarchy

Determines the Search Hierarchy for the Sales G/L Number

(W)arehouse/Product/System Control

(P)roduct Master/System Control

(C)ustomer Master/System Control

Other

WARNING MESSAGE FOR LOT REQUIRED ALLOCATIONS

If "Y", Inventory Allocations (OB0070) will issue a warning message when the product is lot required and the order line is not allocated to a lot

Default Units of Measure^{8.49707}

Used by Pack Type Maintenance (OB0850)

DIMENSION

WEIGHT

VOLUME

(WCINQ)

Auto Allocation Control

ALLOCATION TIME FENCE

ALLOCATION BASED ON DATE

Scheduled, Requested, Ordered

ALLOCATION SEQUENCE

*Order Type, Scheduled Ship Date, Order Priority Code, Customer
Priority Code*

ALLOCATION SEQUENCE FOR BACKORDERS

Auto Allocation Selection & Sequencing

Current Date - 9/13/01, Time Fence - 3 days

(2) Order Type Seq.	(3) Scheduled Ship Date	(4) Order Priority Code	(1) Customer Priority Code	Order #	Order Line	Product	Order Date	(R) Requested Ship Date
blank	09/14/01	blank	* blank	66530	30	AAAAAA	09/13/01	09/14/01
01	09/14/01	A	999	66540	30	BBBBBB	09/13/01	09/14/01
01	09/13/01	A	999	66291	30	CCCCCC	09/13/01	09/14/01
02	09/13/01	A	999	66709	30	AAAAAA	09/13/01	09/15/01
01	09/16/01	A	888	66888	30	AAAAAA	09/13/01	09/15/01
02	09/17/01	A	888	66531	30	AAAAAA	09/13/01	09/16/01
blank	09/17/01	A	1	66710	30	AAAAAA	09/13/01	09/16/01
blank	09/18/01	A	1	66543	30	AAAAAA	09/13/01	09/17/01
01	09/18/01	A	1	66284	30	AAAAAA	09/13/01	09/17/01

Date for Time Fence Selection
Determines Set of Order Lines to Allocate

Sequences Order Lines within set to allocate

* blank is highest priority

(WCINQ)

EDI Order Processing

NEXT AVAILABLE BATCH ORDER NUMBER

DEFAULT EDI ORDER TYPE CODE

HOLD BATCH ORDERS

ORDER HEADER USER DEFINED FIELDS 1 THRU 6

Field 1 - 3, 30 characters

Field 4 - 6, 7, 2 Numeric

ORDER LINE USER DEFINED FIELDS 1 AND 2

Field 1, 30 characters

Field 2, 7, 2 Numeric

INBOUND EXPORT DOCUMENTATION PROCESSING^{8.4}

Determines if EDI options for Inbound functions are displayed/maintained

**OUTBOUND EXPORT DOCUMENTATION
PROCESSING^{8.4}**

Determines if EDI options for Outbound functions are displayed/maintained

NEXT AVAILABLE ASN/BOL NUMBER^{8.49707}

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