Keep Your Business Running Smoothly!!

Use MDS Hidden Assets

- Tools to help solve customer service questions
- Helpful reports and alerts to keep billing from being held up
- Reports to keep the inventory that you are selling and get rid of dead inventory
- How files are updated in MDS

Where is my order?

demo.12 nt - [tshpe2.tshinc.com-DEMO.12-INQUIRIES011]

tshpe2.tshinc.com-DEMO.12-INQUIRIES011

File Edit Settings Reset Tools Mode Standard Functions Special Functions Refresh Dashboard Help

MDS Menu

Tasks

MDS Menu Find

07/21/2014 8:00 am

demo.12 nt - [tshpe2.tshinc.com-DEMO.12-MAIN.MENU]

tshpe2.tshinc.com-DEMO.12-MAIN.MENU

File Edit Settings Reset Tools Mode Standard Functions Special Functions Refresh Dashboard Help

Shortcuts

Application

Terminal

Find

MDS Menu Find

Customer Sales Orders

Customer Quotes

Customer Detail History

Product Detail History

A/R Checks

Purchase Orders

Vendor Payables

A/P Checks

G/L History

Open Receivables

Search for a Program

Tasks

09/08/2014 8:00 am

Date	Time	Description	Status	D...	O...	Task Nu...
3/7/2014	12:30 am	Purchasing Reports Due	Past			0000502
2/18/2014	3:00pm	meeting	Past			0000054
2/27/2014	8:00 am	New Item Lauch from Baxter	Past			0000501

Charts

Charts Key Indicators

Chart One Chart Two

Sales Dollars Monthly - Annual Trend

800000

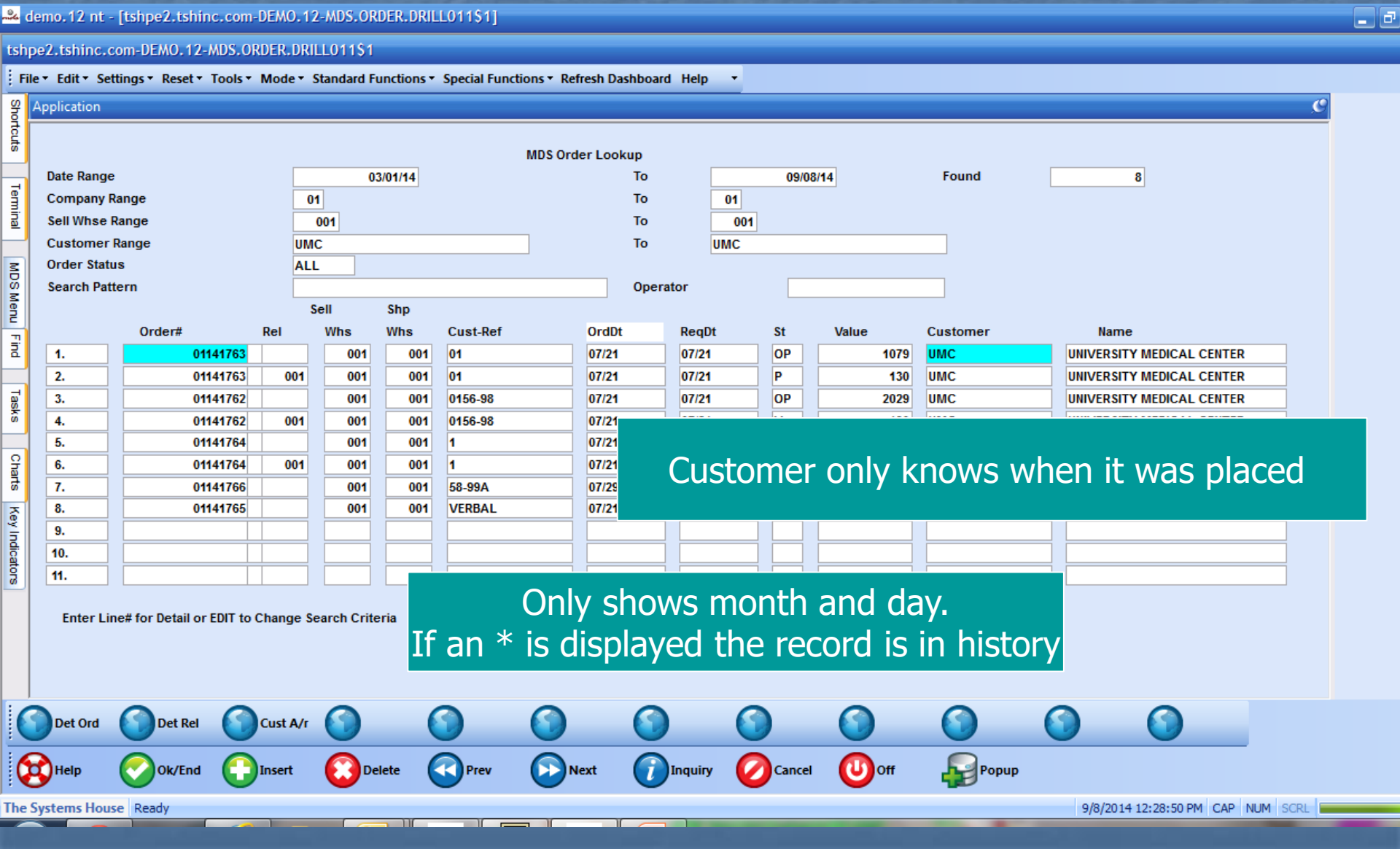
600000

400000

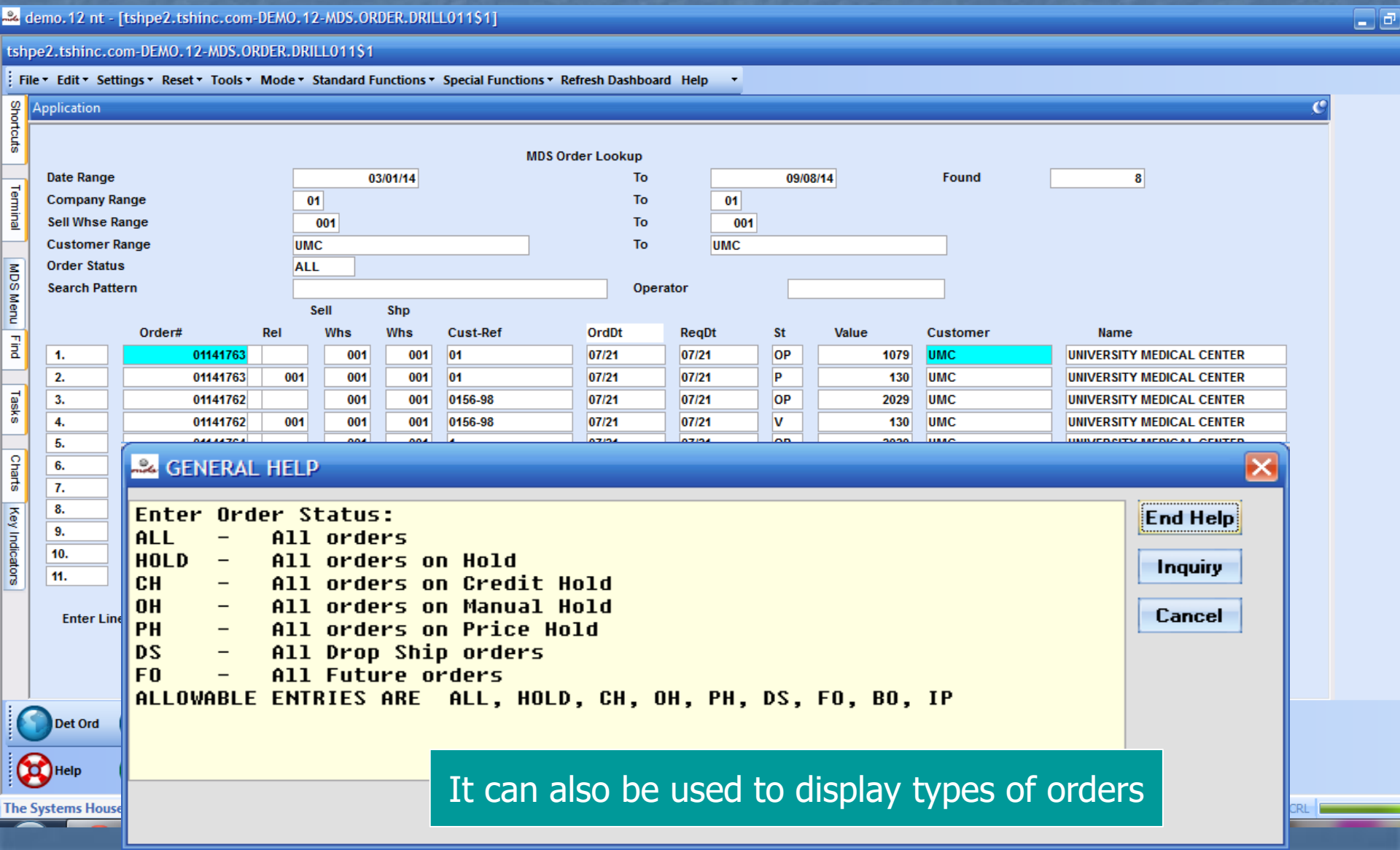
Legend

Sales Dollars Monthly

MDS Order Lookup



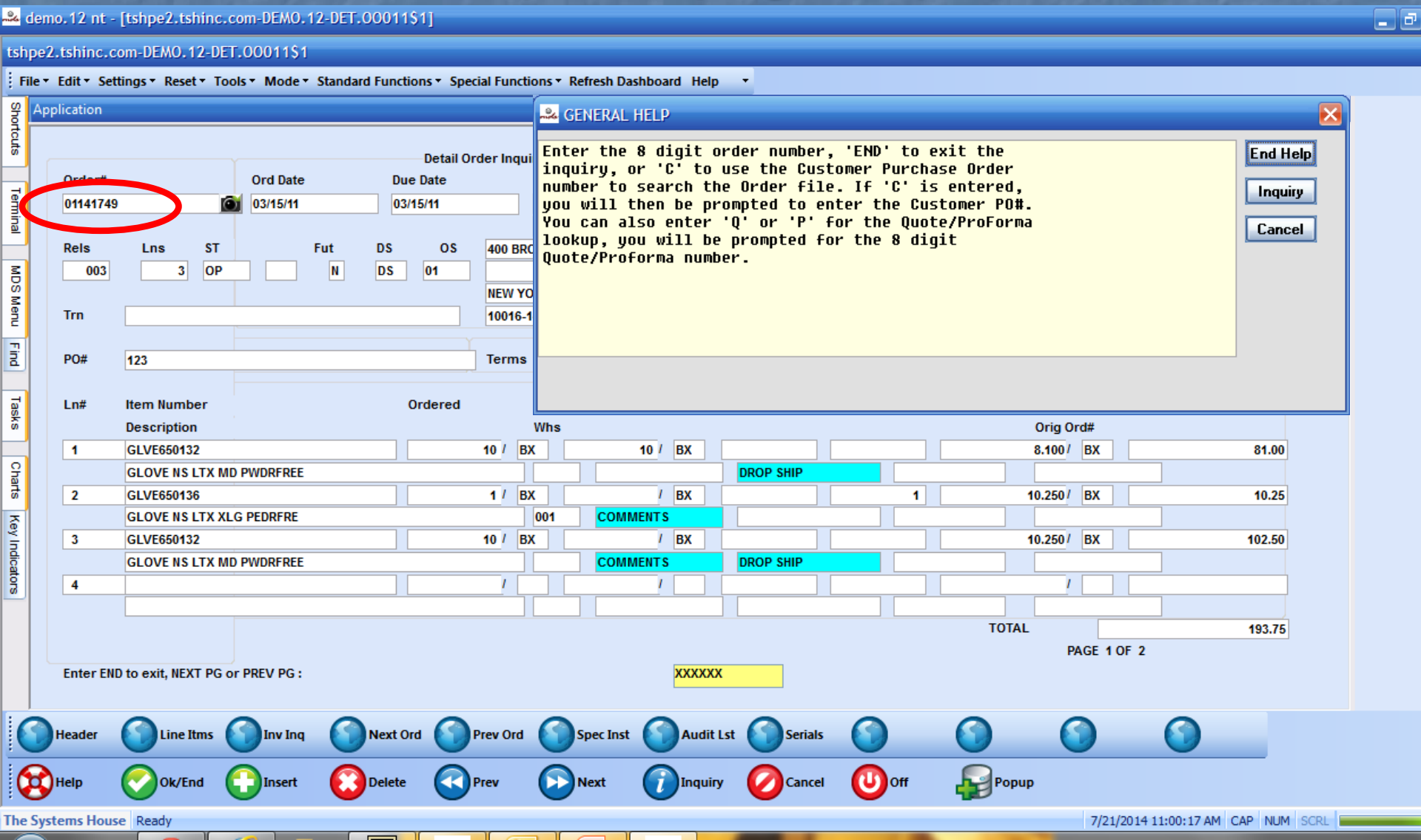
MDS Order Lookup



It can also be used to display types of orders

Another Option:

Customer Po, Web, Quote, or Order No



Is it on backorder? How can I release it?

- Specific Order Release
- Manually Release a Backorder
- Can be used to Force a Shipment
- Order Entry of a New Order to Fill Backorders on the New Shipment.
- Backorder Allocation
  - Order Allocation
  - Release Processing
  - Manual Allocation

Backorder Allocation

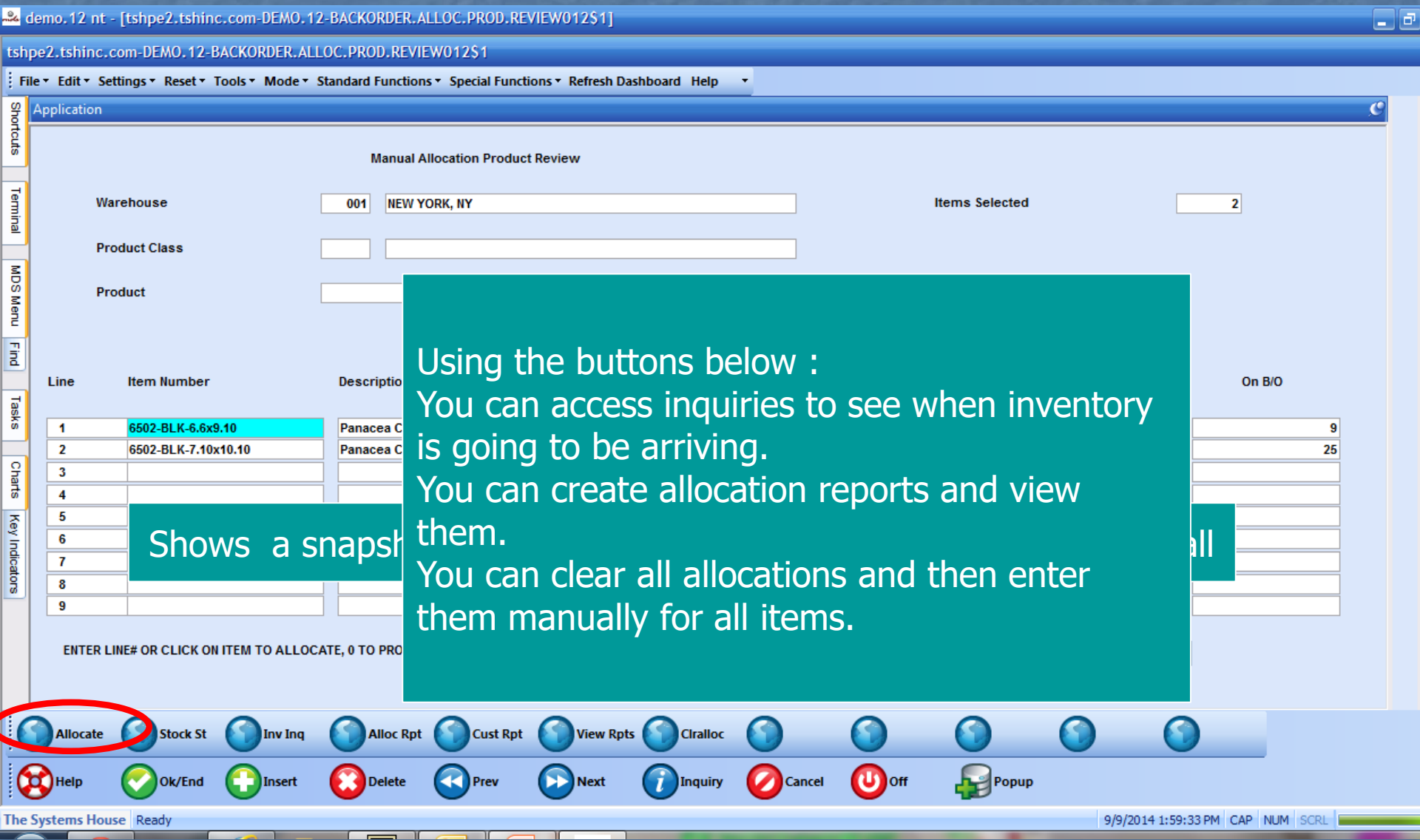
- On Demand Auto or Manual process and EOD
  - Future Orders are Converted
  - Creates PROD.AVAIL file for All Backorder Items
  - Creates ALLOC file for all Orders with Backorders
  - Assigns Product Based on Order Priority, Customer Priority and Order Date
  - Last Step Creates Releases from the ALLOC file
- Backorder Priority Changes

Manual Allocation

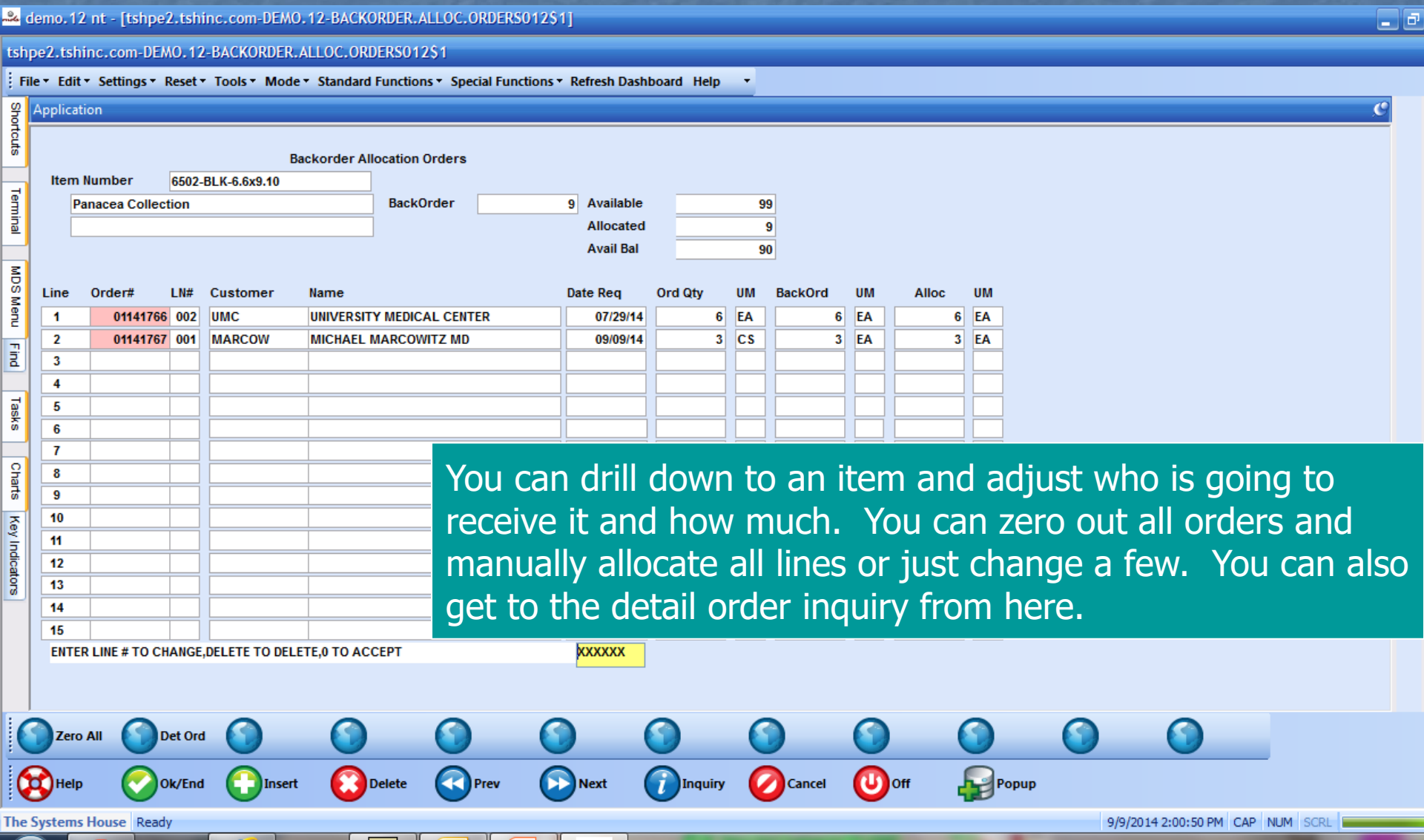
- Use this process to be sure your best customers receive hard to get inventory first
- Use this to also quickly force out inventory for a specific product or product class that has just been received

- This process can't be used with automatic lot selection in order entry

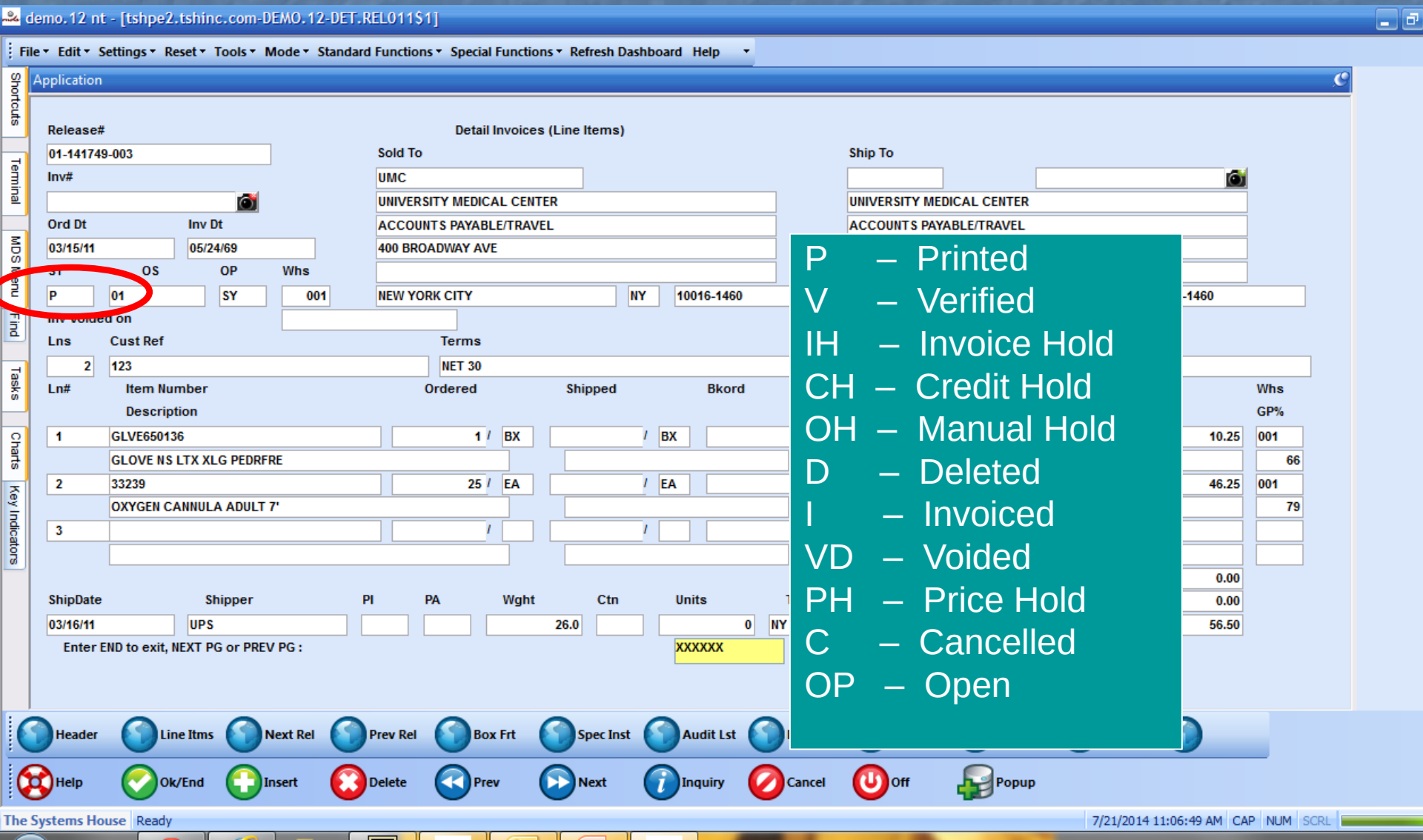
Manual Allocation



Manual Allocation



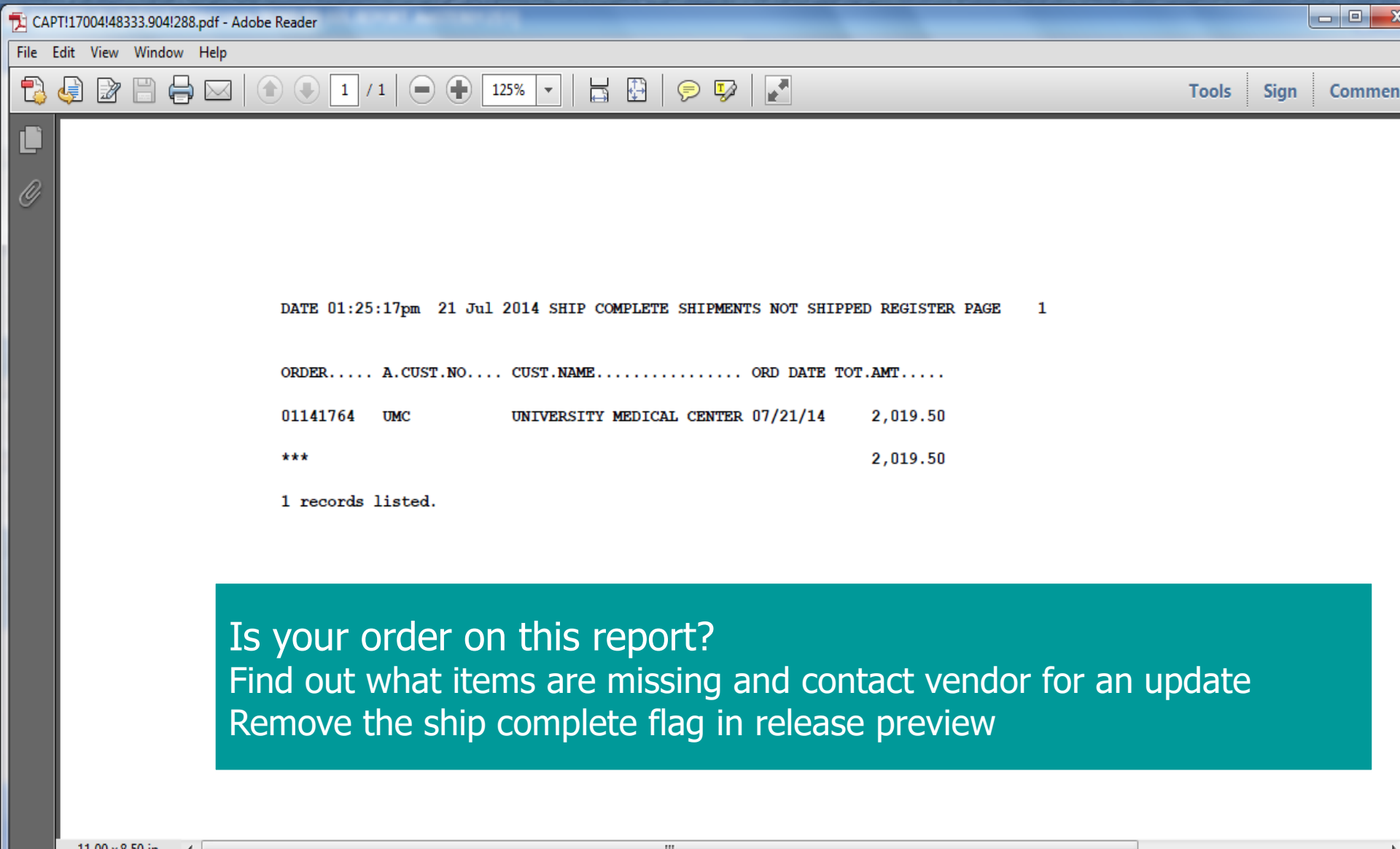
Not on backorder check the status of the release



If it is on hold use one of the following to remove it

- Manual Order Hold Maintenance
  - Change manual holds for selected orders
- Release Maintenance
  - Remove price hold / invoice error issues
- Credit Hold / Price Hold Review
  - Be sure to checkout the new Review Shipments on price hold feature
- Invoice Error Maintenance
  - Correct credit card failures

Pending Complete Ship Report



Is your order on this report?
Find out what items are missing and contact vendor for an update
Remove the ship complete flag in release preview

Reports to review

- Daily In pick GT 2 Days Report
  - List all releases that have been printed and sent to the warehouse, but not yet verified
- Price Hold Report
  - Lists all releases that may or may not have shipped based on your choice. If not shipped you may lose the sale, if shipped you are not getting paid.
- Credit Hold Report
  - List all releases that are waiting approval so they can be shipped
- Order Hold Report
  - List all releases that are waiting approval so they can be shipped

Shipments Not Invoiced Report / Excel

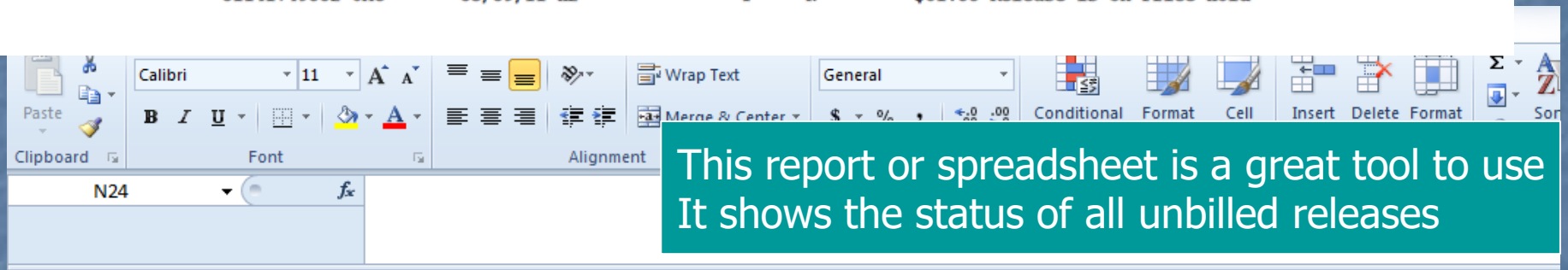
```
01:39:15pm  21 Jul 2014                INVOICES NOT UPDATED REPORT        PAGE   1

RELEASE#    CUSTOMER  DATE      STAT CHOLD MHOLD PHOLD BILLC   TOTAL AMT MESSAGES

01141712001 FS        05/06/11 H3               Y     N        $773.00 Release is on Price Hold

01141762001 UMC       07/21/14 O                N     Y        $129.50 Release is marked Bill Complete

01141749002 UMC       03/09/11 H2               Y     N         $81.00 Release is on Price Hold
```

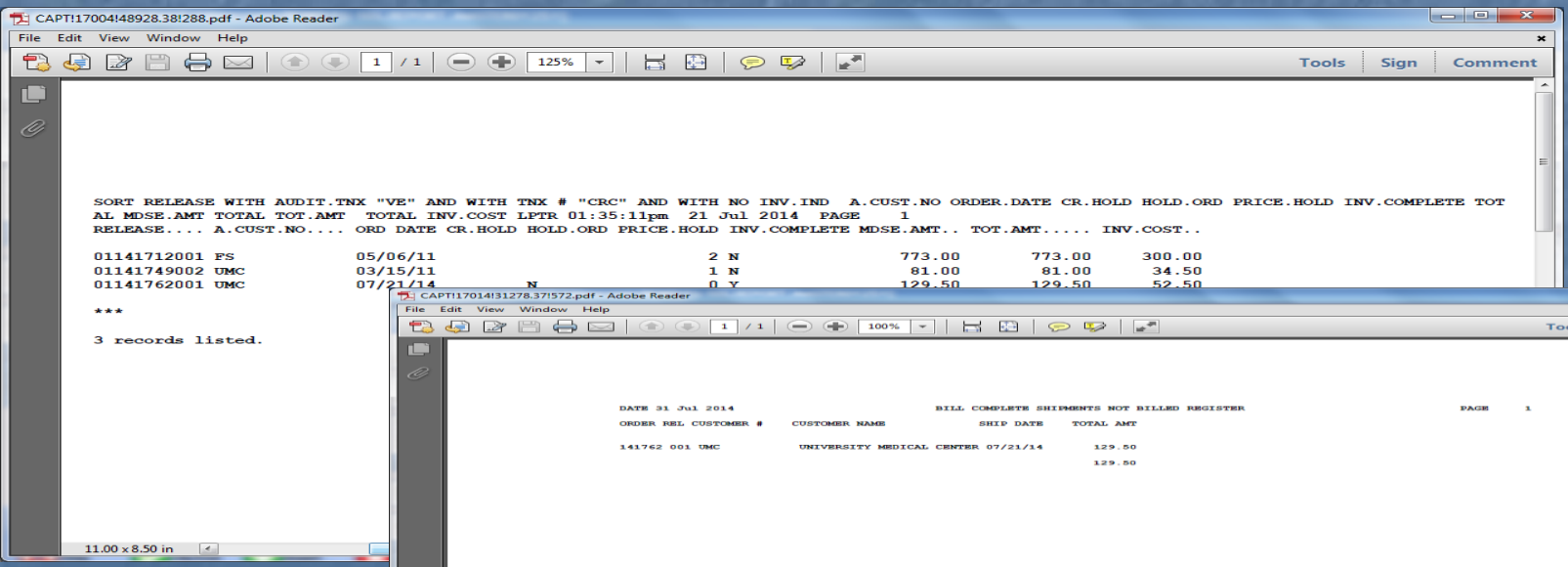


This report or spreadsheet is a great tool to use
It shows the status of all unbilled releases

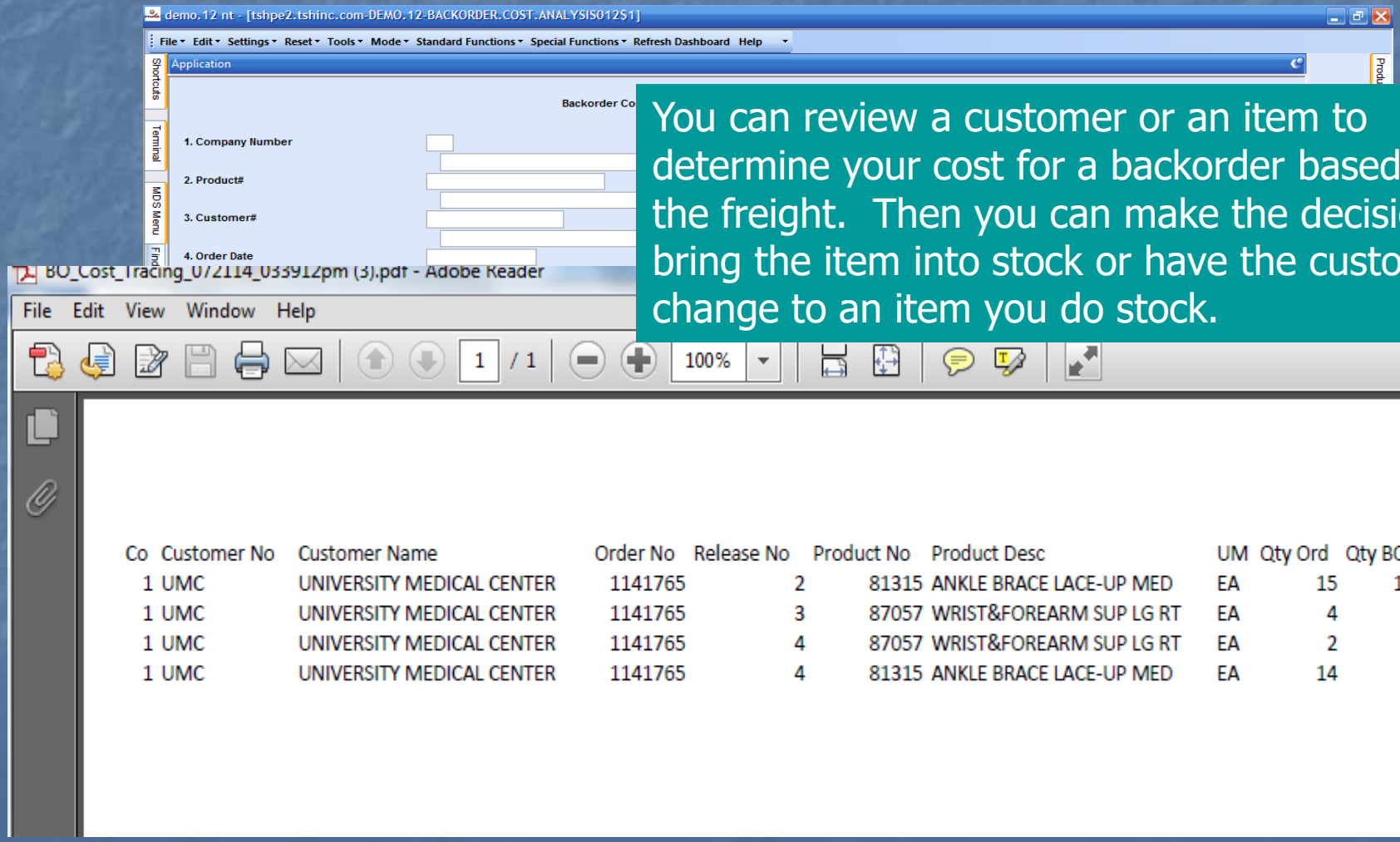
	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	INVOICES NOT UPDATED Report Date: 09/09/14 02:55pm													
2	RELEASE	CUSTOMER	DATE	STATUS CODE	CREDIT HOLD	MANUAL HOLD	PRICE HOLD	BILL COM	TOTAL AMT	MESSAGES				
3	1141712001	FS	5/6/2011	H3			Y	N	$773.00	Release is on Price Hold				
4	1141762001	UMC	7/21/2014	O			N	Y	$129.50	Release is marked Bill Complete				
5	1141749002	UMC	3/9/2011	H2			Y	N	$81.00	Release is on Price Hold				
6														
7														
8														

Additional reports to identify billing issues

- Bill Complete Shipments not Billed
- Releases Verified and Not Invoiced
- Invoiced Releases with Failed Auth Codes
- Invoice Error Report



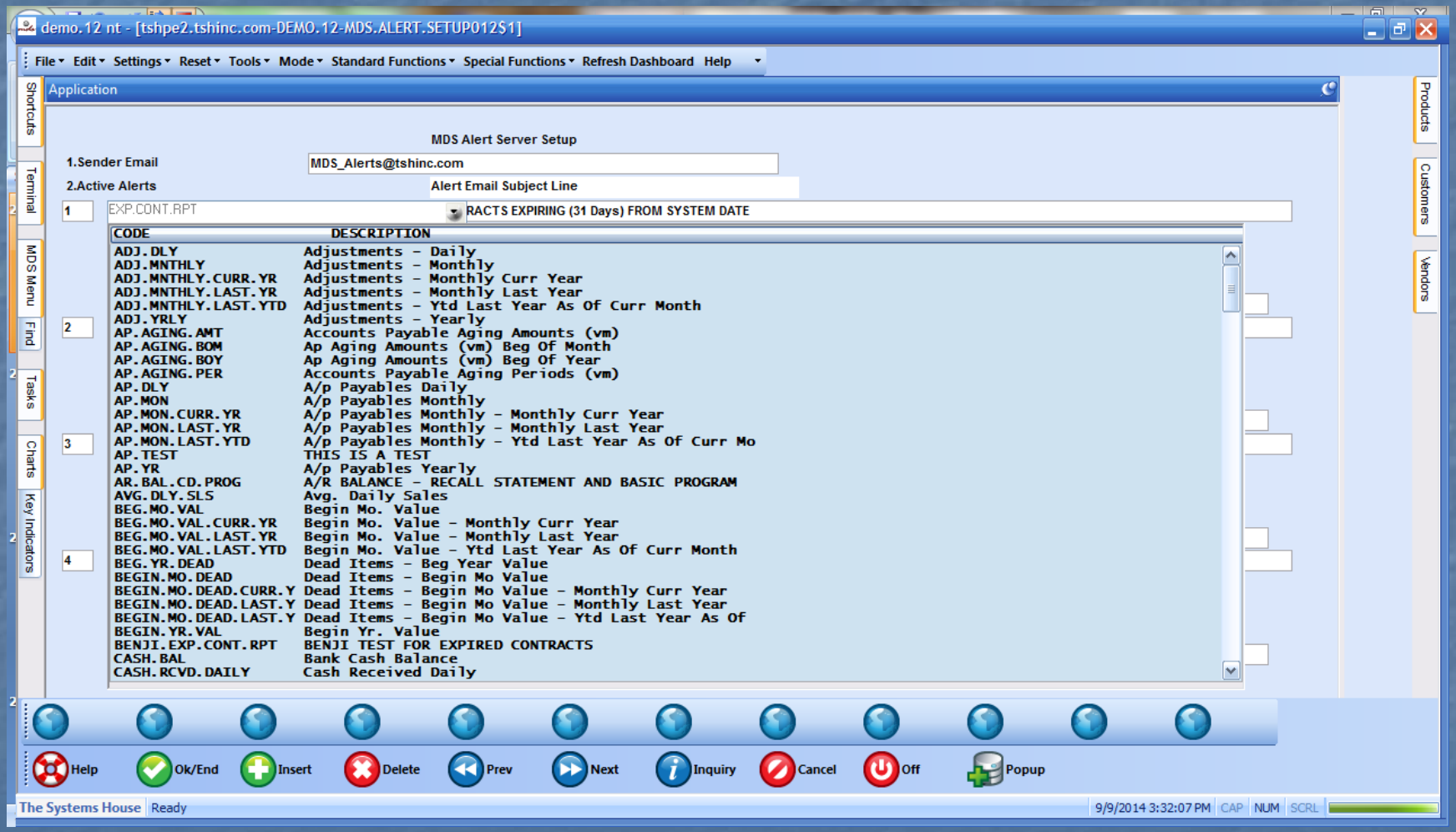
Backorder Tracing Report



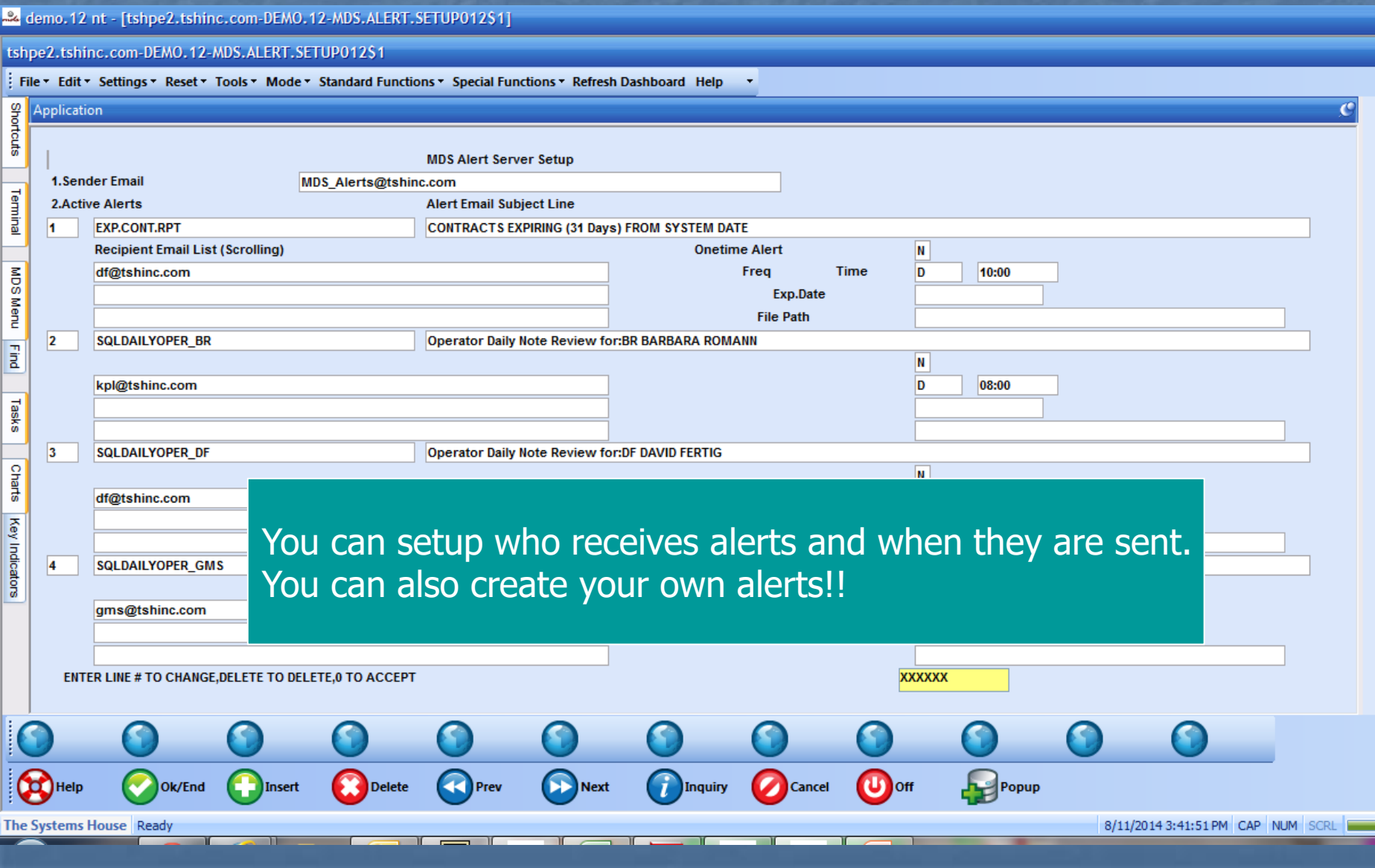
You can review a customer or an item to determine your cost for a backorder based upon the freight. Then you can make the decision to bring the item into stock or have the customer change to an item you do stock.

Co	Customer No	Customer Name	Order No	Release No	Product No	Product Desc	UM	Qty Ord	Qty BO	Actual Freight
1	UMC	UNIVERSITY MEDICAL CENTER	1141765	2	81315	ANKLE BRACE LACE-UP MED	EA	15	14	$15.00
1	UMC	UNIVERSITY MEDICAL CENTER	1141765	3	87057	WRIST&FOREARM SUP LG RT	EA	4	2	$15.00
1	UMC	UNIVERSITY MEDICAL CENTER	1141765	4	87057	WRIST&FOREARM SUP LG RT	EA	2	0	$25.00
1	UMC	UNIVERSITY MEDICAL CENTER	1141765	4	81315	ANKLE BRACE LACE-UP MED	EA	14	0	$25.00

MDS Alerts


demo.12 nt - [tshpe2.tshinc.com-DEMO.12-MDS.ALERT.SETUP012$1]
File Edit Settings Reset Tools Mode Standard Functions Special Functions Refresh Dashboard Help
Application
MDS Alert Server Setup
1.Sender Email
MDS_Alerts@tshinc.com
2.Active Alerts
Alert Email Subject Line
1
EXP.CONT.RPT
RACTS EXPIRING (31 Days) FROM SYSTEM DATE
CODE DESCRIPTION
ADJ.DLY Adjustments - Daily
ADJ.MNTHLY Adjustments - Monthly
ADJ.MNTHLY.CURR.YR Adjustments - Monthly Curr Year
ADJ.MNTHLY.LAST.YR Adjustments - Monthly Last Year
ADJ.MNTHLY.LAST.YTD Adjustments - Ytd Last Year As Of Curr Month
ADJ.YRLY Adjustments - Yearly
2
AP.AGING.AMT Accounts Payable Aging Amounts (vm)
AP.AGING.BOM Ap Aging Amounts (vm) Beg Of Month
AP.AGING.BOY Ap Aging Amounts (vm) Beg Of Year
AP.AGING.PER Accounts Payable Aging Periods (vm)
AP.DLY A/p Payables Daily
AP.MON A/p Payables Monthly
AP.MON.CURR.YR A/p Payables Monthly - Monthly Curr Year
AP.MON.LAST.YR A/p Payables Monthly - Monthly Last Year
3
AP.MON.LAST.YTD A/p Payables Monthly - Ytd Last Year As Of Curr Mo
AP.TEST THIS IS A TEST
AP.YR A/p Payables Yearly
AR.BAL.CD.PROG A/R BALANCE - RECALL STATEMENT AND BASIC PROGRAM
AVG.DLY.SLS Avg. Daily Sales
BEG.MO.VAL Begin Mo. Value
BEG.MO.VAL.CURR.YR Begin Mo. Value - Monthly Curr Year
BEG.MO.VAL.LAST.YR Begin Mo. Value - Monthly Last Year
4
BEG.MO.VAL.LAST.YTD Begin Mo. Value - Ytd Last Year As Of Curr Month
BEG.YR.DEAD Dead Items - Beg Year Value
BEGIN.MO.DEAD Dead Items - Begin Mo Value
BEGIN.MO.DEAD.CURR.Y Dead Items - Begin Mo Value - Monthly Curr Year
BEGIN.MO.DEAD.LAST.Y Dead Items - Begin Mo Value - Monthly Last Year
BEGIN.MO.DEAD.LAST.Y Dead Items - Begin Mo Value - Ytd Last Year As Of
BEGIN.YR.VAL Begin Yr. Value
BENJI.EXP.CONT.RPT BENJI TEST FOR EXPIRED CONTRACTS
CASH.BAL Bank Cash Balance
CASH.RCVD.DAILY Cash Received Daily
Help Ok/End Insert Delete Prev Next Inquiry Cancel Off Popup
The Systems House Ready
9/9/2014 3:32:07 PM CAP NUM SCRL
Shortcuts Terminal MDS Menu Find Tasks Charts Key Indicators
Products Customers Vendors

MDS Alerts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tshpe2.tshinc.com-DEMO.12-MDS.ALERT.SETUP012$1
File Edit Settings Reset Tools Mode Standard Functions Special Functions Refresh Dashboard Help
Shortcuts
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MDS Menu
Find
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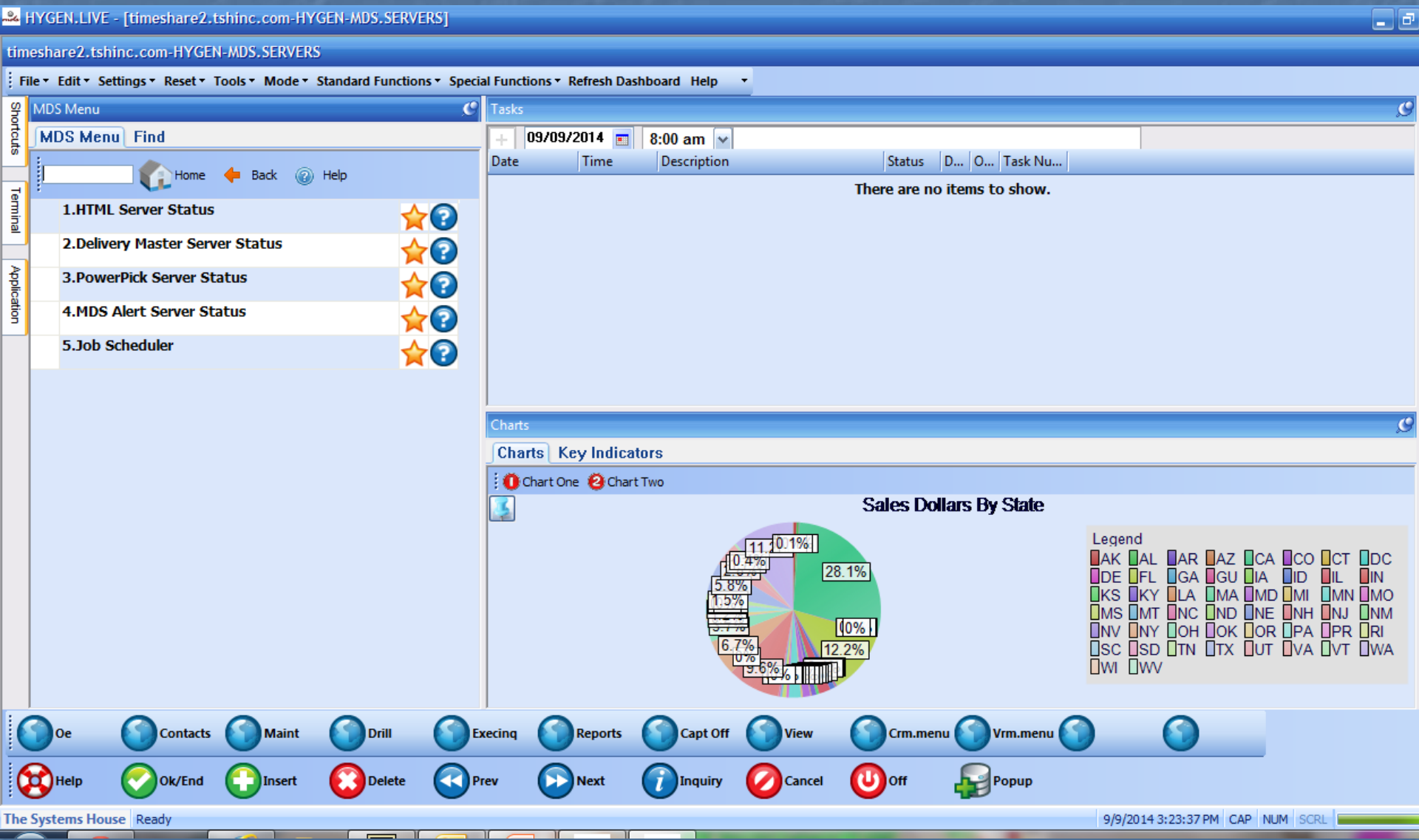
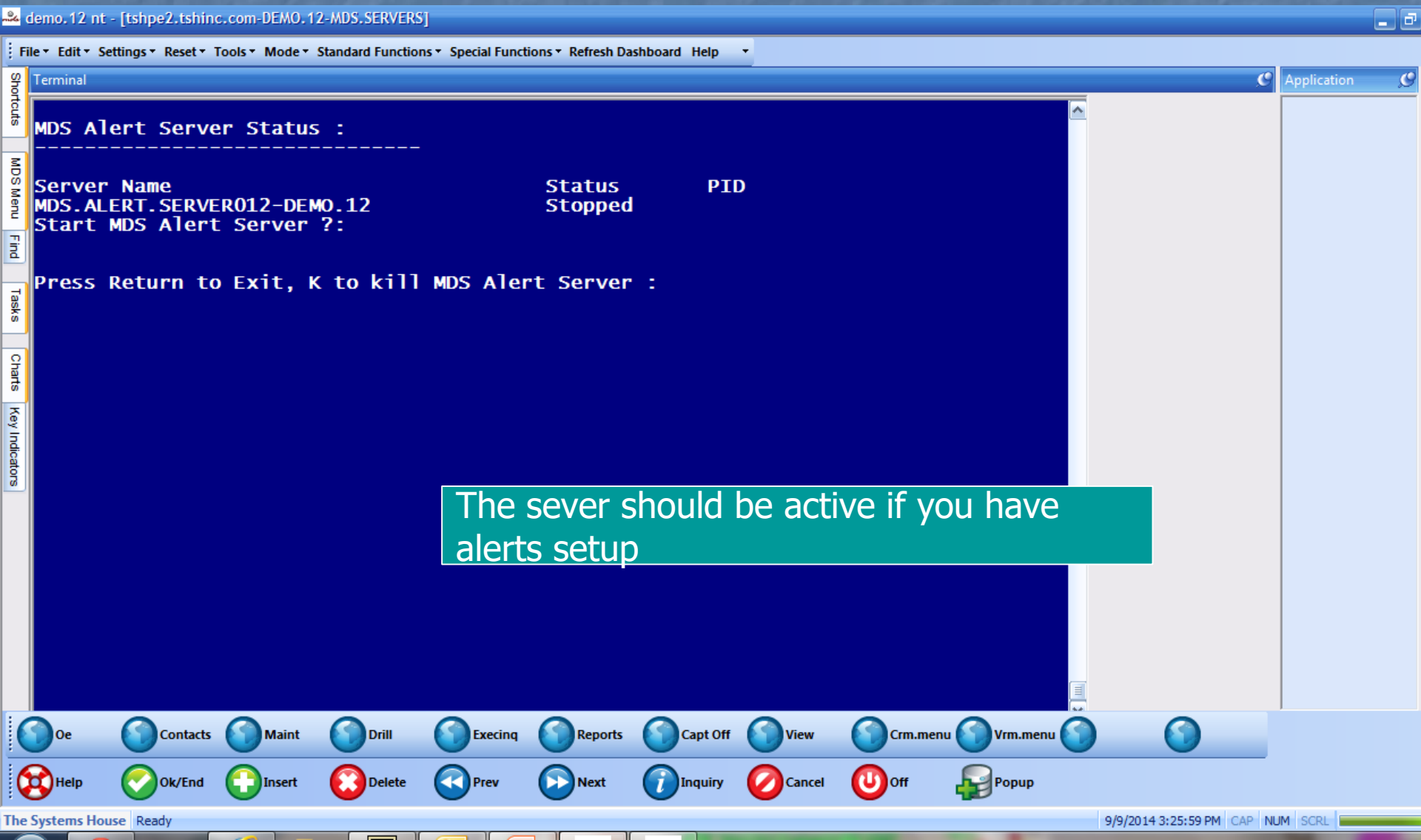
Key Indicators
Application
MDS Alert Server Setup
1.Sender Email
MDS_Alerts@tshinc.com
2.Active Alerts
Alert Email Subject Line
1
EXP.CONT.RPT
CONTRACTS EXPIRING (31 Days) FROM SYSTEM DATE
Recipient Email List (Scrolling)
Onetime Alert
N
df@tshinc.com
Freq
Time
D
10:00
Exp.Date
File Path
2
SQLDAILYOPER_BR
Operator Daily Note Review for:BR BARBARA ROMANN
N
kpl@tshinc.com
D
08:00
3
SQLDAILYOPER_DF
Operator Daily Note Review for:DF DAVID FERTIG
N
df@tshinc.com
4
SQLDAILYOPER_GMS
gms@tshinc.com
ENTER LINE # TO CHANGE,DELETE TO DELETE,0 TO ACCEPT
XXXXXX
You can setup who receives alerts and when they are sent.
You can also create your own alerts!!
Help
Ok/End
Insert
Delete
Prev
Next
Inquiry
Cancel
Off
Popup
The Systems House
Ready
8/11/2014 3:41:51 PM
CAP
NUM
SCRL

Server Status



MDS Alert Server Status



Reports to help stock the inventory you are selling

- ABC Ranking Report
- Inventory Analysis
- Excess Inventory Report
- Descending Product Sale Reports

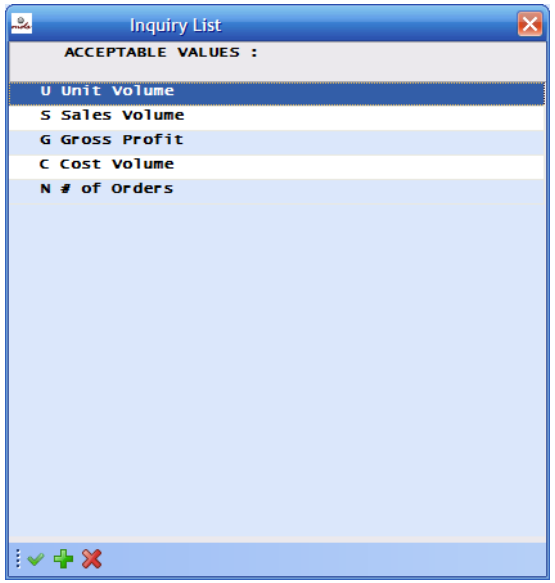
ABC Ranking

- ABC Ranking allows you to create and maintain the proper safety stock
- Higher safety stock results in higher service levels – but results in higher inventory costs
- Lower safety stock results in lower inventory costs – but results in lower service levels and unhappy customers
- The question we need to ask is how to balance service level vs. inventory costs

ABC Ranking Report

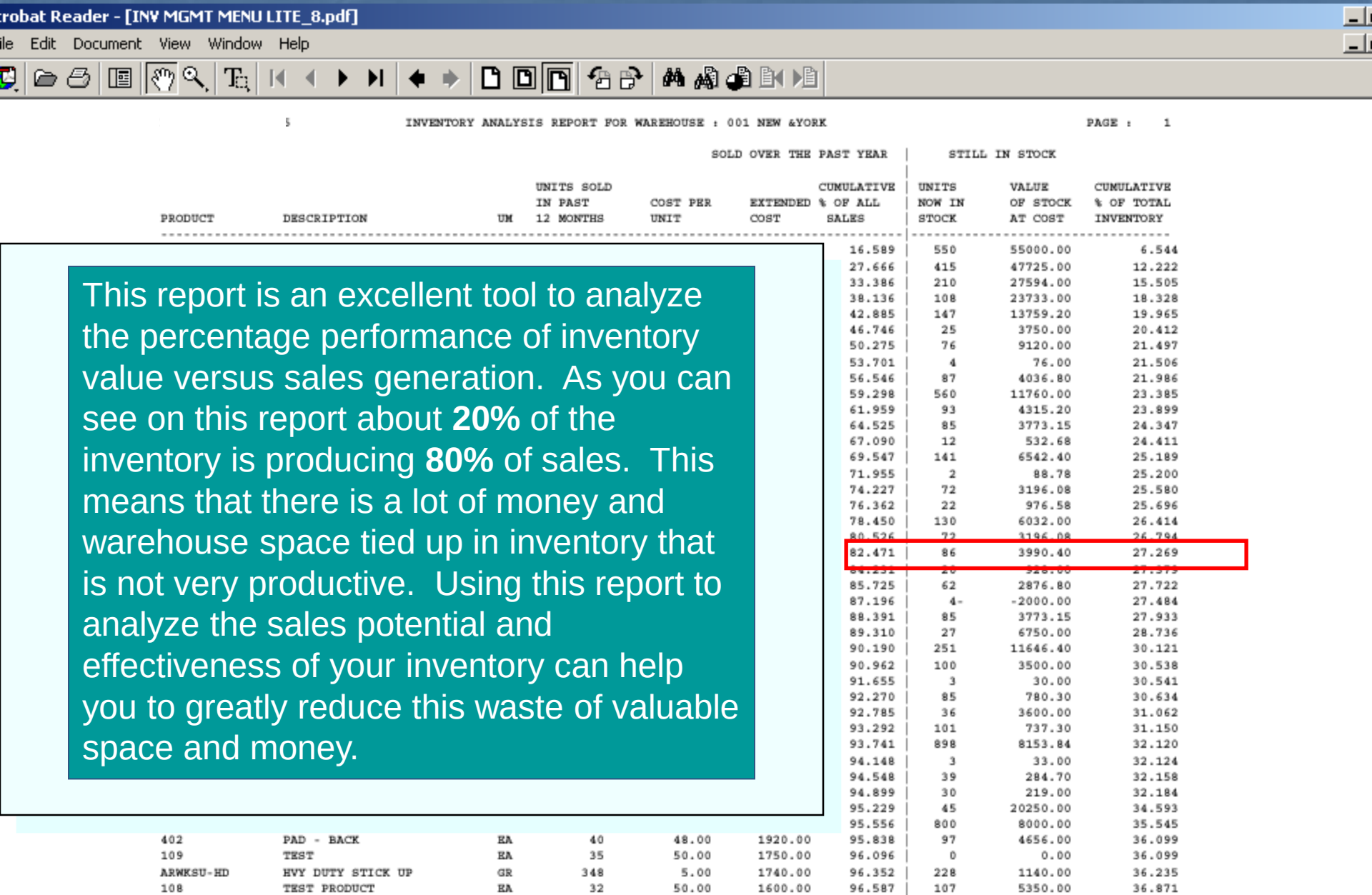
PAGE 1 ABC RANKING REPORT 03:18:10pm 21 Apr 2006

WHSE	ITEM NO	ITEM.DESC.....	VEL	TOT.SALES.DEM.MOS
001	104	ULTRA RED PLASTIC DESK	A	314,330.00
001	513029-54	OLYMPIC UNISEX SWEATER	A	156,600.00
001	117155-120	ADVANTAGE MENS BOOT	A	152,736.00
001	117155-070	ADVANTAGE MENS BOOT	A	149,640.00
001	117155-127	ADVANTAGE MENS BOOT	A	145,512.00
001	513029-44	OLYMPIC UNISEX SWEATER	A	142,650.00
001	117155-065	ADVANTAGE MENS BOOT	A	141,900.00
001	513029-56	OLYMPIC UNISEX SWEATER	A	138,150.00
001	117155-125	ADVANTAGE MENS BOOT	A	136,740.00
001	117155-075	ADVANTAGE MENS BOOT	A	134,934.00
001	513029-46	OLYMPIC UNISEX SWEATER	B	130,500.00
001	103	BROWN PLASTIC DESK	B	130,300.00
001	513029-48	OLYMPIC UNISEX SWEATER	B	111,375.00
001	117155-105	ADVANTAGE MENS BOOT	B	104,232.00
001	NINE	TEST PRODUCT	B	94,576.00
001	513029-50	OLYMPIC UNISEX SWEATER	B	88,875.00
001	513029-52	OLYMPIC unisex SWEATER	B	83,025.00
001	ARWKCP14	CARPET FRESH 14 OZ	B	70,965.00
001	102	BLUE DESK	B	52,500.00
001	513029-42	OLYMPIC UNISEX SWEATER	B	
001	ARWKCP22	CARPET FRESH 22 OZ	C	
001	SC460	TEST PRODUCT	C	
001	101	RED PLASTIC DESK.	C	
001	NFSU-RE	NO FRILLS REFRIG STICK UP	C	
001	ARWKSU-L	STICK UP DBOD LEMON	C	
001	NFSU-E	NO FRILLS STICK UP EVRGRN	C	
001	105	ULTRA BLUE PLASTIC DESK	C	29,250.00
001	ARWKSU-E	STICK UP DBOD EVERGREEN	C	27,270.08
001	NFSU-HD	NO FRILLS STICK UP HVYDTY	C	25,821.30
001	NFSU-L	NO FRILLS STICK UP LEMON	C	22,929.60
001	ARWKCP9	CARPET FRESH 9 OZ	D	22,639.72
001	ARWKSU-RE	REFRIG STICK UP 2 PK	D	21,567.00
001	ARWKSU-HD	HVY DUTY STICK UP	D	21,277.50
001	NFSU-S	NO FRILLS STICK UP SPRING	D	21,216.00
001	ARWKSU-S	STICK UP DBOD SPRING	D	18,439.20
001	402	PAD - BACK	D	11,340.00



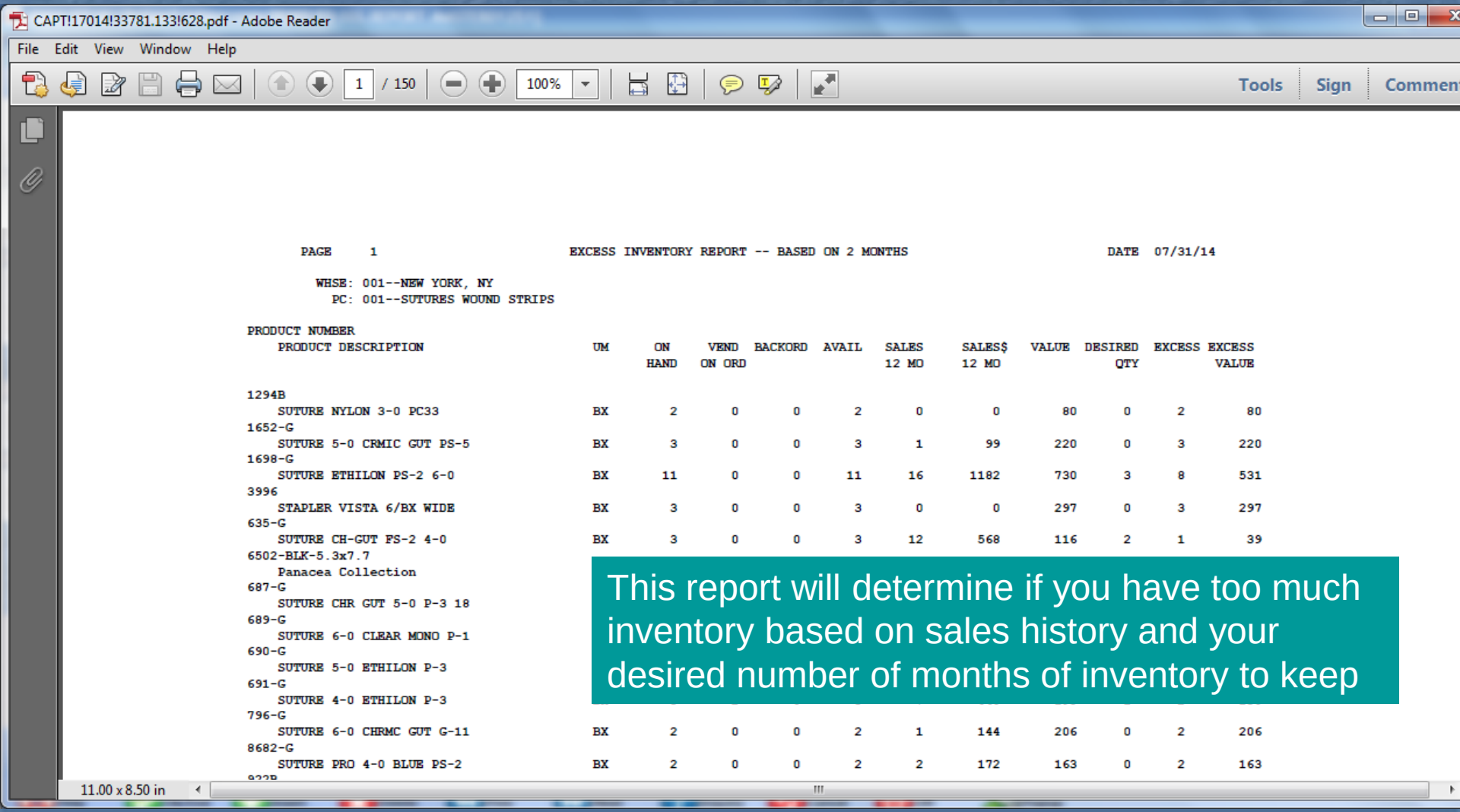
The ABC Ranking Report will show your products organized by ABCD as determined in the update.

Inventory Analysis Report



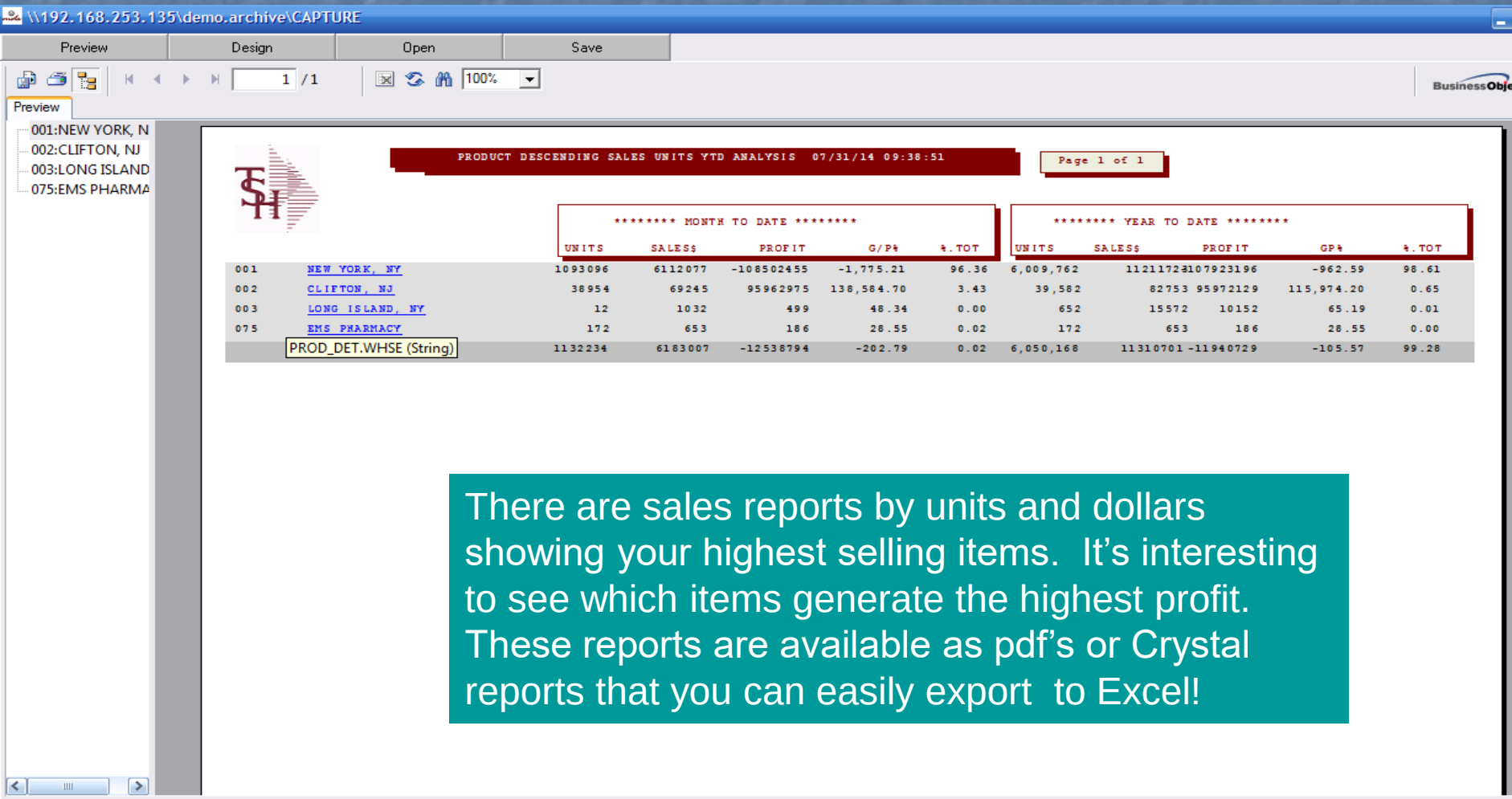
This report is an excellent tool to analyze the percentage performance of inventory value versus sales generation. As you can see on this report about **20%** of the inventory is producing **80%** of sales. This means that there is a lot of money and warehouse space tied up in inventory that is not very productive. Using this report to analyze the sales potential and effectiveness of your inventory can help you to greatly reduce this waste of valuable space and money.

Excess Inventory



This report will determine if you have too much inventory based on sales history and your desired number of months of inventory to keep

Descending Product Sales by Units or Dollars

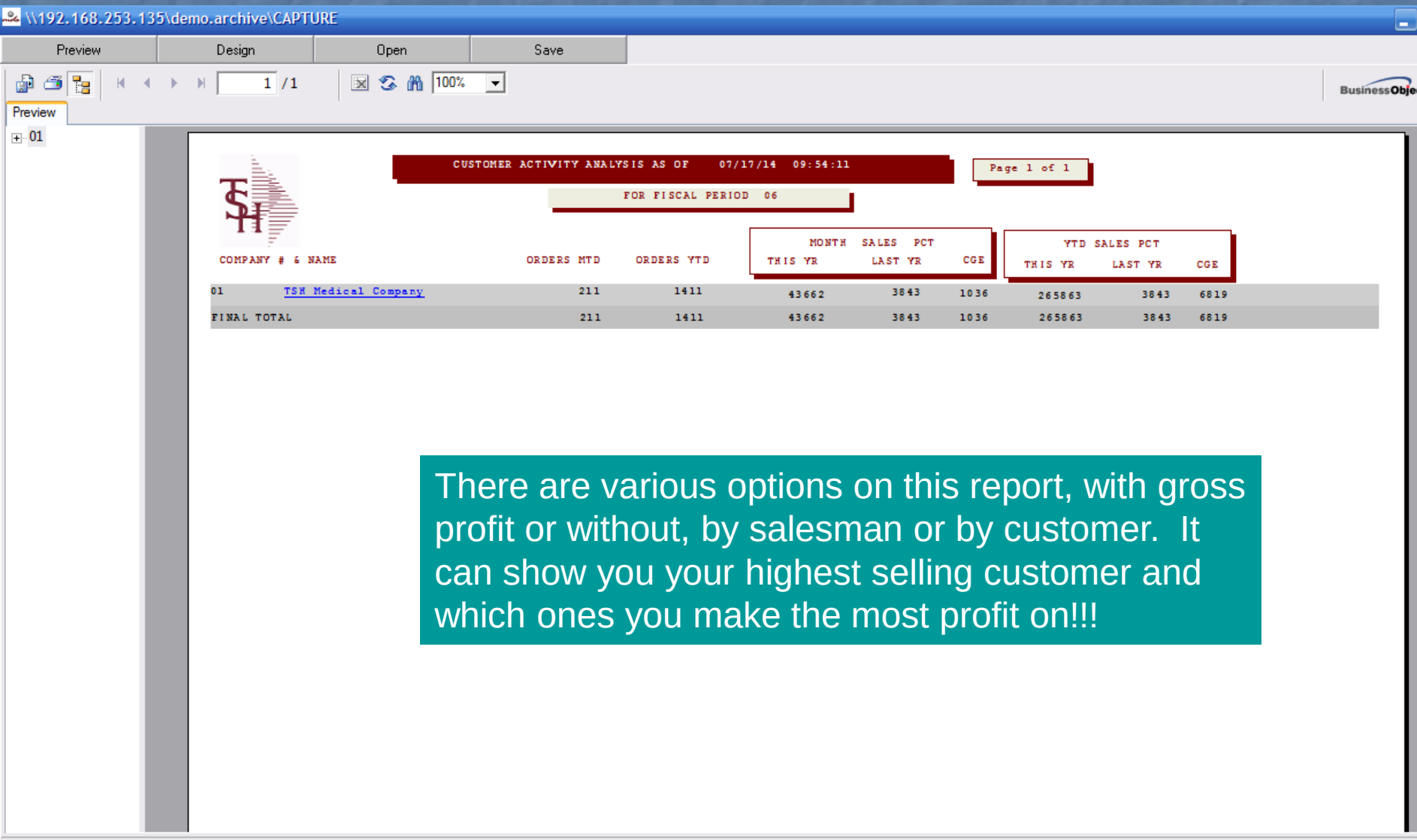


There are sales reports by units and dollars showing your highest selling items. It's interesting to see which items generate the highest profit. These reports are available as pdf's or Crystal reports that you can easily export to Excel!

Reports to help monitor customers

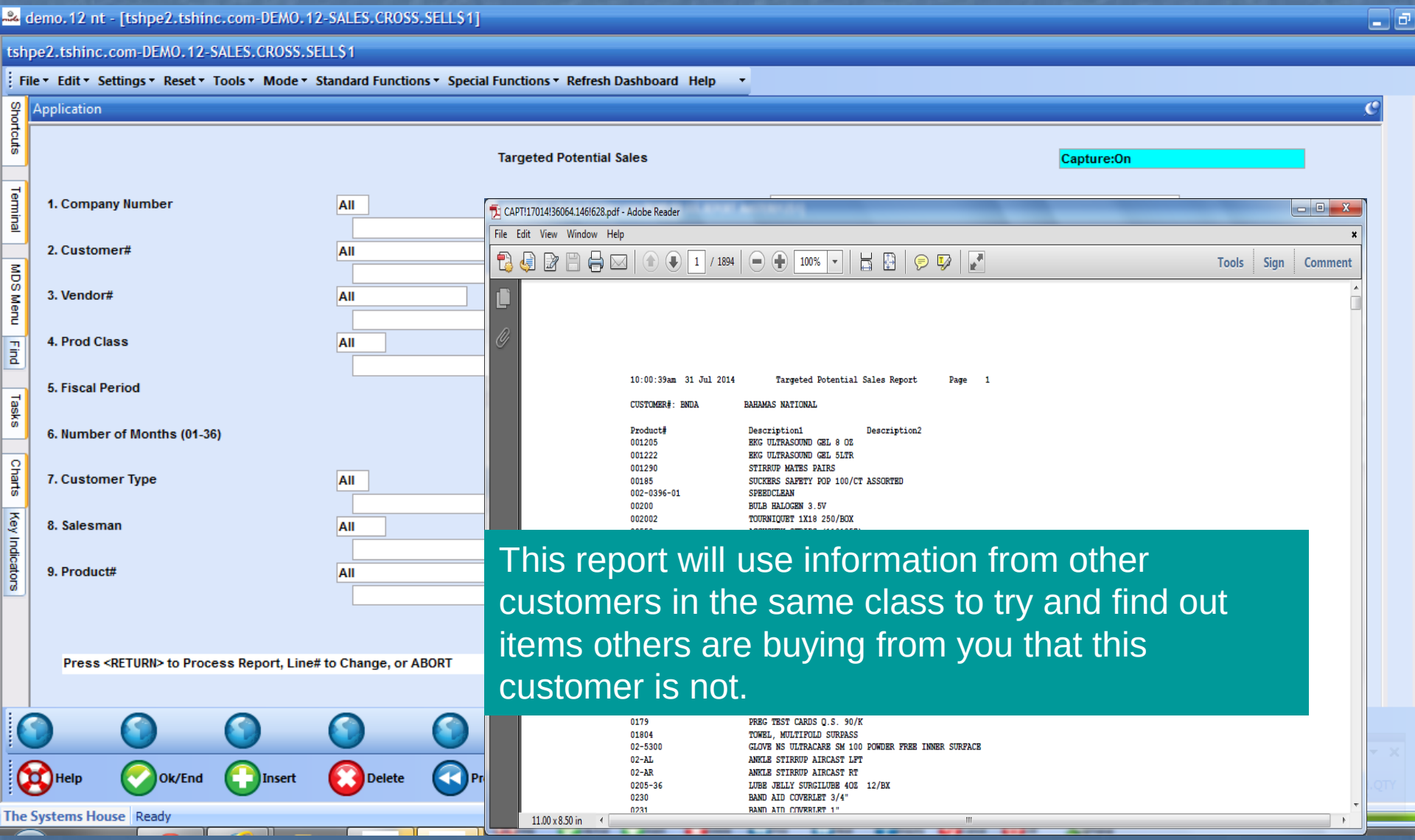
- Customer Activity Reports
- Missing Sales Report
- Targeted Potential Sales

Customer Activity Reports



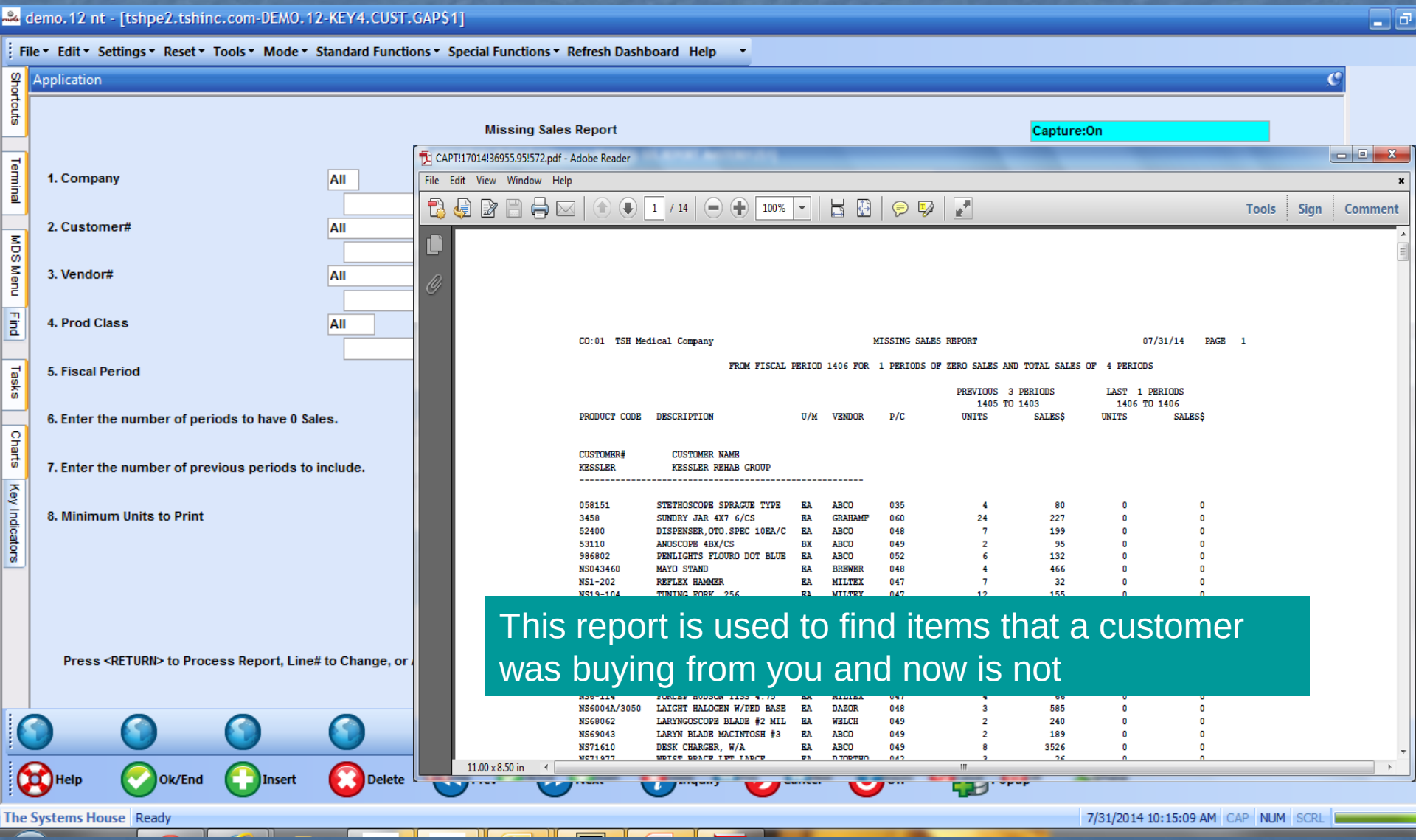
There are various options on this report, with gross profit or without, by salesman or by customer. It can show you your highest selling customer and which ones you make the most profit on!!!

Targeted Sales



This report will use information from other customers in the same class to try and find out items others are buying from you that this customer is not.

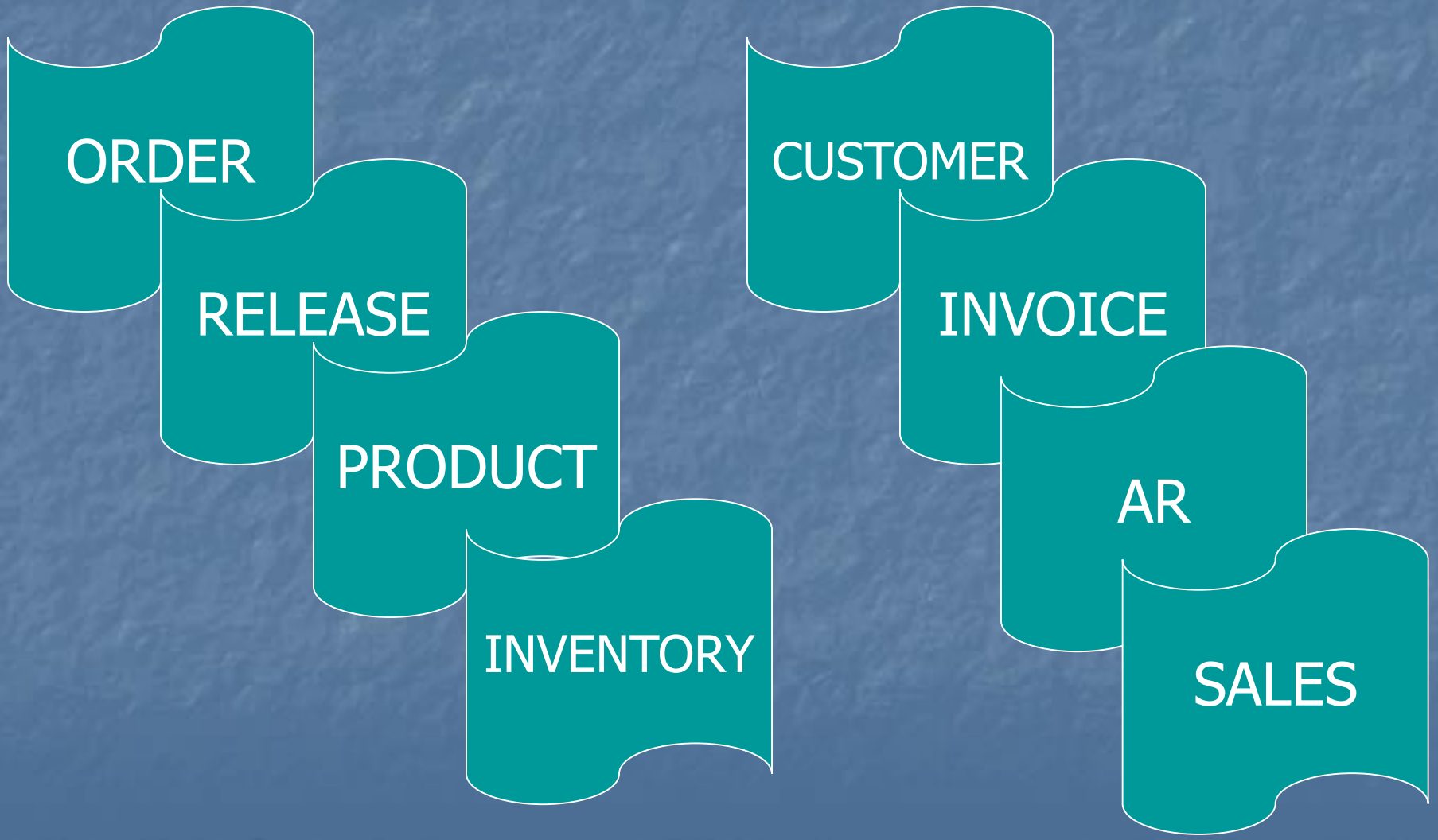
Missing Sales



MDS Files

- Lets discuss files used in MDS and how and when they are updated

Core System Files



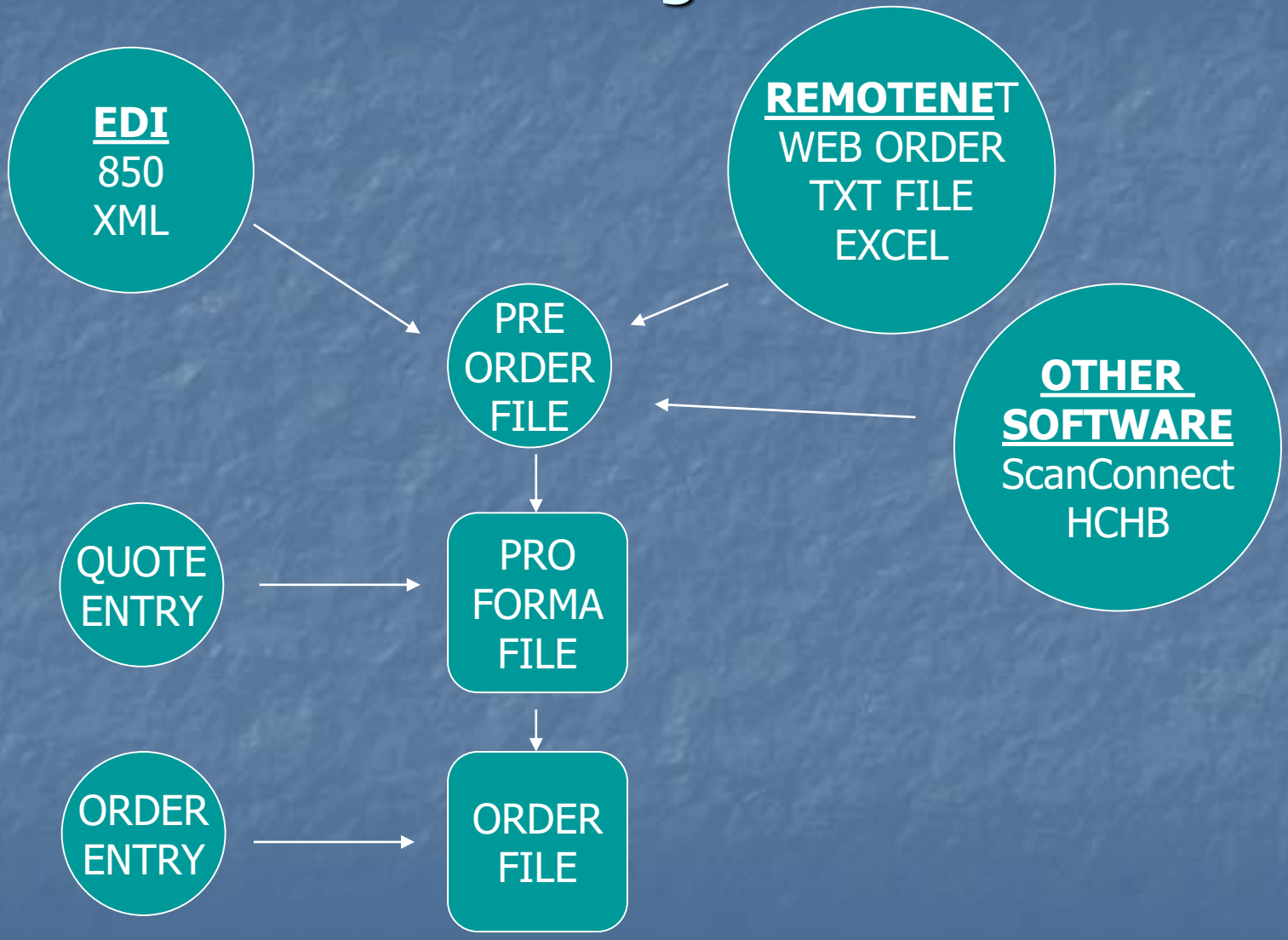
How Information is Processed

- Order is generated
  - Contains customer po and backorders
- Order flows thru MDS
- Order creates a release
- A backorder creates a release
- A release
  - Creates an invoice, updates sales and inventory

How an order gets into MDS

- 850 EDI or XML file received and processed
- Remote Net
  - Customer enters an order, uploads a text file, or an Excel spreadsheet
- Upload using other software products
  - ScanConnect or Homecare Homebase
- Customer Service converts a quote
- Customer Service enters an order

How an order gets to MDS



Order processing validation

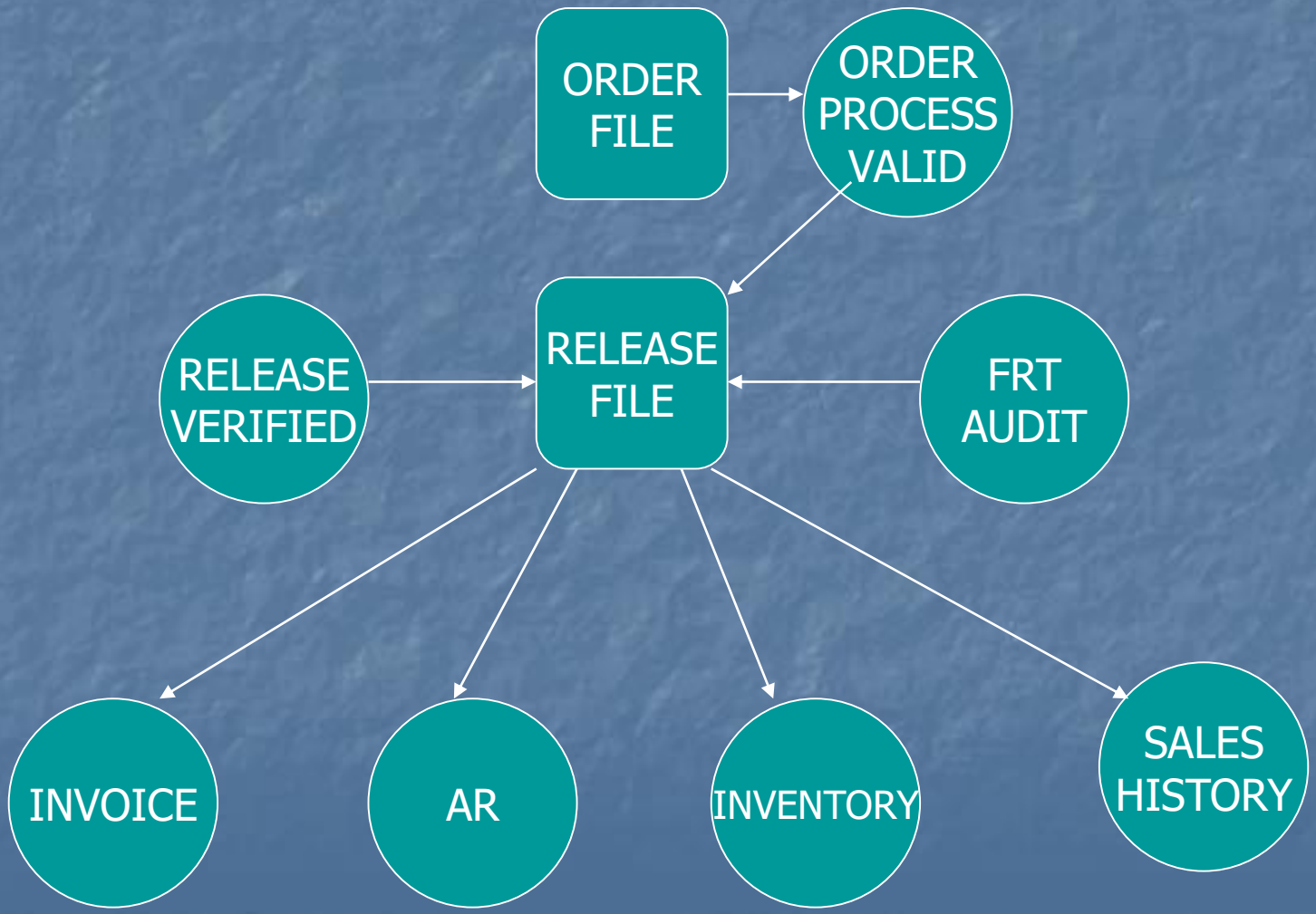
- Credit Checking
- Customer Pricing
- Order Holds (Manual, Pharma, Credit, Price)
- Product Availability

- When all of the checks are completed a release is created

Release Processing

- Release is generated when product is available
- Pick Ticket is printed
- Verification updates release with ship quantities, locations, and carton contents, inventory files are also updated
- Shipping update adds freight to the release from UPS, FEDEX, etc.
- Invoice, A/R, inventory, and sales history are updated with invoice information

Release Creation



Maintaining Existing Data

- Order Maintenance
  - Used to modify order and first release until shipped
  - Cancel an order or backorder
  - Modify unshipped product, increase / decrease quantity, override price, add comments
  - Modify header and total time information

Maintaining Drop Ship Orders

- Order Maintenance
  - Can be used to increase or decrease qty on the order and purchase order until received / invoiced
  - Once received / invoiced only the order is changed
- Purchase Order Maintenance
  - Used to modify cost, discount, required date and to add comments to the purchase order

Maintaining Existing Data

- Release Preview
  - Backorder release and change backorder priority
  - Remove invoice complete indicator
  - Remove ship complete indicator

Other Processes

- Invoice and Credit Memo Voids
- One Step Invoicing
- Credit Memo / Return Authorizations
- Consignment Billing
- Transfer Entry

These all update the release file

Recap

- Tools to help solve customer service questions
- Helpful reports to keep billing from being held up
- Reports to keep the inventory that you are selling and get rid of dead inventory
- How files are updated in MDS