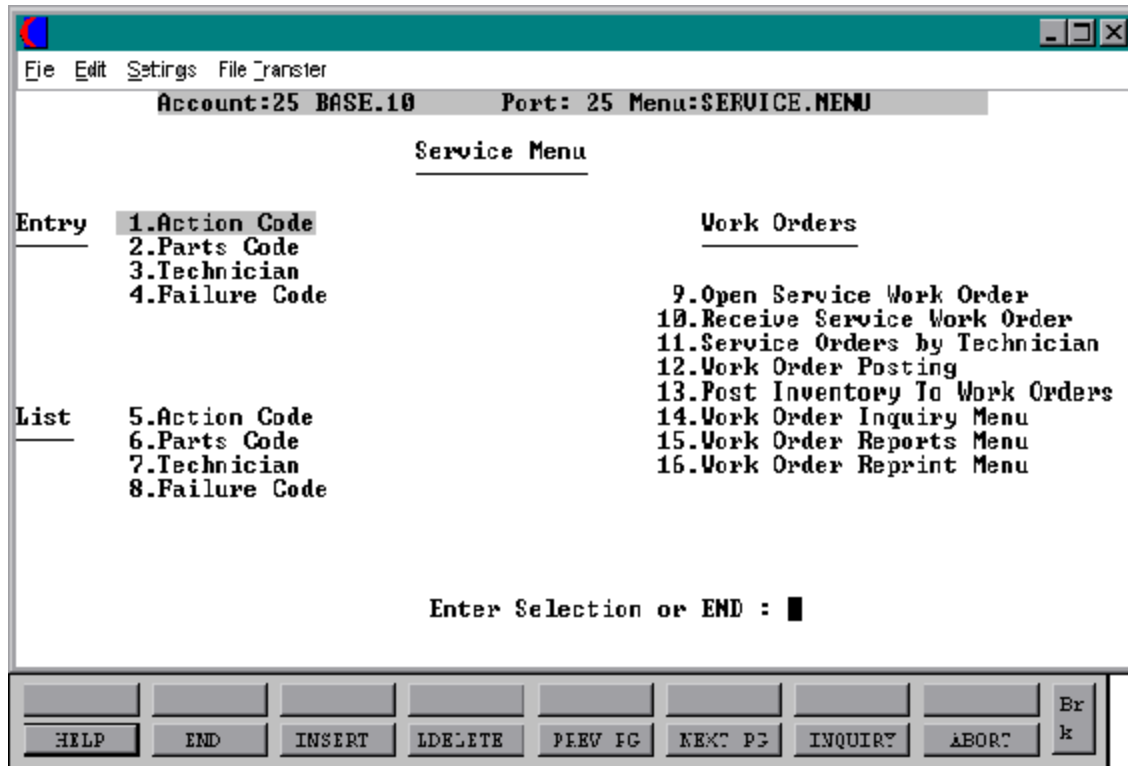


**THE SYSTEMS HOUSE
MASTER DISTRIBUTION SYSTEM DOCUMENTATION**

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SERVICE MENU



SERVICE MENU OVERVIEW

ACTION CODE MAINTENANCE

The Action Code Maintenance file allows for the creation and maintenance of codes that correspond with a specific action being used on a work order. The operator assigns a alphanumeric code and then enters a description of a particular action that can be taken. For example code ADJ would be used on a work order to describe that the action taken was an adjustment. The F7 inquiry key is available in this field to display a listing of codes that have been created on the system.

PARTS CODE MAINTENANCE

Similar to the action code maintenance, the parts code maintenance allows for the creation of codes that will be used to describe a specific part. Again the operator will assign an alphanumeric code and enter a description of a specific part. For example the code TRAN can be used as a code for a transistor. The F7 inquiry key is also available in this field to display a listing of codes and corresponding parts that have been created.

TECHNICIAN

The technician screen is where the operator will set up all technicians. The screen will ask for technician code which is typically the initials of the technicians and then for the full name. Use the F7 inquiry key to display a listing of all technicians on file.

FAILURE CODE

This file will be used to create codes for corresponding reasons for failure. For example code COR may be used to describe a part that has failed due to corrosion. Use the F7 inquiry key here to display a listing of failure codes.

OPEN SERVICE WORK ORDER

The Open Service Work Order file will be used to enter a request for a work order and assign a technician to the work order. The initial work order entry screen requires the input of pertinent data that relates to the work order. Such information includes the customer name, the model number of the product that needs the repair (must be a valid product number on the system), if an estimate is required before any work is to be done, if any repairs or replacements can be done on the part, as well as a brief description of the problem that has occurred.

SERVICE MENU OVERVIEW

RECEIVE WORK ORDERS

This file is typically used to record when the merchandise in need of repair has arrived at the site. Another function of this file is to document the condition of the product when it arrives, thereby releasing your company of any responsibility if damage was incurred during shipment. This file also states whether this product is covered under a freight claim and if so the number of the claim.

SERVICE ORDER BY TECHNICIAN

This file provides a work order inquiry by technician. If a particular technician is entered all work orders he/she has been assigned to will display here. It is here that the status of the work orders can be changed.

WORK ORDER POSTING

The Work Order Posting file is used after the work order has been reviewed and the parts, the work needed to be done, and the cost of both have been determined by the technician. At this point, if the work order has been flagged during entry for a repair the work will be completed and the date and technician name will be entered here. After completion a release will be created.

POST INVENTORY TO SERVICE WORK ORDERS

Sometimes when posting work to a service work order, a part that is needed to complete the repair is unavailable or on back order. When this happens the inventory must be posted either from another warehouse to complete the work order or from the inventory that is entered through purchase order receipts. At any rate, when a backorder results the work order must come through this procedure before being closed out in work order posting.

ACTION CODE ENTRY AND MAINTENANCE

PROGRAM NAME	SSS.BP GEN.MASTER ACTION.CODE.MAINT010
SELECTION	MENU-25
SELECTION NUMBER	1
FILES ACCESSED	SVC.ACTION.CODE

OVERVIEW

This file allows the MDS user to create and maintain codes for the types of actions that have or will be used to label functions that may need to be performed on a work order.

OPERATING INSTRUCTIONS

ACTION CODE

Enter a 3 digit alpha numeric code for the particular action. Use the F7 inquiry function to display a listing of codes that have been created on the system.

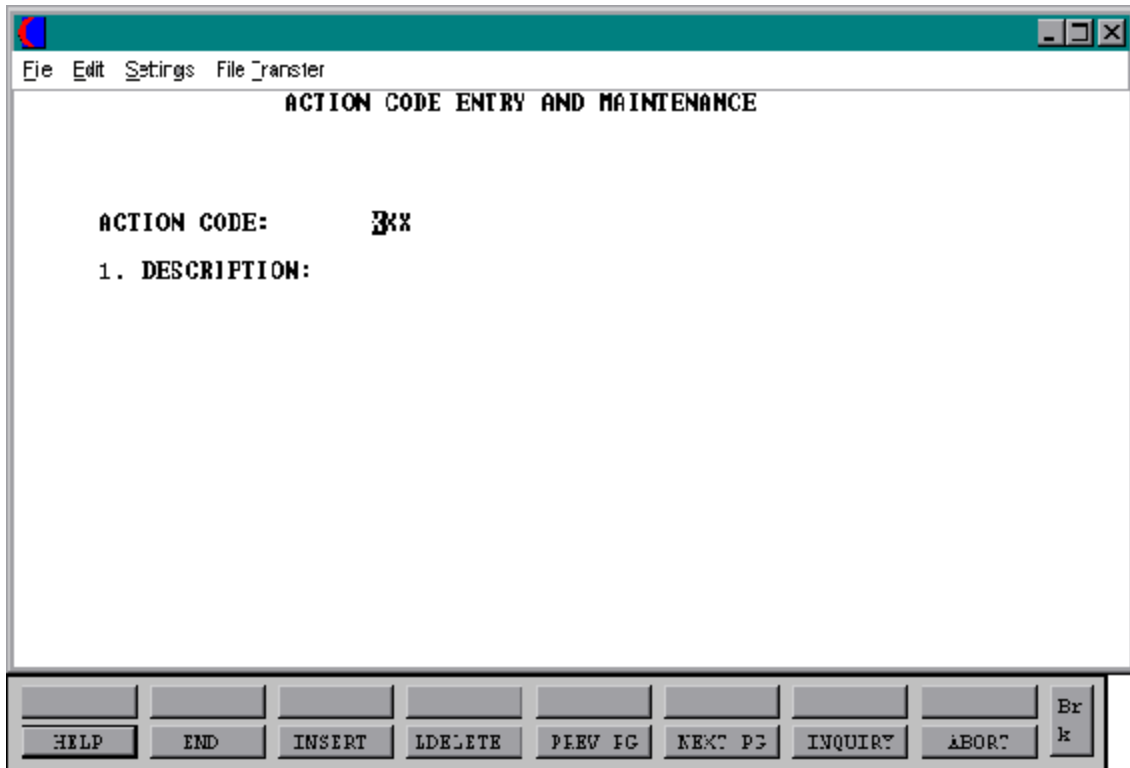
DESCRIPTION

Enter a description of what the action is.

ENTER LINE # TO CHANGE, DELETE TO DELETE , 0 TO ACCEPT

Enter the appropriate line number for a needed change, 'DELETE' to delete the code, or '0' to accept the information entered.

ACTION CODE ENTRY AND MAINTENANCE



PARTS CODE ENTRY AND MAINTENANCE

PROGRAM NAME	SSS.BP GEN.MASTER
	PARTS.CODE.MAINT010
SELECTION	MENU-25
SELECTION NUMBER	2
FILES ACCESSED	PARTS.CODE

OVERVIEW

This file allows the operator to enter and maintain codes associated with parts that will be utilized in the repair of an item on a work order.

OPERATING INSTRUCTIONS

PARTS CODE

Enter a 3 digit alpha numeric code to be assigned to a specific part. Use the F7 inquiry function to display a listing of part codes already established.

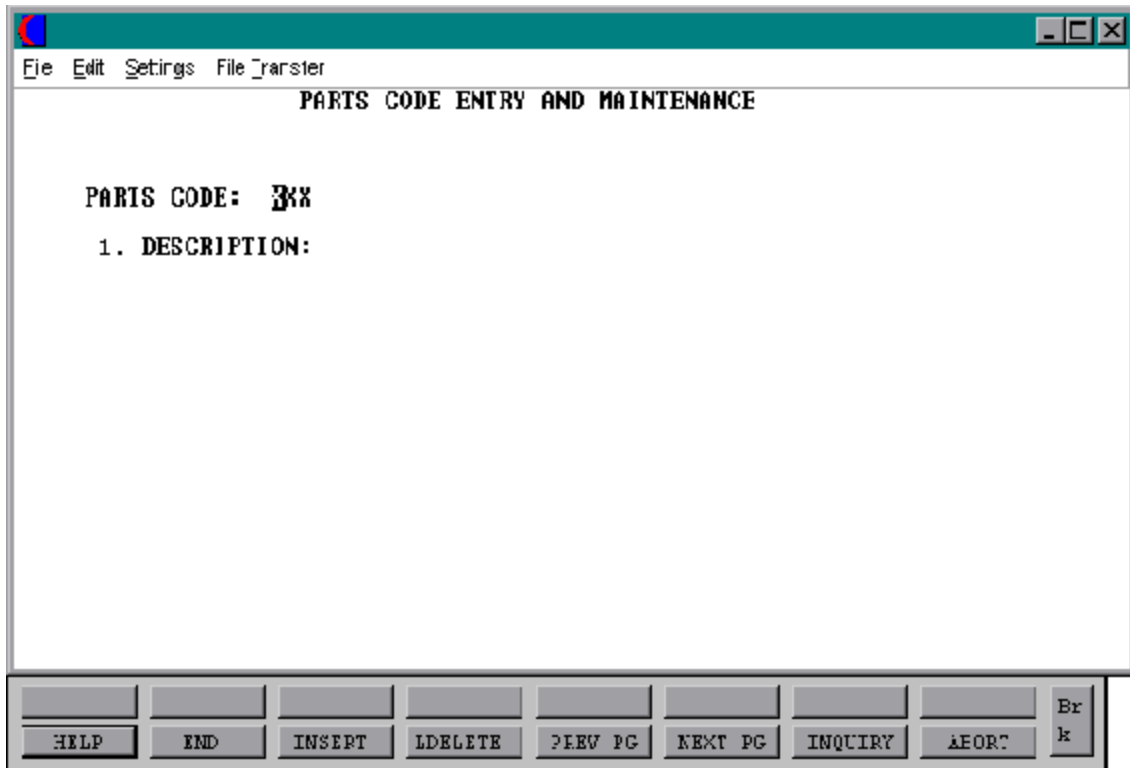
DESCRIPTION

Enter the description of the part.

ENTER LINE # TO CHANGE, DELETE TO DELETE, 0 TO ACCEPT

Enter the appropriate line number for a needed change, 'DELETE' to delete the code, or '0' to accept the information entered.

PARTS CODE ENTRY AND MAINTENANCE



SERVICE TECHNICIAN ENTRY AND MAINTENANCE

PROGRAM NAME	SSS.BP GEN.MASTER
	TECH.MAINT010
SELECTION	MENU-25
SELECTION NUMBER	3
FILES ACCESSED	TECHNICIAN

OVERVIEW

This program enables the operator to set up codes to identify service technicians who will be assigned to the work order.

OPERATING INSTRUCTIONS**TECHNICIAN CODE**

Enter the code that will be used for this technician. Typically the choice is the technician's initials, but the code can be numeric.

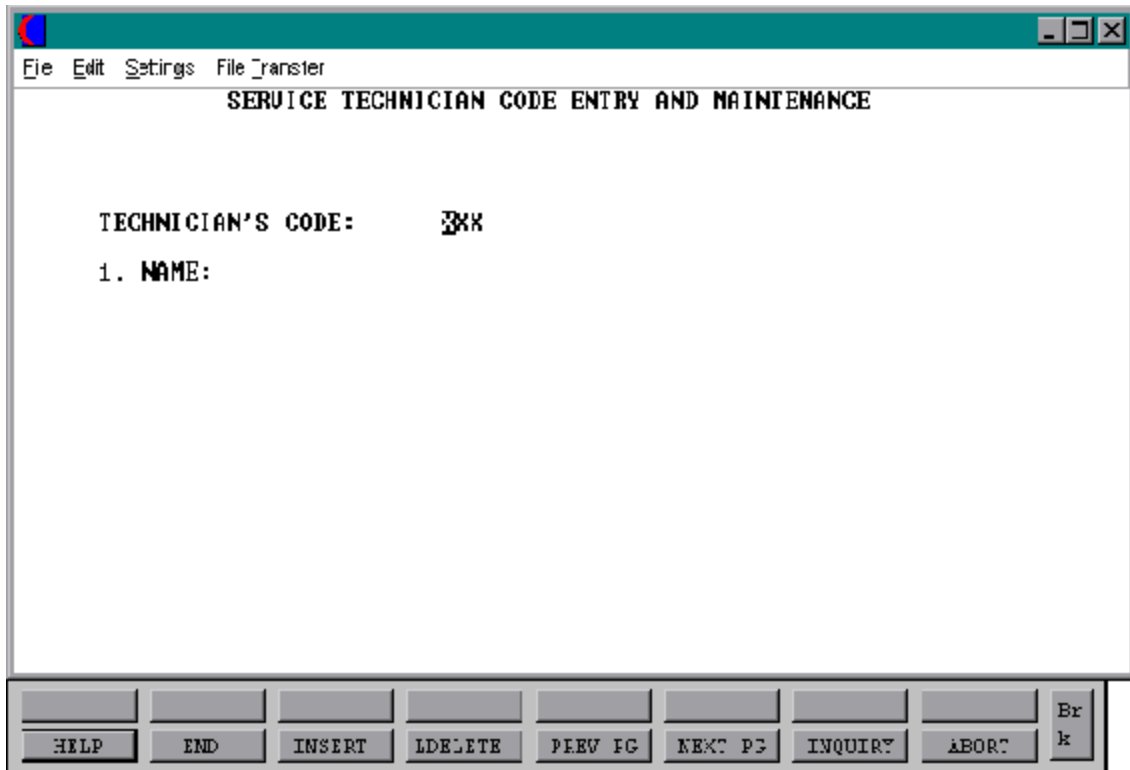
NAME

Enter the full name of the technician.

ENTER LINE # TO CHANGE, DELETE TO DELETE, 0 TO ACCEPT

Enter the appropriate line number for a needed change, 'DELETE' to delete the entry, or '0' to accept the information that was entered.

SERVICE TECHNICIAN ENTRY AND MAINTENANCE



FAILURE CODE ENTRY AND MAINTENANCE

PROGRAM NAME	SSS.BP GEN.MASTER FAILURE.CODE.MAINT010
SELECTION	MENU-25
SELECTION NUMBER	4
FILES ACCESSED	FAILURE.CODE

OVERVIEW

This file is used to create and maintain codes that will relate to a specific problem or reason for failure. This code will be entered on the work order to identify the reason for service.

OPERATING INSTRUCTIONS**FAILURE CODE**

Enter a three digit alpha numeric code for the failure.

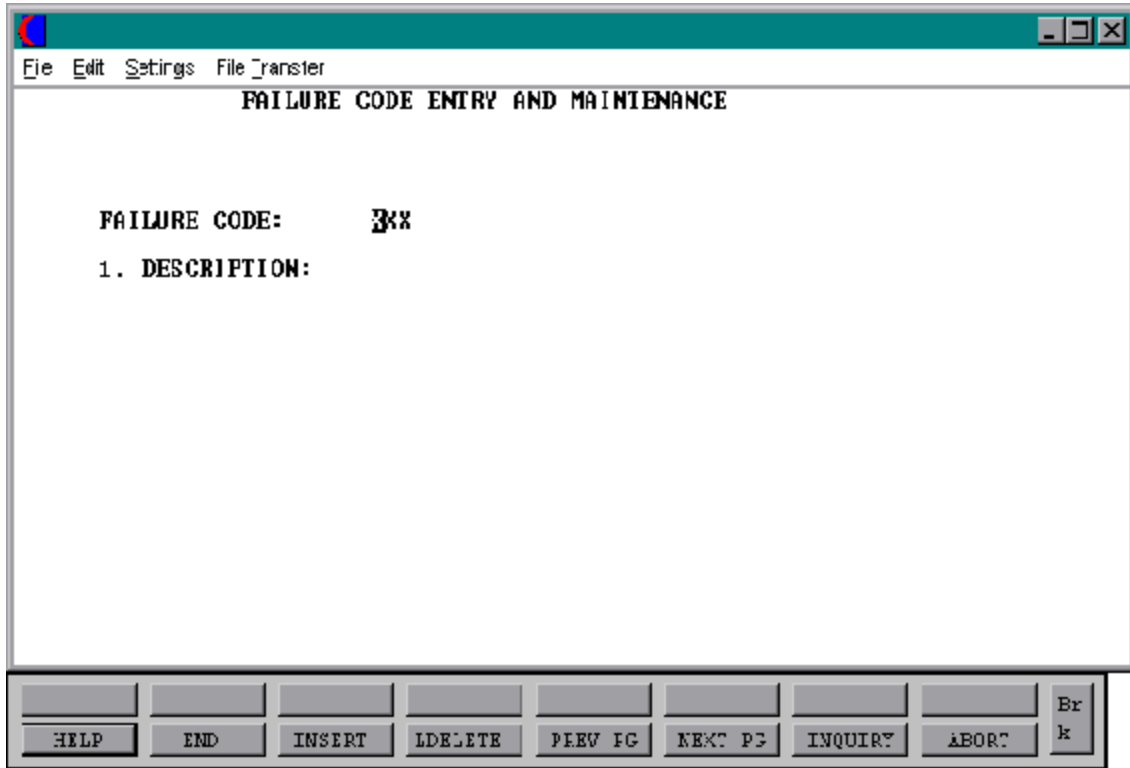
DESCRIPTION

Enter the description of the failure.

ENTER LINE # TO CHANGE, DELETE TO DELETE, 0 TO ACCEPT

Enter the appropriate line number for a needed change, 'DELETE' to delete the code, or '0' to accept the information entered.

FAILURE CODE ENTRY AND MAINTENANCE



ACTION CODE LISTING

PROK NAME	PROK ACTION.CODE.LIST
SELECTION	MENU-25
SELECTION NUMBER	5
FILES ACCESSED	ACTION.CODE

OVERVIEW

The action code listing will produce a full listing of all the action codes and their descriptions that have been created on the system.

OPERATING INSTRUCTIONS

ACTION CODE FILE LISTING

HIT <CR> TO CONTINUE OR 'END' TO RETURN TO SELECTOR

Hit 'RETURN' to print the listing or 'END' to return to the selector.

ACTION CODE LISTING

PAGE 1.....** ACTION CODE LISTING** DATE 11:03:08am 17 Jul 1997

SVC.ACTION.CODE.....DESCRIPTION

ADJ	ADJUSTED
CAL	CALIBRATED
MOD	MODIFIED
INS	INSTALLED
LUB	LUBRICATED
TND	TIGHTENED

6 records listed.

PARTS CODE LISTING

PROK NAME	PROK PARTS.CODE.LIST
SELECTION	MENU-25
SELECTION NUMBER	6
FILES ACCESSED	PART.CODE

OVERVIEW

This option will produce a listing of all part codes and their descriptions that have been created on the system.

OPERATING INSTRUCTION**PARTS CODE FILE LISTING**

HIT <NL> TO CONTINUE OR 'END' TO RETURN TO SELECTOR.

Hit 'RETURN' to print listing or enter 'END' to return to the selector.

PARTS CODE LISTING

PAGE 1.....**PARTS CODE LISTING** DATE 11:15:25am...18 Jul 1997

PARTS.CODE.....	DESCRIPTION
CAP	CAPACITATOR
BATT	BATTERY
SPN	SPINDLE
CN	CONNECTOR
FS	FUSE
FDD	FLOPPY DISK DRIVE
CL	COIL

7 records listed.

TECHNICIAN CODE LISTING

PROK NAME	PROK TECH.CODE.LIST
SELECTION	MENU-25
SELECTION NUMBER	7
FILES ACCESSED	TECH.CODE

OVERVIEW

This option will produce a listing of all the technician codes and the names of the technicians that have been created by the system.

OPERATING INSTRUCTIONS**TECHNICIAN FILE CODE LISTING**

HIT <NL> TO CONTINUE OR 'END' TO RETURN TO THE SELECTOR

Hit 'RETURN' to print listing or enter 'END' to return to the selector.

SERVICE TECHNICIAN LISTING

PAGE 1.....**TECHNICIAN FILE LISTING**.....DATE 12:05:23pm.....15 Jul 1997

TECHNICIAN.....DESCRIPTION

SW	STEVE WEST
TBN	TONY NAUGHTON
AD	ANTHONY DELISO
GMS	GRACE SARACINO
NT	NED THORTON
HR	HARRY ROTHMAN

6 records listed.

FAILURE CODE LISTING

PROK NAME	PROK FAILURE.CODE.LIST
SELECTION	MENU-25
SELECTION NUMBER	8
FILES ACCESSED	FAILURE.CODE

OVERVIEW

This option provides the operator with a complete listing of failure codes and their descriptions that have been created on the system.

OPERATING INSTRUCTIONS**FAILURE CODE FILE LISTING**

HIT <NL> TO CONTINUE OR 'END' TO RETURN TO SELECTOR

Hit 'RETURN' to print listing or enter 'END' to return to the selector.

FAILURE CODE LISTING

PAGE 1.....**FAILURE.CODE FILE LISTING**....DATE 12:02:15pm 15 Jul 1997

FAILURE CODE.....DESCRIPTION

IP	INCORRECT PART
COR	CORRODED
LSE	LOOSE
BUR	BURNED
MD	MANUFACTURER DEFECT
IA	IMPROPERLY ADJUSTED

6 records listed.

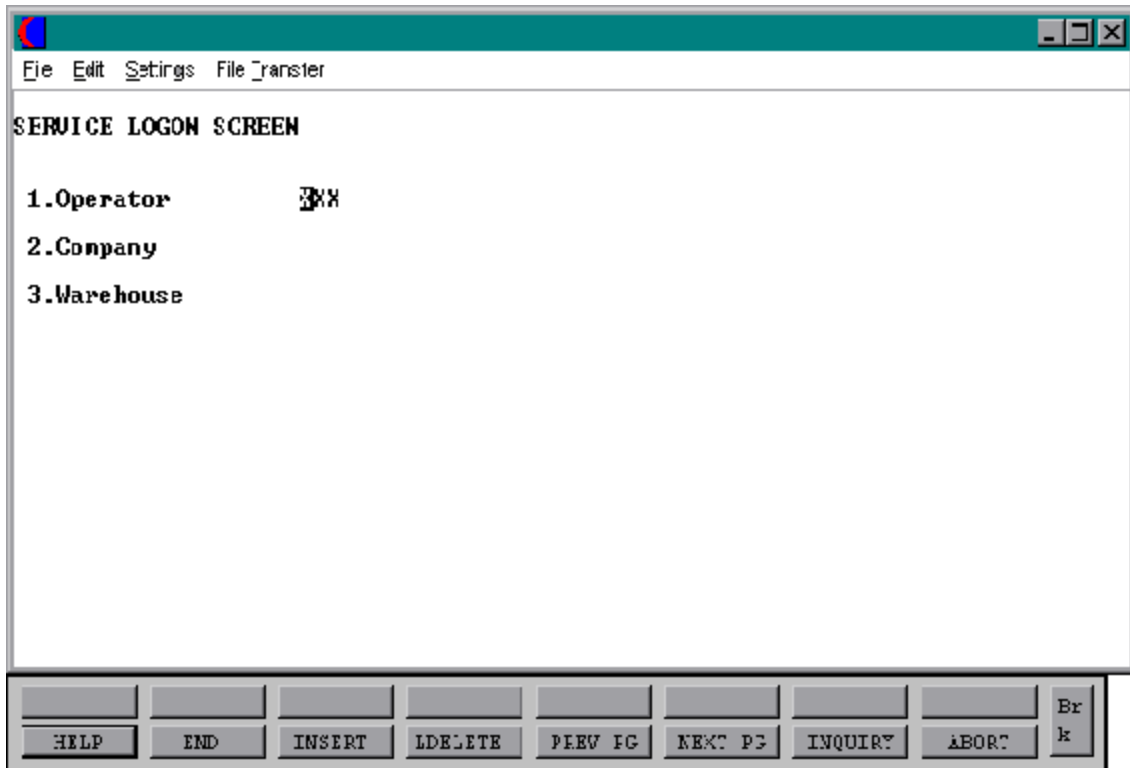
OPEN SERVICE WORK ORDER ENTRY AND MAINTENANCE

PROGRAM NAME	SSS.BP GEN.MASTER	
	WO.MAINT010	
	WO.OPEN	
	WO.INIT010	
	WO.READ010	
	WO.EXIT	
SELECTION	MENU-25	
SELECTION NUMBER	9	
FILES ACCESSED	CUST.MAST	WARRANTY
	WO.LOOKUP	PROD.MAST
	WO.PROD.XREF	WO.CUST.XREF
	TECH.XREF	PROD.DET
	BOOKING	PASS
	ITEM.BO	

OVERVIEW

This program allows for the entry and maintenance of service work orders for customers that have items that need service (repair, replacement).

OPEN SERVICE WORK ORDER ENTRY AND MAINTENANCE



OPEN SERVICE WORK ORDER ENTRY AND MAINTENANCE**LOG-ON**

The log-on screen is used to validate the operator's access to the open service work order entry and maintenance module, as well as company and warehouse.

OPERATOR

The operator code entered is validated to the Operator file for access code 'WO'.

COMPANY

Enter the 2 digit company code entered is validated to the Company file.

WAREHOUSE

Enter the 3 digit warehouse number entered is validated to the Warehouse file.

OPEN SERVICE WORK ORDER ENTRY AND MAINTENANCE

```

06/24/97          SERVICE WORK ORDER ENTRY AND MAINTENANCE          WORK ORDER
1. ISSUED BY:                2. DATE:                JNNNNH
3. CUSTOMER NUMBER:          4. SHIP TO #:
NAME:                        NAME:
ADDR1:                       ADDR1:
ADDR2:                       ADDR2:
C ST ZIP:                    C ST ZIP:
PHONE:
6. WAREHOUSE:
7. TERMS CODE:
8. CUSTOMER PO#:
9. MODEL:
10. SERIAL #:
11. PURCHASE DATE:          12. PROBLEM:
13. ESTIMATE (Y/N):
14. LIMIT:
15. REPAIR (Y/N):
16. REPLACE (Y/N):
17. PRIORITY (Y/N):
18. TECHNICIAN:
19. TAG NUMBER:
ENTER WORK ORDER NUMBER OR 'NEW'
    
```

								Br
HELP	END	INSERT	LDELETE	PREV PG	NEXT PG	INQUIRY	ABORT	k

OPEN SERVICE WORK ORDER ENTRY AND MAINTENANCE**OPERATING INSTRUCTIONS****ISSUED BY**

Enter the initials of the person entering the work order.

DATE

Enter the date that the work order is being entered. Hit 'RETURN' to default to the system date.

CUST #

Enter the customer number that the work order is for.

SHIP TO #

Enter the ship-to number if the default address is not the correct address.

WAREHOUSE #

Enter the warehouse number the unit will be received in. The work order number will be proceeded with the state code of the warehouse.

TERMS CODE

The customers terms will display from the Cust.Mast file. These terms can be overridden at this point.

CUST PO#

Enter the customers purchase order number if there is one.

OPEN SERVICE WORK ORDER ENTRY AND MAINTENANCE**OPERATING INSTRUCTIONS (Continued)****MODEL #**

Enter the model number of the item. Must be a valid product number in the Alpha.Prod file.

PURCHASE DATE

Enter the date the item was purchased.

PROBLEM

Enter a description of the problem with the unit.

ESTIMATE

Enter "Y" or "N" if an estimate is required.

LIMIT

Enter a dollar amount limit to the repair. Can be up to 5 numeric.

REPAIR

Enter "Y" or "N" whether to repair the unit or not.

REPLACE

Enter "Y" or "N" whether to replace the unit or not.

PRIORITY

Enter "Y" or "N". If "Y" is chosen a P will appear after the work order number on inquiries and reports.

OPEN SERVICE WORK ORDER ENTRY AND MAINTENANCE**OPERATING INSTRUCTIONS (Continued)****TECHNICIAN**

Enter technician code of the technician that is assigned to this work order. Must be a valid technician code in the file.

TAG NUMBER

Enter the tag number of the product. Tag number issued when unit is dropped off at repair site rather than being shipped in by a commercial carrier.

RECEIVE SERVICE WORK ORDER

PROGRAM NAME	SSS.BP GEN.MASTER	
	WO.RCPT010	
	WO.OPEN010	
	WO.INIT010	
	WO.READ010	
	WO.EXIT010	
SELECTION	MENU-25	
SELECTION NUMBER	10	
FILES ACCESSED	CUST.MAST	WARRANTY
	WO.LOOKUP	PROD.MAST
	WO.PROD.XREF	WO.CUST.XREF
	TECH.XREF	PROD.DET
	BOOKING	ITEM.BO
	PASS	

OVERVIEW

This file allows the MDS user to receive the items that are on the work order so work can begin. It holds pertinent information concerning the work order such as billing, shipping, and payment. It is particularly useful for keeping track of the conditions of the packages when they arrive so the company isn't held responsible for damage incurred during shipping. This option can also be used if a unit arrives without a work order having been assigned, a new work order will be opened at receipt using screen 1. The following screen logs receipt information.

RECEIVE SERVICE WORK ORDER

The screenshot shows a window titled "SERVICE LOGON SCREEN" with a menu bar containing "File", "Edit", "Settings", and "File Transfer". The main area contains a numbered list of options: "1. Operator", "2. Company", and "3. Warehouse". The "1. Operator" option is currently selected, indicated by a cursor. At the bottom of the window is a control bar with several buttons: "HELP", "END", "INSERT", "DELETE", "PREV PG", "NEXT PG", "INQUIRY", "ABORT", and a "Br k" button.

RECEIVE SERVICE WORK ORDER**LOG-ON**

The log-on screen is used to validate the operator's access to the service work order receipts entry module, as well as company and warehouse.

OPERATOR

The operator code entered is validated to the Operator file for access code 'WO'.

COMPANY

The company code entered is validated to the Company file.

WAREHOUSE

The warehouse number entered is validated to the Warehouse file.

RECEIVE SERVICE WORK ORDER

WO#: 000000		SERVICE WORK ORDER RECEIPTS	
CUST NO:		SHIP TO #:	
NAME:		NAME:	
ADDR1:		ADDR1:	
ADDR2:		ADDR2:	
C ST ZIP		C ST ZIP:	
PO:	MODEL#:	SER#:	
1. RECEIVED BY:		9. CARTON DAMAGED (Y/N):	
2. DATE:		10. CONCEALED DAMAGE (Y/N):	
3. CARRIER:		11. DAMAGE DESCRIPTION:	
4. RED/BLUE/TAG:			
5. ACCESSORIES:			
		12. CLAIM FILED (Y/N):	
6. CONDITION OK (Y/N):		13. DATE:	
7. ORIG. CARTON (Y/N):		14. AMOUNT:	
8. WHS LOC:		15. COVERED (Y/N):	
		16. CLAIM#:	
17. CASH RECEIVED:		CHECK NUMBER:	

HELP	END	INSERT	LDELETE	PREV PG	NEXT PG	INQUIRY	ABORT	Br k
------	-----	--------	---------	---------	---------	---------	-------	---------

RECEIVE SERVICE WORK ORDER**OPERATING INSTRUCTIONS****WO #**

Enter the work order number.

CUST NO

Enter the customer number for whom the work order is for. Customer address will automatically display upon entry of the customer number.

RECEIVED BY

Name of the person receiving the unit.

DATE

Date the unit was received.

CARRIER

The shipping method used to ship unit.

RED/BLUE/TAG

The priority of the shipping method. Allowable entries are R, B, T.

ACCESSORIES

Description of any accessories or additional parts that arrived with the unit. Three lines allowed for the description.

CONDITION OK (Y/N)

Enter "Y" or "N" if the condition of the unit was ok or not.

ORIG. CARTON

Was this unit shipped in its original carton "Y" or "N"?

RECEIVE SERVICE WORK ORDER**OPERATING INSTRUCTIONS (Continued)****WHS LOC**

Warehouse that the unit is being held in.

CARTON DAMAGED (Y/N)

Was the carton received with any damage "Y" or "N" ?

CONCEALED DAMAGE (Y/N)

Was there any damage to the unit that was concealed by the carton "Y" or "N" ?

DAMAGE DESCRIPTION

Description of the damage that was found.

CLAIM FILED (Y/N)

Was there a freight claim filed "Y" or "N" ?

DATE

Date that the freight claim was filed.

AMOUNT

Amount of the freight claim.

COVERED (Y/N)

Is the damage covered by the freight claim "Y" or "N" ?

CLAIM #

Enter the claim number.

RECEIVE SERVICE WORK ORDER

OPERATING INSTRUCTIONS (Continued)

CASH RECEIVED

Amount of check that was received with unit.

CHECK NUMBER

Check number and bank that the money should be posted to.

SERVICE ORDERS BY TECHNICIANS

PROGRAM NAME	SERV.BP TECH.INQ010
SELECTION	MENU-25
SELECTION NUMBER	11
FILES ACCESSED	SWO
	TECHNICIAN
	TECH.XREF
	WAREHOUSE
	PROD.MAST

OVERVIEW

Service orders by technician is an inquiry. It will give a list of service work orders assigned to the technician you enter. It is here that the status of the work order needs to be changed from 'S' (on the shelf) to 'F' (on the floor) to be worked on.

SERVICE ORDERS BY TECHNICIANS

The screenshot shows a terminal window with a menu for service orders by technician. The window title is "WORK ORDER INQUIRY BY TECHNICIAN" and the date is "06/24/97". The menu includes fields for "TECHNICIAN:" (JNN) and "NAME:". Below these is a table with columns: LN#, ST, W/O NO, PR, RP, RL, PRODUCT NO, DATE, and REC. The table is currently empty. At the bottom of the window, there is a prompt: "ENTER TECHNICIAN OR 'L' FOR LOOKUP". Below the window is a control panel with buttons for HELP, END, INSERT, LDELETE, PREV PG, NEXT PG, INQUIRY, and ABORT, along with a keyboard shortcut "Br k".

LN#	ST	W/O NO	PR	RP	RL	PRODUCT NO	DATE	REC
CUSTOMER NAME								

ENTER TECHNICIAN OR 'L' FOR LOOKUP

HELP END INSERT LDELETE PREV PG NEXT PG INQUIRY ABORT Br k

SERVICE ORDERS BY TECHNICIANS**OPERATING INSTRUCTIONS****TECHNICIAN**

Enter the technician code already established in the technician code maintenance program.

NAME

Name of the technician will display.

ST

The status of the work order will display here. An 'S' for Shelf or and 'R' for received will display here. Prior to being able to post the work that is done, the status will need to be changed to an 'F' for floor.

W/O NO

Work order numbers that this technician has been assigned will display.

PR

If this work order was flagged as a priority during entry a "P" will display here.

RP

If this work order was flagged "Y" for repair during entry it will display here.

RL

A "Y" will display here if the work order was flagged for a replacement during entry.

PRODUCT NO/CUSTOMER NAME

The product number and customer name for this work order will display here.

DATE

The date the work order was entered will display here.

SERVICE ORDERS BY TECHNICIANS**OPERATING INSTRUCTIONS (Continued)****REC**

The date the unit was received will display here.

ENTER LINE # TO CHANGE STATUS OR 'END' TO END

Enter the line number for the appropriate change or 'END' to return to the selector. If a line number is picked the system will then prompt:

**PUT THIS WORK ORDER ON THE FLOOR OR BACK ON THE SHELF?
(F/S/END)**

Enter a "F" to change the status of this work order to back on the floor, "S" to put the work order on the shelf, or 'END' view the inquiry screen.

WORK ORDER POSTING

PROGRAM NAME	SSS.BP GEN.MASTER WO.REPAIR010
SELECTION	MENU-25
SELECTION NUMBER	12
FILES ACCESSED	PROD.MAST PROD.DET KIT.MASTER CUST.MAST PRICE.1 PRICE.2 ITEM.BO TAX.MATRIX BOOKING

OVERVIEW

This file allows the MDS user to post the work that has been completed to the actual work order. Once the work has been posted the operator will be prompted to enter '0' to accept. After accepting the input a release will be created for billing purposes and the release number will display. This file will hold detailed information concerning the repair of the customers unit as well as billing amounts that were charged for the work done.

WORK ORDER POSTING**OPERATING INSTRUCTIONS****WORK ORDER #**

Enter the work order number.

CUSTOMER

The customer code to whom this work order is assigned will display.

NAME

The full name of the customer will display.

TECHNICIAN

The technician who was assigned this work order will display.

MODEL#

The model number of the unit being repaired will display.

SERIAL#

If the unit had a serial number entered in the Prod.Mast file for it, then the number will be displayed. If this product has no serial number the operator will not be able to get to that field and the product will not show up on the service work order product/serial number report.

STATUS

The status of this work order will appear here. An "F" means its on the floor still being worked on. A work order with a 'S' as the status can not be posted to until the status has been changed to an 'F' through the service technician inquiry.

LOC

The warehouse location where the unit is being held will display.

WORK ORDER POSTING**OPERATING INSTRUCTIONS (Continued)****WARRANTY**

Enter either a 'Y' or 'N' to indicate whether this product is under warranty.

REPAIR

If this unit is flagged for a repair a "Y" will appear here.

REPLACE

If a "Y" appears here then the work order was flagged during entry to be replaced.

COMMENTS

This field can be used for any informal text or comments regarding services rendered to this unit.

RECV'D

The date that the unit was received at the warehouse will appear here.

PART #

Enter the part number of the unit that was used to complete the repair. If the part is on back order, then the work order must go through the post inventory to work order process before it can be marked as complete.

PCD

A "Y" or "N" will display here if there is a required expiration date.

WORK ORDER POSTING**OPERATING INSTRUCTIONS (Continued)****ACT**

Enter the action code.

FAL

Enter the failure code.

WAR

Enter "Y" or "N" if the replacement part is covered under a warranty.

U/M

The unit of measure that this product is sold in will display.

DESC

The description of the product will display.

PICK

Enter the quantity of the replacement or repair part needed for the work order. If the part is on backorder, the operator will not be able to post a complete date until the part is in.

PRICE

The product price will appear here upon entry of quantity needed.

LABOR HOURS

Enter the amount of labor hours needed to complete this repair.

LABOR\$ PER HOUR

Enter the dollar amount for labor per hour.

WORK ORDER POSTING

OPERATING INSTRUCTIONS (Continued)**FREIGHT**

Enter the dollar amount you are charging for freight.

DATE COMPLETED

Enter the date that the work order repair was completed.

TOTAL PARTS

Enter the dollar amount total for parts needed.

TOTAL WO

Enter the dollar amount total for the work order.

ENTER LINE # TO CHANGE, DELETE TO DELETE, 0 TO ACCEPT

Enter the appropriate line number to make a change, 'DELETE' to delete the service work order, or enter '0' to accept the data that was entered.

POST INVENTORY TO SERVICE WORK ORDERS

PROGRAM NAME	SERV.BP WO.WHSE.TRANS010
SELECTION	MENU-25
SELECTION NUMBER	13
FILES ACCESSED	OPERATOR ALPHA.PROD PROD.MAST PROD.DET WAREHOUSE SWO PO ITEM.PO ITEM.BO KIT.MASTER FIFO RATE.EXCHANGE

OVERVIEW

This process will be used when an operator posts work that was done to the work order and a specific part that was needed for the repair is on backorder. The operator will then have to go through this procedure, either after the product was received into inventory or the operator can pick the product from another warehouses stock. After the inventory has been posted to this work order, the operator then has to go back to the work order posting process and enter a completion date so the work order can be billed.

POST INVENTORY TO SERVICE WORK ORDERS

File Edit Settings File Transfer
16:11:00

06/24/97 POST INVENTORY TO SERVICE WORK ORDERS

ITEM NO.	ITEM DESCRIPTION	P/C	SUBSTITUTE ITEM
AAAAAAAAAAAAAAAAAAAAAAAAAAAA			
SELL STK			
UM UM	UENDOR	LEAD TIME	KIT COMPONENTS
WHS LOC	ON HAND	ON ORDER	IN TRANS
		ON B/O	IN PICK
		AVAIL	FUTURE
			NEXT DEL

1. WORK ORDER NUMBER: SHIPPED FROM WAREHOUSE:
 2. TAKE FROM WHSE:
 3. QUANTITY TO TAKE:

ENTER ITEM NUMBER, 'L' FOR LOOKUP, OR 'END'

WO.WHSE.TRANS010

HELP	END	INSERT	LDELETE	PREV PG	NEXT PG	INQUIRY	ABORT	Br k
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POST INVENTORY TO SERVICE WORK ORDERS**OPERATING INSTRUCTIONS****ITEM NO**

Enter the item number you wish to take out of inventory and assign to a work order.

ITEM DESCRIPTION

The product description will display here upon entry of the item number.

P/C

The product class of the item selected will display.

SUBSTITUTE ITEMS

If the product entered is flagged to accept substitutes then those substitutes will display.

UM

The unit of measure that this item is stocked and sold in will display.

VENDOR

The vendor that this item normally comes from will display.

LEAD TIME

The lead time of this product will be displayed.

KIT COMPONENTS

If this product is part of a kit then the other kit components will be listed.

WHS

The warehouse that this product is stocked in will display.

POST INVENTORY TO SERVICE WORK ORDERS**OPERATING INSTRUCTIONS (Continued)****WHS LOC**

The location of this item in the warehouse will display. For example: isle 3, bin 6.

ON HAND

This will show the amount of this product you have on hand.

ON ORDER

The amounts of this product that are on current orders will be displayed.

IN TRANS

The amount that is in transit is listed.

ON B/O

The amount of this product that is currently on backorder.

IN PICK

The amount of this product ready to be picked.

AVAIL

The amount of this product that is currently available.

FUTURE

This field indicates the amount of this item that have been flagged or future orders in order entry.

NEXT DEL

This field will show the next scheduled delivery of this product.

POST INVENTORY TO SERVICE WORK ORDERS**OPERATING INSTRUCTIONS (Continued)****WORK ORDER NUMBER**

Enter the work order number. Enter an "L" for the lookup feature.

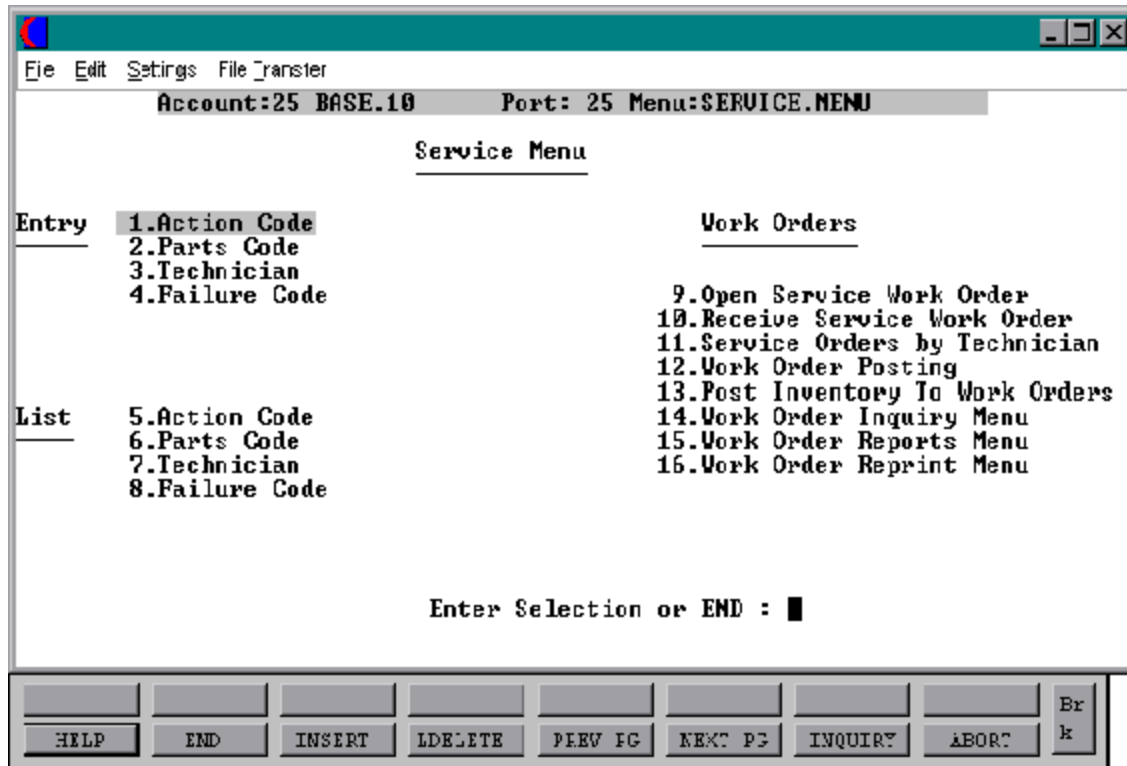
TAKE FROM WAREHOUSE

Enter the warehouse number that this product will be taken from.

QUANTITY TO TAKE

Enter the amount needed for the work order.

SERVICE WORK ORDER INQUIRY MENU



SERVICE WORK ORDER BY CUSTOMER INQUIRY

PROGRAM NAME	SERV.BP WO.CUST.INQ010
SELECTION	MENU-25,14
SELECTION NUMBER	1
FILES ACCESSED	SWO WO.CUST.XREF ALPHA.CUST CUST.MAST WAREHOUSE PROD.MAST

OVERVIEW

The work order by customer inquiry was designed to display to the operator a listing of work orders on file for a particular customer. The inquiry also has the ability, after selecting a specific work order, to show the details of each work order on file.

SERVICE WORK ORDER BY CUSTOMER INQUIRY

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SERVICE ORDER INQUIRY BY CUSTOMER 02/06/98

CUSTOMER #: AJAX
 NAME AJAX INDUSTRIAL SUPPLY
 ADDRESS 1 12 MAIN ST
 ADDRESS 2
 CITY PLAINFIELD ST NJ ZIP 02001

LN#	ST	W/O NO	PRODUCT NO SERIAL #	DATE	RECU'D	COMPLETE
001	R	NY-000074	MLS	11/11/97	11/11/97	
002	O	NY-000075	MLS	11/11/97		
003	F	NY-000076	101	11/11/97	11/11/97	
004	C	NY-000077	101	11/12/97	11/12/97	02/04/98
005	S	NY-000078	DESK-KEY	11/17/97	11/15/97	11/17/97

ENTER LINE# TO DISPLAY DETAIL, <CR> FOR MORE, 'B' TO GO BACK OR 'END TO END

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SERVICE WORK ORDER BY CUSTOMER INQUIRY**INQUIRY DISPLAY OUTPUT**

CUSTOMER # - The customer code is needed to begin the inquiry.

NAME - The full name of the customer is displayed.

ADDRESS 1 - Customers address.

ADDRESS 2 - Customers address.

CITY - City name.

ST - Two digit stat code.

ZIP - Zip code.

LN# - The line number of the first work order on file for the customer selected.

ST - The status of the work order.

W/O # - Work order number.

PRODUCT # - Product number of the product on the work order.

SERIAL # - Product serial number.

DATE - Date work order was entered.

RECV'D - Date the product was received.

COMPLETE - Date the work order was completed.

SERVICE WORK ORDER BY CUSTOMER INQUIRY**OPERATING INSTRUCTIONS****ENTER CUSTOMER NUMBER, 'F7' FOR INQUIRY, OR 'END' TO END**

Enter the customer number to begin inquiry. If the full customer number is not known enter 'F7' for lookup capabilities, or 'END' to return to the inquiry menu selector.

DO YOU WANT A HARD COPY (Y/<CR>)

If you want to print the listing of work orders that are displayed, enter a 'Y', if a screen display is adequate, then hit 'RETURN' to display on screen.

ENTER LINE # TO DISPLAY DETAIL OR 'END' TO END

Enter the line number of the work order and the details of that specific work order will then display. If 'END' is entered then you will be prompted for a new customer number.

If a line number is entered the work order will display and the operator will be prompted:

PRESS <CR> TO RETURN

Hit 'RETURN' to be brought back to the main inquiry screen.

SERVICE WORK ORDER INQUIRY BY PRODUCT

PROGRAM NAME	SERV.BP WO.PROD.INQ010
SELECTION	MENU-25,14
SELECTION NUMBER	2
FILES ACCESSED	SWO WO.PROD.XREF ALPHA.PROD CUST.MAST WAREHOUSE PROD.MAST

OVERVIEW

The work order by product inquiry is designed to display all work orders on file for a particular product.

SERVICE WORK ORDER INQUIRY BY PRODUCT

Screen Master for Windows

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SERVICE ORDER INQUIRY BY PRODUCT NUMBER 02/06/98

PRODUCT #: 101 **DESCRIPTION: RED PLASTIC DESK**

LN#	ST	W/O NO	CUSTOMER NO	NAME	DATE	REC	COMP
001	C	NY-000066	IDEAL	IDEAL DISTRIBUTION C	06/19	06/19	02/04
002		NY-000070	IDEAL	IDEAL DISTRIBUTION C	07/08	07/08	
003	F	NY-000076	AJAX	AJAX INDUSTRIAL SUPP	11/11	11/11	
004	C	NY-000077	AJAX	AJAX INDUSTRIAL SUPP	11/12	11/12	02/04
005	S	NY-000101	GRACE	GRACE TEST CUSTOMER	01/20	01/20	01/02
006	O	NY-000109	GRACE	GRACE TEST CUSTOMER	01/22		
007	F	NY-000116	GRACE	GRACE TEST CUSTOMER	01/26	01/26	
008	O	NY01-000127	IDEAL	IDEAL DISTRIBUTION C	02/04		
009	S	NY01-000132	IDEAL	IDEAL DISTRIBUTION C	02/04	02/04	02/04
010	P	NY01-000134	IDEAL	IDEAL DISTRIBUTION C	02/05	02/05	
011	F	NY01-000135	GRACE	GRACE TEST CUSTOMER	02/05	02/05	

DO YOU WANT A HARD COPY <Y/<CR>>

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SERVICE WORK ORDER INQUIRY BY PRODUCT**INQUIRY DISPLAY OUTPUT**

PRODUCT # - The product number to begin the inquiry.

DESCRIPTION - The full description of the product is displayed.

LN# - The line number of the first work orders associated with this product.

ST - The status of the work order.

W/O NO - The work order number.

CUSTOMER # - The customer number for the customers with work orders with this product.

NAME - The full name of the customer is displayed.

DATE - The date the work order was entered.

REC - The date the product was received.

COMP - The date that the work order was complete.

OPERATING INSTRUCTIONS**ENTER PRODUCT #. 'L' FOR LOOKUP, OR 'END' TO END**

Enter the product number to begin the inquiry. If the product number is not known enter 'L' to begin lookup capabilities. If 'END' is entered then the operator will be brought back to the inquiry menu selector.

DO YOU WANT A HARD COPY (Y<CR>)

If you want a printed copy of the inquiry then enter 'Y' to get the print out. If no hard copy is required hit 'RETURN' to view the screen display.

SERVICE WORK ORDER INQUIRY BY PRODUCT**OPERATING INSTRUCTIONS (Continued)****ENTER LINE # TO DISPLAY DETAIL OR 'END' TO END**

Enter a line number to display the details of a particular work order. Or 'END' to return to the product number prompt. If 'END' is entered the operator will be prompted for the next product number.

If a line number is chosen then the work order will display and the operator will be prompted:

PRESS <CR> TO RETURN

Hit 'RETURN' to return to the inquiry.

SERVICE ORDERS RECEIVED OVER 30 DAYS OLD

PROGRAM NAME	SERV.BP WO.DAYS.INQ010
SELECTION	MENU-25,14
SELECTION NUMBER	3
FILES ACCESSED	SWO PROD.MAST WAREHOUSE &SAVEDLISTS&

OVERVIEW

The purpose of this inquiry is to display all work orders received over thirty days ago and still have not been completed.

SERVICE WORK ORDERS RECEIVED OVER 30 DAYS

Screen Master for Windows						
SERVICE ORDERS RECEIVED OVER 60 DAYS OLD						02/06/98
LN#	ST	W/O NO	CUSTOMER NAME	PRODUCT NO	RECEIVED	
001						
002						
003	F	NY-000073	ALCO SUPPLY COMPANY	401		08/28/97
004	R	NY-000074	AJAX INDUSTRIAL SUPPLY	MLS		11/11/97
005	F	NY-000076	AJAX INDUSTRIAL SUPPLY	101		11/11/97
006	F	NY-HSKHOLD	AJAX INDUSTRIAL SUPPLY	101		11/12/97
007	P	NY-000087	AJAX INDUSTRIAL SUPPLY	KEYLOOP		11/24/97
008	F	NY-000090	AJAX INDUSTRIAL SUPPLY	DESK-KEY		11/24/97
009	F	NY-000094	AJAX INDUSTRIAL SUPPLY	DESK-KEY		11/24/97

ENTER LINE# TO DISPLAY DETAIL OR 'END' TO END

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HELP	END	INSERT	DELETE	PREV PG	NEXT PG	INQUIRY	ABORT	Enter

SERVICE WORK ORDERS RECEIVED OVER 30 DAYS**INQUIRY DISPLAY OUTPUT**

LN# - The line number of the first work order number.

ST - The status of the work order.

W/O NO - The work order number.

CUSTOMER NAME - The customers full name.

PRODUCT NO - The product number of the product on the work order.

RECEIVED - The date the product was received.

OPERATING INSTRUCTIONS**SERVICE ORDERS RECEIVED INQUIRY****ENTER NUMBER OF DAYS XX**

Enter the number of days you wish to start the inquiry with. The work orders that fall within the number of days entered.

DO YOU WANT A HARD COPY (Y/<CR>)

If a print out of the listed work orders is required then entered "Y" to begin. If the screen display is sufficient hit 'RETURN'.

ENTER LINE# TO DISPLAY DETAIL OR 'END' TO END

Enter the line number of a particular work order to view the actual work order. If a line number is selected, the work order will display and the operator will be prompted:

PRESS <CR> TO RETURN

Hit 'RETURN' to return to the inquiry.

SERVICE WORK ORDER INQUIRY BY TECHNICIAN

PROGRAM NAME	SERV.BP TECH.INQ2.010
SELECTION	MENU-25,14
SELECTION NUMBER	4
FILES ACCESSED	SWO TECHNICIAN TECH.XREF WAREHOUSE PROD.MAST

OVERVIEW

The purpose of this inquiry is to allow the operator to view all work orders that a particular technician has been assigned to or working on.

SERVICE WORK ORDER INQUIRY BY TECHNICIAN

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SERVICE ORDER INQUIRY BY TECHNICIAN 02/06/98

TECHNICIAN: 1 NAME: STEVE WEST

LN#	ST	W/O NO	PR	RP	RL	PRODUCT NO	DATE	REC
						CUSTOMER NAME		
008	F	NY-000090	Y	N		DESK-KEY	11/24	11/24
009	P	NY-000087	Y	N		AJAX INDUSTRIAL SUPP	11/24	11/24
010	F	NY-000112	Y	N		KEYLOOP		
						AJAX INDUSTRIAL SUPP		
011	F	NY-000115	Y	N		402	01/22	01/22
						ALCO SUPPLY COMPANY		
012	F	NY-000114	Y	N		401	01/23	01/23
						ALCO SUPPLY COMPANY		
013	F	NY01-000135	Y	N		401	01/23	01/23
						ALCO SUPPLY COMPANY		
014	P	NY01-000134	Y	N		101	02/05	02/05
						GRACE TEST CUSTOMER		
						101	02/05	02/05
						IDEAL DISTRIBUTION C		

ENTER LINE# TO DISPLAY DETAIL OR 'END' TO END

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SERVICE WORK ORDER INQUIRY BY TECHNICIAN**INQUIRY DISPLAY OUTPUT**

TECHNICIAN - The technician code.

NAME - The full name of the technician.

LN# - The line number of the first work order listed.

PR - If this service work order has been flagged as a priority repair a "P" will display here. If it has not been flagged as a priority repair this field will remain empty.

RP - If this service work order has been flagged as a repair a "Y" will display here.

RL - If the service work order has been flagged to have the item replaced then a "Y" will display here.

PRODUCT NO - The product number of the item appearing on the work order.

CUSTOMER NAME - The full name of the customer who the work order is for.

DATE - The date the work order was entered.

REC - The date the product on the work order was received.

OPERATING INSTRUCTIONS**ENTER TECHNICIAN OR 'L' FOR LOOKUP**

Enter the technician code. If the code is not known at the time of the inquiry the enter "L" for the lookup.

ENTER LINE # TO DISPLAY DETAIL, <CR> FOR MORE, 'B' TO GO BACK, OR 'END' TO END

Enter a specific line number to display the details of the work order on that line. Hit 'RETURN' to display additional work orders listed for that technician. Enter 'B' to go back a page in the inquiry, or enter 'END' to return to the technician code prompt.

SERVICE WORK ORDER INQUIRY BY TECHNICIAN**OPERATING INSTRUCTIONS**

If a line number is selected to display the details of a particular order then the program displays the work order and prompts:

PRESS <CR> TO RETURN

Hit 'RETURN' to return to the original inquiry screen.

SERVICE ORDERS WAITING FOR PARTS INQUIRY

PROGRAM NAME	SERV.BP WO.PARTS.INQ010
SELECTION	MENU-25,14
SELECTION NUMBER	5
FILES ACCESSED	SWO PROD.MAST WAREHOUSE &SAVEDLISTS&

OVERVIEW

The purpose of this inquiry is to give a listing of work orders that are waiting parts. The work orders would have to be flagged with a "P" for priority repair and needed parts on backorder.

SERVICE ORDERS WAITING FOR PARTS INQUIRY

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SERVICE ORDERS WAITING FOR PARTS INQUIRY 02/06/98

SI	W/O NO	CUSTOMER NAME	PRODUCT NO	RCPT
P	NY-000087	AJAX INDUSTRIAL SUPPLY	E/O PART KEYLOOP	11/24
P	NY-000087	AJAX INDUSTRIAL SUPPLY	KEYLOOP KEYLOOP	11/24

DO YOU WANT A HARD COPY <Y/<CR>>

SERVICE ORDERS WAITING FOR PARTS INQUIRY**INQUIRY DISPLAY OUTPUT**

ST - The status of the order.

W/O NO - The work order number.

CUSTOMER NAME - The full customer name.

PRODUCT NO - The product number of the item on the work order.

B/O PART - The description of the backordered part.

RCPT - The date the item was received.

SERVICE ORDERS WAITING FOR PARTS INQUIRY**OPERATING INSTRUCTIONS****SERVICE ORDERS WAITING FOR PARTS INQUIRY
HIT RETURN TO CONTINUE OR 'END'**

Hit 'RETURN' to begin selection. If there are no work orders on file that fit the criteria of being flagged as a priority repair and the part needed is on back order, then '0' records will be selected. If there are work orders on file that fit the criteria then a listing of work orders will display.

DO YOU WANT A HARD COPY (Y/<CR>)

If the operator requires a hard copy of the listing displayed then enter a "Y" to spool the list. If the hard copy is not needed then hit 'RETURN'.

ENTER 'END' TO END

Enter 'END' to complete the display of the inquiry. The operator will then be brought to the inquiry menu.

SERVICE WORK ORDER INQUIRY BY ORDER NUMBER

PROGRAM NAME	SERV.BP INQ2.010
SELECTION	MENU-25,14
SELECTION NUMBER	6
FILES ACCESSED	TAX.RATE
	SCREEN.MAST*SERVICE010
	ID.MAST*SERVICE010
	SCREEN.SETUP*SERVICE010

OVERVIEW

Upon entry of a valid service work order number this inquiry will give all details pertaining to that work order. The inquiry takes you through the various stages of the work order. It will first bring you to the work order entry and maintenance screen, work order receipts screen, work order posting screen , and finally the work order shipment screens. As you can see this inquiry is very detailed and brings you to all functions that the work order must pass through on the system.

SERVICE WORK ORDER INQUIRY BY ORDER NUMBER

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5. SERVICE WORK ORDER ENTRY AND MAINTENANCE WORK ORDER

1. ISSUED BY: HSK 2. DATE: 11/12/97 000077

3. CUSTOMER NUMBER: AJAX 4. SHIP TO #: M
 NAME: AJAX INDUSTRIAL SUPPLY NAME: SAME
 ADDR1: 12 MAIN ST ADDR1: ASDF
 ADDR2: ADDR2: ASDF
 C ST ZIP: PLAINFIELD NJ 02001 C ST ZIP: FFFFF NJ 11111
 PHONE: 201-252-1000

6. WAREHOUSE: 001 NEW YORK

7. TERMS CODE: 01 2/10 NET 30

8. CUSTOMER PO#: 212121

9. MODEL: 101 RED PLASTIC DESK

10. SERIAL #: 12. PROBLEM:

11. PURCHASE DATE:

13. ESTIMATE (Y/N): N

14. LIMIT: 0

15. REPAIR (Y/N): Y

16. REPLACE (Y/N): N 18. TECHNICIAN: 1 STEVE WEST

17. PRIORITY (Y/N): N 19. TAG NUMBER: 121

ENTER 'END' TO END OR <CR> TO CONTINUE

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SERVICE WORK ORDER INQUIRY BY ORDER NUMBER**INQUIRY DISPLAY OUTPUT**

Service Work Order and Maintenance:

ISSUED BY - The initials of the person entering the work order.

DATE - The date the work order was entered.

CUSTOMER NAME - The customer name and address.

SHIP TO - The ship to number and address.

PHONE - The customer's phone number.

WAREHOUSE - The warehouse that this work order will be brought to for the repair.

TERMS CODE - The customer's terms will display from the Cust.Mast file.

CUSTOMER PO# - The customer's purchase order number.

MODEL - The model number. Must be a valid product on file.

SERIAL# - The serial number of the product.

PURCHASE DATE - The date the product was purchased.

PROBLEM - Description of the problem being experienced.

ESTIMATE (Y/N) - If an estimate is required prior to work being performed.

LIMIT - Dollar amount limit on repair, if any.

REPAIR (Y/N) - Repair flag indicator. If there is a repair required must be flagged "Y".

REPLACE (Y/N) - Replacement flag indicator. If a replacement of the product is required then flag work order with a "Y".

PRIORITY (Y/N) - If this repair is a priority then it must be flagged as so.

SERVICE WORK ORDER INQUIRY BY ORDER NUMBER**INQUIRY DISPLAY OUTPUT****Service Work Order and Maintenance: (Continued)**

TECHNICIAN - The code for the technician that is assigned to this work order.

TAG NUMBER - If the unit was dropped off rather than shipped in it must be issued a tag number to keep track of it.

OPERATING INSTRUCTIONS**ENTER 'END' TO END OR <CR> TO CONTINUE**

Enter 'END' to return to the order number prompt to begin a new inquiry or hit 'RETURN' to proceed to the service work order receipts screen of this inquiry.

INQUIRY DISPLAY OUTPUT**Service Work Order Receipts:**

WO# - The work order number.

CUST NO - Customer number.

NAME - Full name of the customer.

ADDR1 - Customer address.

ADDR2 - Customer address.

SHIP TO # - Ship to code.

NAME - Name of ship to customer.

ADDR1 - Customers ship to address.

ADDR2 - Customers ship to address.

SERVICE WORK ORDER INQUIRY BY ORDER NUMBER**INQUIRY DISPLAY OUTPUT****Service Work Order Receipts: (Continued)**

PO - Customers purchase order number.

MODEL# - model number of the item on the work order. Must be a valid product number on file.

RECEIVED BY - The initials of the person receiving the merchandise.

DATE - The date the unit was received.

CARRIER - A valid ship method code from the Ship Method file.

RED/BLUE/TAG - The zone that the carrier used to ship the unit or if it was dropped off, the tag number it was issued upon receipt.

ACCESSORIES - If the unit was accompanied by any other parts or accessories they will be listed here.

CONDITION OK (Y/N) - If the condition of the unit was either ok or not it will be flagged here.

ORIG. CARTON (Y/N) - If the unit was shipped in its original carton or not will display here.

WHS LOC - The warehouse location that the unit will be stored while being repaired.

CARTON DAMAGE - If there was any damage noticed on the carton when received it would be flagged as so and display here.

CONCEALED DAMAGE (Y/N) - If there was any damage to the unit itself but was concealed by the carton it will be flagged and display here.

DAMAGE DESCRIPTION - Description of damage if any was found.

SERVICE WORK ORDER INQUIRY BY ORDER NUMBER**INQUIRY DISPLAY OUTPUT****Service Work Order Receipts: (Continued)**

CLAIM FILED - If there was any freight claims filed for the repair of this unit it would be flagged and display here.

DATE - The date the claim was filed.

AMOUNT - Dollar amount (deposit) received with unit to repair.

COVERED (Y/N) - Is this covered by the insurance claim 'Y' or 'N'.

CASH RECEIVED - If cash was received with the unit as a deposit for payment then the amount would be entered and display here.

CHECK NUMBER - The check number received.

OPERATING INSTRUCTIONS**ENTER 'END' TO END OR <CR> TO CONTINUE**

Enter 'END' to return to the order number prompt, to begin a new inquiry or hit 'RETURN' to proceed to the service work order posting screen of this inquiry.

INQUIRY DISPLAY OUTPUT**Service Work Order Posting:**

WORKORDER # - The work order number.

CUSTOMER - Customer name.

TECHNICIAN - The technician code.

MODEL# - The product number of the unit on work order. Must be a valid product number on file.

SERVICE WORK ORDER INQUIRY BY ORDER NUMBER**INQUIRY DISPLAY OUTPUT****Service Work Order Posting: (Continued)**

SERIAL# - Serial number of product.

STATUS - Status of the work order. "F" will indicate that the unit is on the floor being worked on, "S" will indicate that the unit has been completed and is on the shelf, and "R" will indicate that the work order has been received.

LOC - The location in the warehouse that the unit is kept in.

WARRANTY - If the unit is under warranty it will be flagged as such and display here.

REPAIR - If the work order has been repaired it will be flagged with a "Y" and display here.

REPLACE - If the unit had to be replaced it will be flagged as such and display here.

COMMENTS - Free field to enter any comments needed.

RECV'D - The date the unit was received.

LABOR HOURS - The total amount of labor hours spent repairing or replacing unit.

LABORS PER HOUR - The amount that will be charged for labor per hour.

TOTAL LABORS - The total amount in dollars that will be charged for labor.

DATE COMPLETED - The date the work order was completed.

COMPLETED BY - The name of the technician that completed the work order.

FREIGHT - The total dollar amount of freight being charged.

TOTAL PARTS - The total dollar amount of parts that were needed to complete the repair.

TOTALW - The total dollar amount of the work order that will be charged to the customer, including labor, freight and parts.

SERVICE WORK ORDER INQUIRY BY ORDER NUMBER**OPERATING INSTRUCTIONS****ENTER 'END' TO END OR <CR> TO CONTINUE**

Enter 'END' to return to the order number prompt to begin a new inquiry or hit 'RETURN' to proceed to the service work order posting screen of this inquiry.

INQUIRY DISPLAY OUTPUT**Work Order Shipments:**

WORK ORDER # - The work order number.

CUSTOMER # - The customer number.

NAME - The full name of the customer.

ADDRESS - The customer address.

CITY/ST/ZIP - The customers city, state, and zip code.

TERMS CODE - The customers terms from the Cust.Mast file.

RELEASE# - The release number that the item was purchased on.

MODEL - The product number of the unit needing repair. Must be a valid product number on file.

COMP DT - Date of completion.

DATE - Ship date.

SHIP VIA - The ship method used to ship unit back to customer.

SHIP ZONE - The ship zone.

TAX JURIS - The tax jurisdiction where the unit is being shipped to.

SERVICE WORK ORDER INQUIRY BY ORDER NUMBER**INQUIRY DISPLAY OUTPUT**

Work Order Shipments: (Continued)

TAX% - The tax percent being charged.

FREIGHT - The dollar amount of freight being charged.

MISC CHARGE - Any miscellaneous charges.

TOTAL PARTS - Total dollar amount for parts being charged.

TOTAL LABORS - Total amount of labor dollars being charged for repair.

TOTAL W/OS - The total dollar amount of the completed work order to be charged to the customer.

OPERATING INSTRUCTIONS

ENTER 'END' TO END OR <CR> TO CONTINUE

Enter 'END' to return to the service menu or hit 'RETURN' to be brought to the order number prompt to begin an inquiry on another work order.

OPEN SERVICE WORK ORDER INQUIRY

PROGRAM NAME	SERV.BP WO.OPEN.INQ010
SELECTION	MENU-25,14
SELECTION NUMBER	7
FILES ACCESSED	SWO PROD.MAST WAREHOUSE &SAVEDLISTS&

OVERVIEW

The purpose of this inquiry is to give the operator a listing of all open work orders on file. This means work orders that have not yet been completed. This inquiry and subsequent print out can serve as a tool to track the status of work orders on file.

OPEN SERVICE WORK ORDER INQUIRY

Screen Master for Windows _ □ ×

File Edit Settings File Transfer

OPEN SERVICE ORDER INQUIRY 02/06/98

LN#	ST	W/O NO	CUSTOMER NAME	PRODUCT NO	OPEN
001	0	NY-000075	AJAX INDUSTRIAL SUPPLY	MLS	11/2
002	0	NY-000080	AJAX INDUSTRIAL SUPPLY	DESK-KEY	11/2
003	0	NY-000083	AJAX INDUSTRIAL SUPPLY	DESK-KEY	11/2
004	0	NY-000084	AJAX INDUSTRIAL SUPPLY	KEYLOOP	11/2
005	0	NY-000085	AJAX INDUSTRIAL SUPPLY	DESK-KEY	11/2
006	0	NY-000086	AJAX INDUSTRIAL SUPPLY	KEYLOOP	11/2
007	0	NY-000103	ALCO SUPPLY COMPANY	402	01/2
008	0	NY-000109	GRACE TEST CUSTOMER	101	01/2
009	0	NY01-000127	IDEAL DISTRIBUTION CO	101	02/1
010	0	NY-000020	ROGER VERNOW		01/2

DO YOU WANT A HARD COPY <Y/<CR>>

OR
VE
MAINT
EMAIL
AUDIT
CAPT DE
VIEW
Br

HELP
END
INSERT
LDELETE
PREV PG
NEXT PG
INQUIRY
ABORT
k

OPEN SERVICE WORK ORDER INQUIRY**INQUIRY DISPLAY OUTPUT**

LN# - The line number of the first work order on file.

ST - The status of the work order.

W/O NO - The work order number.

CUSTOMER NAME - The full name of the customer.

PRODUCT NO - The product number of the unit on the work order.

OPENED - The date the service work order was opened or entered on the system.

OPERATING INSTRUCTIONS**OPEN SERVICE WORK ORDER INQUIRY
HIT 'RETURN' TO CONTINUE OR 'END'**

Hit 'RETURN' to proceed with the inquiry or enter 'END' to return to the service menu.

DO YOU WANT A HARD COPY (Y/<CR>)

If a print out of this inquiry is needed, enter a 'Y' to spool, if no print out is necessary then hit 'RETURN' to continue with the inquiry.

ENTER LINE # TO DISPLAY DETAIL OR 'END' TO END

Enter line number of the corresponding work order you wish to view the details of. If a line number is entered then the operator will be brought to the actual work order and all it's details will display. If details are not required then enter 'END' to return to the service menu.

If a line number is chosen, the details of the inquiry will display and the operator will be prompted:

PRESS <CR> TO RETURN

Hit 'RETURN' to return to the inquiry screen.

SERVICE WORK ORDERS ON ESTIMATE LIMIT HOLD INQUIRY

PROGRAM NAME	SERV.BP WO.EST.LIM.INQ010
SELECTION	MENU-25,14
SELECTION NUMBER	8
FILES ACCESSED	SWO PROD.MAST WAREHOUSE &SAVEDLISTS&

OVERVIEW

The purpose of this inquiry is to alert the MDS user that there are work orders that have been flagged to give an estimate prior to any work being done but have not had a dollar amount entered for a limit. Once the work order has a dollar amount entered for a limit, the work order will be released from hold. Work orders on estimate hold will display a 'E' for status in the inquiries.

SERVICE WORK ORDERS ON ESTIMATE LIMIT HOLD INQUIRY

LN#	ST	W/O NO	CUSTOMER NAME	PRODUCT NO	OPENED
001	E	NY-000088	AJAX INDUSTRIAL SUPP 201-252-1000	KEYLOOP	11/24
002	E	NY-000110	ALCO SUPPLY COMPANY 201-555-1212	402	01/22
003	E	NY02-000125	IDEAL DISTRIBUTION C 201-444-4545	105	02/03
004	E	NY01-000136	IDEAL DISTRIBUTION C 201-444-4545	102	02/06

DO YOU WANT A HARD COPY (Y/<CR>>

OE	VE	MAINT	EMAIL	AUDIT	CAPT ON	VIEW	Bz
HELP	END	INSERT	DELETE	PREV PG	NEXT PG	INQUIRY	k

SERVICE WORK ORDERS ON ESTIMATE LIMIT HOLD INQUIRY**INQUIRY DISPLAY OUTPUT**

LN# - The line number of the first work order displayed.

ST - The status of the work order. Work orders that show up in this inquiry will show a status of 'E' for estimate hold.

W/O NO - The service work order number.

CUSTOMER NAME - The customer name.

PRODUCT NO - The product number for the item on the work order.

OPENED - The date that the work order was entered.

OPERATING INSTRUCTIONS**SERVICE ORDERS ON ESTIMATE LIMIT HOLD INQUIRY
HIT 'RETURN' TO CONTINUE OR 'END'**

Hit 'RETURN' to proceed with inquiry, or type 'END' to return to the inquiry selector.

DO YOU WANT A HARD COPY (Y/<CR>)

If a print out of this inquiry is needed then enter a 'Y' or hit 'RETURN' if print out not required.

ENTER LINE # TO DISPLAY DETAIL OR 'END' TO END

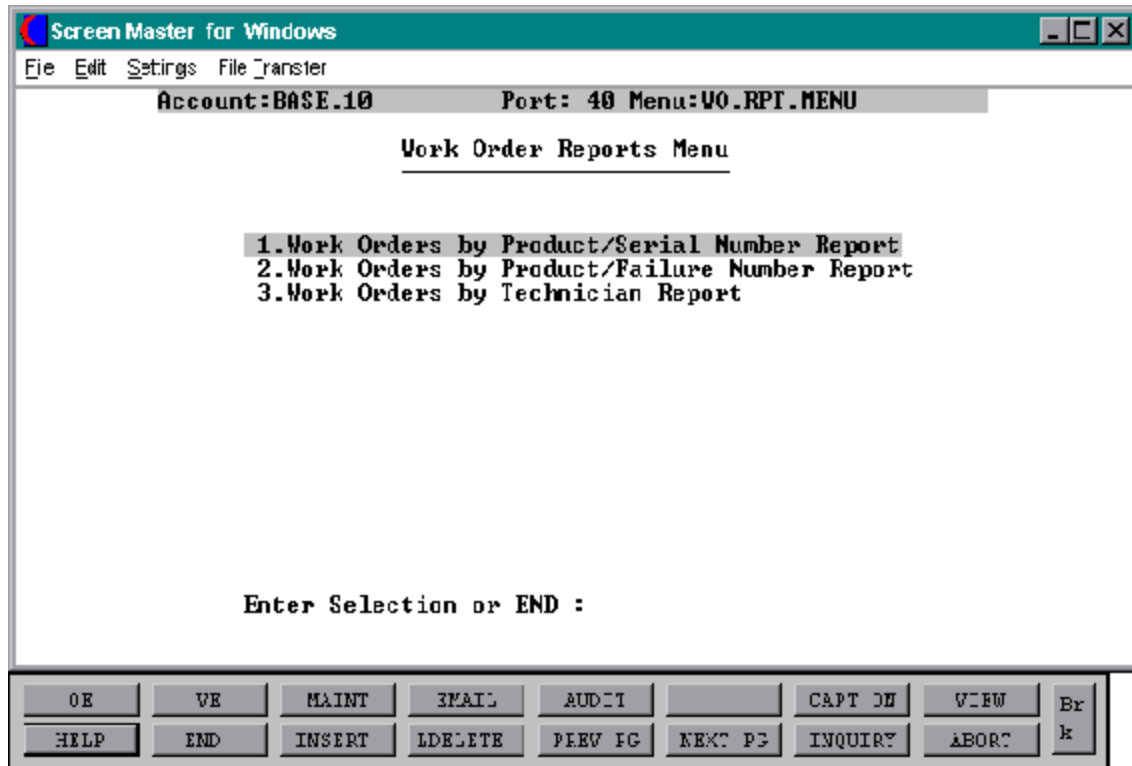
If more details are needed then enter the line number of the work order needed and the actual work order will then display. If no more details are needed then type 'END' to return to the inquiry menu.

If a line number is selected, the work order will display and the operator will be prompted:

PRESS <CR> TO RETURN

Hit 'RETURN' to be brought back to the inquiry.

SERVICE WORK ORDER REPORT MENU



WORK ORDERS BY PRODUCT/SERIAL# REPORT

PROK NAME	PROK WO.SERIAL.RPT
PROGRAM NAME	SERV.BP WO.SERIAL.RPT010
SELECTION	MENU-25,15
SELECTION NUMBER	1
FILES ACCESSED	SWO
	PROD.MAST

OVERVIEW

This report gives the operator a listing of either a specific product or all products with work orders issued against them and have been flagged in the Prod.Mast file as having a serial number. Only work orders that are complete and have a serial number will print.

OPERATING INSTRUCTIONS**WORK ORDERS BY PRODUCT/SERIAL NUMBER REPORT
HIT <CR> TO CONTINUE OR 'END'**

To proceed with the printing of the report hit 'RETURN', or type 'END' to return to the report selector. If the operator continues, they will be prompted:

ENTER PRODUCT OR <CR> FOR ALL

Enter the product number you want the report to be based on or hit 'RETURN' for all products.

ENTER BEGINNING COMPLETION DATE (MM/DD/YY)

Enter the beginning date for completed work orders.

ENTER ENDING COMPLETION DATE (MM/DD/YY)

Enter the ending date for completed work orders.

WORK ORDERS BY PRODUCT/SERIAL NUMBER REPORT

CUST NO: AJAX
 NAME: AJAX INDUSTRIAL SUPPLY
 ADDRESS1: 12 MAIN ST
 C,ST,ZIP PLAINFILED NJ .3001
 PHONE: 201-888-5623
 PROBLEM: DESK LEG LOOSE, DRAWER CRACKED

W/O NUMBER: NY-000139 ST: R
 W/O DATE: 02/04/98 WHS: 001
 MODEL: 102
 SERIAL#: ABC123
 PURCH DT: 11/30/97

ESTIMATE: N \$LIMIT: 0.00 TERMS: 2/10 NET 30
 REPAIR: Y REPLACE: Y ISSUED BY: TBN
 PRIORITY: N CACH REC'D:

REC'D: 01/15/98 BY: TBN VIA: UPS RED
 CONDITION OK: Y ORIG CART: Y WHS LOC: B21
 CTN DAMAGE: N CONCEAL DAMAGE: N DAMAGE DESC:
 CLAIM FILED: N COV'D:

CLAIM DATE:
 CLAIM AMT:

WARRANTY: Y TECH: STEVE WEST

ACCESSORIES:
 DRAWER RAILING, 4 SCREWS, SKID PADS

LABOR HOURS: 3.50 LABOR \$: 32.50 COMPLETED: 02/01/98
 DATE SHIPPED: 02/03/97 VIA: UPS RED FREIGHT: 13.25
 MISC CHG: 3.75 TOTAL: 130.75

COMMENTS:
 ADJUSTED AND TIGHTENED DESK LEG, REAPPLIES SKID PAD TO BOTTOM, REPLACE DRAWER (TO BADLY DAMAGED).

PART# 25NMDR DESCRIPTION: RED DSK DRWR WITH RUDDER PCD: 010 ACT: ADJ/RPL FAIL:LSE PICK: 1

WORK ORDER BY PRODUCT/FAILURE NUMBER REPORT

PROK NAME	PROK WO.FAIL.RPT
PROGRAM NAME	SERV.BP WO.FAIL.RPT010
SELECTION	MENU-25,15
SELECTION NUMBER	2
FILES ACCESSED	SWO
	PROD.MAST

OVERVIEW

This report will give a listing of all work orders that have the product and failure code entered by operator at the report prompts.

OPERATING INSTRUCTIONS**WORK ORDERS BY PRODUCT/FAILURE NUMBER REPORT
HIT <CR> TO CONTINUE OR 'END'**

To proceed with the print out , hit 'RETURN' to spool report. If no report is necessary, then type 'END' to return to the report menu.

ENTER PRODUCT NUMBER OR <CR> FOR ALL

Enter the product number you want the report to be based on or hit 'RETURN' for all products on file.

ENTER FAILURE CODE

Enter the failure code your using for this report.

WORK ORDERS BY PRODUCT/FAILURE NUMBER REPORT

02/04/98 13:51:18

SERVICE WORK ORDERS BY PRODUCT/FAILURE CODE REPORT

PAGE 1

SERIAL NUMBER	WORK ORD#	PRODUCT NUMBER	COMP DT	PART CD	ACT CD	FAIL CD	PART#	WARR	RPR	RPL	LABOR HOURS
ABC123	000066	102	01/11/98	RUD	ADJ	LS	25RDO	Y	Y	N	3.5
SLP0251	000125	ARWK-98	01/15/98	SDO	CAP	BUR	54OP11	N	Y	Y	5.25
XCP8045M	000120	STUSSY	01/21/98	RNG	RPL	BRK	RTU-89	Y	N	Y	2.0
PLS-8911	000101	TBN001	01/22/98	CAP	ADJ	LS	ER89	N	Y	Y	1.5

4 records listed

WORK ORDERS BY TECHNICIAN REPORT

PROK NAME	PROK WO.TECH.RPT
PROGRAM NAME	SERV.BP WO.TECH.RPT010
SELECTION	MENU-25,15
SELECTION NUMBER	3
FILES ACCESSED	SWO
	PROD.MAST
	TECHNICIAN

OVERVIEW

This report will give a listing of all work orders assigned to a particular technician. The operator has the option to enter a specific technician or produce a listing of all technicians on file. Only work orders that have been completed will print on the report.

OPERATING INSTRUCTIONS

WORK ORDERS BY TECHNICIAN NUMBER REPORT HIT <CR> TO CONTINUE OR 'END'

Hit 'RETURN' to be brought through prompts to print report or type 'END' to return to the report menu.

ENTER TECHNICIAN OR <CR> FOR ALL

Enter the technician number or hit 'RETURN' to select all technicians on file.

ENTER BEGINNING COMPLETION DATE

Enter the beginning completion date.

ENTER ENDING COMPLETION DATE

Enter the ending completion date.

WORK ORDERS BY TECHNICIAN REPORT

02/04/98 13:07:45

SERVICE WORK ORDERS BY TECHNICIAN REPORT
FROM 01/01/98 TO 02/05/98

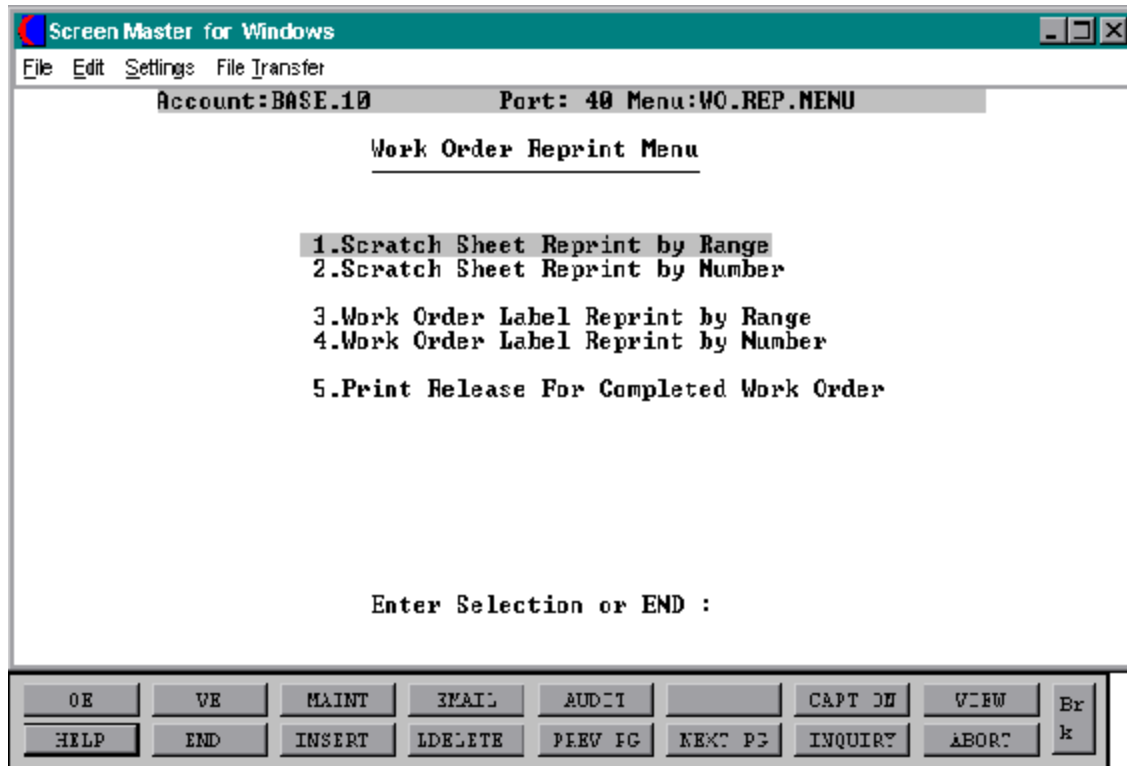
PAGE 1

TECHNICIAN: 1 NAME: STEVE WEST

SERIAL NUMBER	WORK ORD#	PRODUCT NUMBER	COMP DT	PART CD	ACT CD	FAIL CD	PART#	WARR	RPR	RPL	LABOR HOURS
ABC123	000066	102	01/11/98	RUD	ADJ	LS	25RDO	Y	Y	N	3.5
SLP0251	000125	ARWK-98	01/15/98	SDO	CAP	BUR	54OP11	N	Y	Y	5.25
XCP8045M	000120	STUSSY	01/21/98	RNG	RPL	BRK	RTU-89	Y	N	Y	2.0
PLS-8911	000101	TBN001	01/22/98	CAP	ADJ	LS	ER89	N	Y	Y	1.5

4 records listed

WORK ORDER REPRINT MENU



SCRATCH SHEET REPRINT BY RANGE

PROK NAME	PROK REPRINT.SCRATCH
PROGRAM NAME	SERV.BP REPRINT.SCRATCH010
SELECTION	MENU-25,16
SELECTION NUMBER	1
FILES ACCESSED	SWO
	WAREHOUSE
	TECHNICIAN
	TERMS
	PROD.MAST
	CUST.MAST
	SHIP.METHOD

OVERVIEW

The scratch sheet reprint by range option allows the user to reprint a range of work orders if needed.

OPERATING INSTRUCTIONS**SCRATCH SHEET REPRINT BY RANGE
HIT <CR> TO CONTINUE OR 'END'**

To begin the reprint by range procedure, hit 'RETURN' to be prompted for more information or type 'END' to return to the reprint menu.

ENTER BEGINNING WORK ORDER NUMBER

Enter the beginning work order number you wish to reprint.

ENTER ENDING WORK ORDER NUMBER OR <CR> FOR SAME:

Enter ending work order number in the range or hit 'RETURN' for the same work order number.

SCRATCH SHEET REPRINT BY RANGE

CUST.NO:	IDEAL	W/O NUMBER:	NY-000134	ST:	R
NAME:	IDEAL DISTRIBUTION CO	W/O DATE:	02/05/98	WHS:	001
ADDRESS1:	10 CLIFTON BLVD	MODEL:	101		
C.ST,ZIP:	CLIFTON, NJ 07013	SERIAL:	1289JK25		
PHONE:	201-444-4545	PURCH DT:	12/11/97		
PROBLEM:					

SCREWS IN DRAW ARE STRIPPED, SKID PADS ON LEGS HAVE FALLEN OFF,
DESK TOP CRACKED

ESTIMATE:	N	\$ LIMIT:	0.00	TERMS:	2/10 NET 30 DAYS
REPAIR:	Y	REPLACE:	Y	ISS. BY:	TBN
PRIORITY:	N	CASH REC:	50.00		

REC'D:	02/01/98	BY:	TBN	VIA:	UPS RED
CONDITION OK:	Y	ORIG CART:	N	WHS LOC:	B25
CTN DAMAGE:	N	CONCEALED DAM:	N	DAMAGE DESC:	
CLAIM FILED:	Y	COV'D:	N		
CLAIM DATE:	02/03/98				
CLAIM AMT:	135.00				

WARRANTY:	N	TECH:	STEVE WEST
ACCESSORIES:			
DRAWER KNOB, SKID PADS, SCREWS			

LABOR HOURS:	4.0	LABOR\$:	15.00	COMPLETED:	Y
DATE SHIPPED:	02/10/98	VIA:	FED EX	FREIGHT:	12.50
MISC CHG:	0.00	TOTAL:	72.50		
COMMENTS:					

REPLACED SCREWS AND GLUED SKID PADS BACK ON - REPLACED DESK TOP WITH NEW ONE.

PART#	DESCRIPTION	PCD	ACT	FAIL	PICK	B/O	W
12MN001	BLUE DESK TOP	N	RPL	LSE	1	0	

SCRATCH SHEET REPRINT BY NUMBER

PROK NAME	PROK REPRINT.SCRATCH.LIST
PROGRAM NAME	SERV.BP REPRINT.SCRATCH010
SELECTION	MENU-25,16
SELECTION NUMBER	2
FILES ACCESSED	SWO
	WAREHOUSE
	TECHNICIAN
	TERMS
	PROD.MAST
	CUST.MAST
	SHIP.METHOD

OVERVIEW

The scratch sheet reprint by number allows the operator the option of reprinting specific work orders rather than a range.

OPERATING INSTRUCTIONS**SCRATCH SHEET REPRINT BY NUMBER
HIT <CR> TO CONTINUE OR 'END'**

To begin the process of the reprint hit 'RETURN' to be prompted for the work order numbers to reprint, or enter 'END' to return to the reprint menu.

ENTER WORK ORDER NUMBERS SEPARATED BY SEMICOLONS (;) OR END

Enter the work order number or numbers. Each number should be followed by a semicolon, separating the different numbers being entered. To return to the reprint menu type 'END'.

SCRATCH SHEET REPRINT BY NUMBER

CUST.NO:	IDEAL	W/O NUMBER:	NY-000134	ST:	R
NAME:	IDEAL DISTRIBUTION CO	W/O DATE:	02/05/98	WHS:	001
ADDRESS1:	10 CLIFTON BLVD	MODEL:	101		
C.ST,ZIP:	CLIFTON, NJ 07013	SERIAL:	1289JK25		
PHONE:	201-444-4545	PURCH DT:	12/11/97		
PROBLEM:					

SCREWS IN DRAW ARE STRIPPED, SKID PADS ON LEGS HAVE FALLEN OFF,
DESK TOP CRACKED

ESTIMATE:	N	\$ LIMIT:	0.00	TERMS:	2/10 NET 30 DAYS
REPAIR:	Y	REPLACE:	Y	ISS. BY:	TBN
PRIORITY:	N	CASH REC:	50.00		

REC'D:	02/01/98	BY:	TBN	VIA:	UPS RED
CONDITION OK:	Y	ORIG CART:	N	WHS LOC:	B25
CTN DAMAGE:	N	CONCEALED DAM:	N	DAMAGE DESC:	
CLAIM FILED:	Y	COV'D:	N		
CLAIM DATE:	02/03/98				
CLAIM AMT:	135.00				

WARRANTY:	N	TECH:	STEVE WEST
ACCESSORIES:			
DRAWER KNOB, SKID PADS, SCREWS			

LABOR HOURS:	4.0	LABOR\$:	15.00	COMPLETED:	Y
DATE SHIPPED:	02/10/98	VIA:	FED EX	FREIGHT:	12.50
MISC CHG:	0.00	TOTAL:	72.50		

COMMENTS:

REPLACED SCREWS AND GLUED SKID PADS BACK ON - REPLACED DESK TOP WITH NEW ONE.

PART#	DESCRIPTION	PCD	ACT	FAIL	PICK	B/O	W
12MN001	BLUE DESK TOP	N	RPL	LSE	1	0	

PRINT RELEASE FOR COMPLETED WORK ORDERS

PROK NAME	PROK WO.REPRINT.LIST	
PROGRAM NAME	SERV.BP WO.REPRINT010	
SELECTION	MENU-25,16	
SELECTION NUMBER	5	
FILES ACCESSED	RELEASE	WAREHOUSE
	PARAMETER	TERMS
	CUST.MAST	PROD.MAST
	SALESMAN	SWO
	SHIP.METHOD	
	CUST.DET	

OVERVIEW

This process allows the user to print the releases that are created after the work order posting procedure is completed.

OPERATING INSTRUCTIONS

RELEASE PRINT FOR COMPLETED WORK ORDERS MOUNT FORMS AND HIT <CR> TO CONTINUE OR 'END'

To begin the printing of the releases, mount forms in the printer and hit 'RETURN', or type 'END' to return to the reprint menu.

REMEMBER YOU ARE NOW IN INSERT MODE, ENTER 'I' TO INSERT AND ENTER THE WORK ORDER # OF THE PICKS THAT YOU WANT TO REPRINT

At the colon, enter the letter 'I' to insert the work order numbers you wish to print releases for. After the entry of the number hit 'RETURN' for the next line. Continue to enter the work order numbers on the lines for as many as needed. When finished entering numbers hit 'RETURN' twice to be brought to another colon. At this colon you must type 'FI' to file the entry.

REMEMBER TO USE SP-ALIGN TO PRINT DOCUMENTS, HIT <CR>

Hit 'RETURN' after this message. At a TCL prompt type SP-EDIT and the spooler entry number displayed on the screen to print document.

**THE SYSTEMS HOUSE, INC.
MASTER DISTRIBUTION SYSTEM DOCUMENTATION**

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**THE SYSTEMS HOUSE, INC.
MASTER DISTRIBUTION SYSTEM DOCUMENTATION**

I N D E X

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Service Menu Overview	2
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Service Order by Technician	3
Action Code Maintenance	2
Failure Code	2
Open Service Work Order	2
Parts Code Maintenance	2
Receive Work Orders	3
Technician	2
Work Order Posting	3
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Open Service Work Order Inquiry	78
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Service Work Order by Customer Inquiry	50
Service Work Order Inquiry by Order Number	69
Service Work Order Inquiry by Product	54
Service Work Order Inquiry by Technician	61
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Service Work Order Report Menu	84
Work Order by Product/Failure Number Report	87
Work Orders by Product/Serial# Report	85
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**THE SYSTEMS HOUSE, INC.
MASTER DISTRIBUTION SYSTEM DOCUMENTATION**

I N D E X

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Technician Code Listing	16
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Work Order Posting	3,38
Work Order Reprint Menu	93
Print Release for Completed Work Orders	96
Scratch Sheet Reprint by Number	94
Scratch Sheet Reprint by Range	92