



**2009 REGIONAL
USERS MEETINGS**

*Machine and
Contract Setup*



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About Machine and Contract Setup

This session covers basic information for managing your machines and service contracts using DDMS. This handout includes information for each of the following:

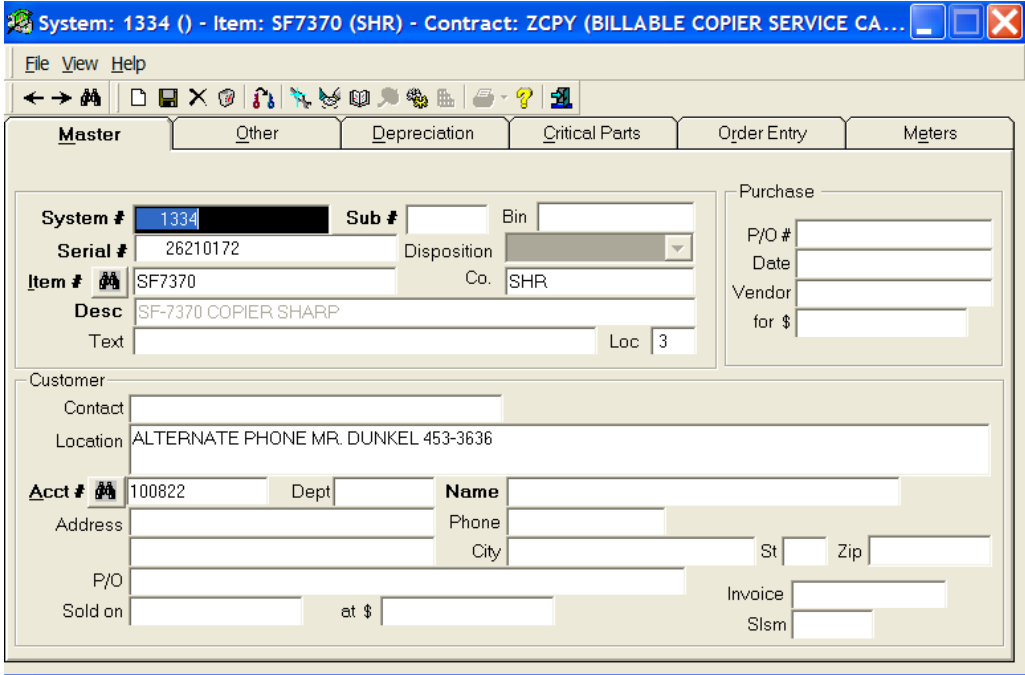
- The Machine Detail Window
- The Machine Contract Types Window
- Purchasing Serialized Items
- Item Transfer
- Machine Meter Enhancements

While this session covers basic information, to get the most up-to-date documentation, read your DDMS online help. Online help is not only available as part of your software but is updated periodically on our web site. And remember when using the online help program, context-sensitive help is always at your fingertips. Simply place your cursor in the box and press F1.

Machine Detail

In serialized, each machine has its own record in the serial item database. The system displays these records in the Machine Detail window, as shown in Figure 1. This database displays information about your serialized items, including the item's system, subsystem, and serial numbers. You can also view purchasing and customer information. You can use this window to quickly determine which items you have sold or rented to your customers.

Figure 1: The Machine Detail Machine Master Tab



- Releasing G/L batches
- Performing Period-Ending Procedures
- Setting Depreciation Parameters.

Before you can depreciate items, you must specify your depreciation settings:

- In the Tax Depreciation Period field in the (EZ1S) Serial System Parameters screen, you can specify a default period for the Tax box in the Machine Detail Depreciation tab. The Tax box determines how often items are depreciated. If you do not specify a default period in the Tax Depreciation Period field in the (EZ1S) screen, the Tax box in the Machine Detail Depreciation tab is blank. You can set this field to M, Q, or Y to depreciate items on a monthly, quarterly, or yearly basis.
- Specify the general ledger asset account number for depreciation in the Depreciation G/L Accum field in the (EZ1S) screen. When you run the Serialized Depreciation Report in the (EZY) screen, the system credits the account you enter in this field. (You do not need to enter the location; the system uses the location you specified in the G/L Loc field at the top of the screen.)
- Specify the general ledger asset account number for depreciation in the Expense field in the (EZ1S) screen. Each time you run the Serialized Depreciation Report, the system debits this account.
- To depreciate items that you lease, set the Depreciate Leases field in the (EZ1O) Serial Order Entry Parameters screen to Y. The system automatically creates a depreciation record in the Machine Detail Depreciation tab when you place a lease item on a contract.

Note: When you create a new contract type in the Contract Types tab, the Billing Department box defaults to the department that corresponds to the minor in the Basic Contracts field in the (EZ1S) screen. If you accept this default, the system uses the minor in the Basic Contracts field for both deferred income accounts. If you change the default department, the system uses the minor that corresponds to the department you specify. The system creates the general ledger Deferred Income Summary Batch 9997 for deferred income.

Creating Database Records

Before you depreciate items, you must set up depreciation records for existing items to depreciate:

- The serial item must be set up in the Machine Detail Master tab.

Machine and Contract Setup

- Each model to depreciate must have at least one record set up in the Item Machine General tab. Two boxes in this tab affect depreciation: the Depreciation Each and Depreciation Months boxes. You use the Depreciation Each box to indicate how often you take depreciation for this model, M (for monthly) or Y (for yearly) for example. In the Depreciation Months box, you can enter the number of months it takes to completely depreciate the item, 60, for example.
- Each model to depreciate must also have a record set up in the Machine Detail Depreciation tab. If you set up the Depreciation Each and Depreciation Months boxes in the Item Machine General tab, the system automatically creates a record for you in the Machine Detail Depreciation tab when you place a rental item on a contract. In addition, if you set the Depreciate Leases field in the (EZ1O) Serial Order Entry Parameters screen to Y, the system automatically creates a depreciation record when you place a lease item on a contract. However, there may be occasions when you need to manually add a depreciation record.

Note: You must own the items you depreciate. Therefore, the Sold On box in the Machine Detail Master tab, which displays the date you sold the item, must be blank. Once you sell the item, you can no longer depreciate it.

Printing the Depreciation Report

After setting all of the necessary parameters and database records, the system creates a depreciation record in the Machine Detail Depreciation tab each time you place a rental or lease item on a contract. Once the records are set up, you print the Serialized Depreciation Report in the (EZY) screen to depreciate the items.

Note: Before you depreciate items, we recommend that you print a copy of the To Be Depreciated Report in the (EZY) screen. This report lists all the items to be depreciated. By printing this report first, you can preview the items that to depreciate.

When you depreciate items, the system automatically prints a copy of the Serialized Depreciation Report. This report lists all the items that were depreciated and lists each item's reduced book value after the current depreciation amount is taken.

To calculate the depreciation amount, the system uses the Months Depreciated and Depreciation Each boxes in the Machine Detail Depreciation tab. The Months Depreciated box specifies the monthly depreciation amount and the Depreciation Each box indicates how often you depreciate. (For example, if the

Depreciation Each box is set to Q, depreciation is performed quarterly.) The system multiplies the monthly depreciation amount by the number of months in the period set in the Depreciation Each box. For example, if the monthly depreciation amount is \$100.00, and you depreciate quarterly, the depreciation amount is \$300.00.

When taking depreciation, you specify a depreciation date. To determine which items need to be depreciated, the system calculates the amount of time between the date you specify and the date in the Last Depreciation box in the Machine Detail Depreciation tab. If this amount of time equals or exceeds the time period specified in the Depreciation Each box, the item is depreciated. For example, you may have an item with a Last Depreciation date of 3/01/99, with the Depreciate Each box set to Q (quarterly). If you enter a depreciation date of 6/01/99, the item is depreciated, since a quarter has passed since the last depreciation.

Releasing G/L Batches

After you print the Serialized Depreciation Report and depreciate the items, the system creates the Depreciation Summary Batch Number 9998. You release the G/L batches in the (W) General Ledger Reports screen. If you set the Auto-Post field to Y in the (L2) G/L Master Numbers screen, the system automatically posts the information to your G/L batches.

Note: The system uses the straight line method to depreciate items. This means that it calculates the depreciation amount per period by taking the cost and dividing it by the number of months to depreciate the item.

The system can track the depreciation of the serial items that you own, such as rentals and lease items. By depreciating these items, you can reduce the value of your inventory, thereby maintaining more accurate records and possibly reducing the taxes you pay.

Note: Check with your accountant to determine which items you can depreciate as well as how you can depreciate them. Federal and state laws dictate the items that can be depreciated.

When you sell a rental contract, the system can automatically create a depreciation record for you in the Machine Detail Depreciation tab. To automatically create the record, you must set up two fields in the Item Machine dialog box. You must enter a depreciation period in the Depreciation Each box and you must enter the number of months it takes to completely depreciate the item in the Depreciation Months box.

To automatically create a record for your lease items, you must set the Depreciate Leases field in the (EZ1O) Serial Order Entry Parameters screen to Y.

Machine and Contract Setup

You maintain depreciation records in the Machine Detail Depreciation tab. If you know you're going to depreciate items, you should set up this tab before using the Serialized application. This way the system begins tracking your serialized items from the beginning. Whether you can depreciate items depends on various factors including federal and state tax laws. You should check with your accountant to determine which items, if any, can be depreciated. If you decide not to depreciate items, setting up the Machine Detail Depreciation tab is an optional step. You do not need to set up this tab before using serialized.

When you are actually ready to depreciate items, you begin by printing the Depreciation Report in the (EZY) screen. You should print this report periodically, as often as you take depreciation (once a month, for example). When you print this report, the system updates the depreciation records in the Machine Detail Depreciation tab and posts depreciation information to general ledger batch 9998.

Machine Critical Parts

You can create a list of replacement parts, called the Critical Parts List, for each item that a service technician might need to bring when servicing a machine. See Figure 3. A critical part is a part that needs to be replaced at a certain interval of time or at a specified number of clicks. The Critical Parts List includes each part's item number, company, description, the date you installed the part, and how many clicks a part yields before requiring replacement.

Figure 3: The Machine Detail Critical Parts Tab

Number	Company	Description	Yield	%	Reading	Date	Projected	Date
SF-730DR	SHR	DRUM	30	0				
SF730LD1	SHR	COPIER DEVELOPER, BLAC	30	0				
SF-732HR	SHR	HEATER ROLLER KIT 7300-	90	0				

To use a Critical Parts List, you first create one for each model in the Item Machine Critical Parts tab. Once you create the list, use the Machine Detail Critical Parts tab to enter the date when you install each critical part, along with the meter reading. This helps you track the age and performance of the parts in each machine or to determine when it's time for replacement.

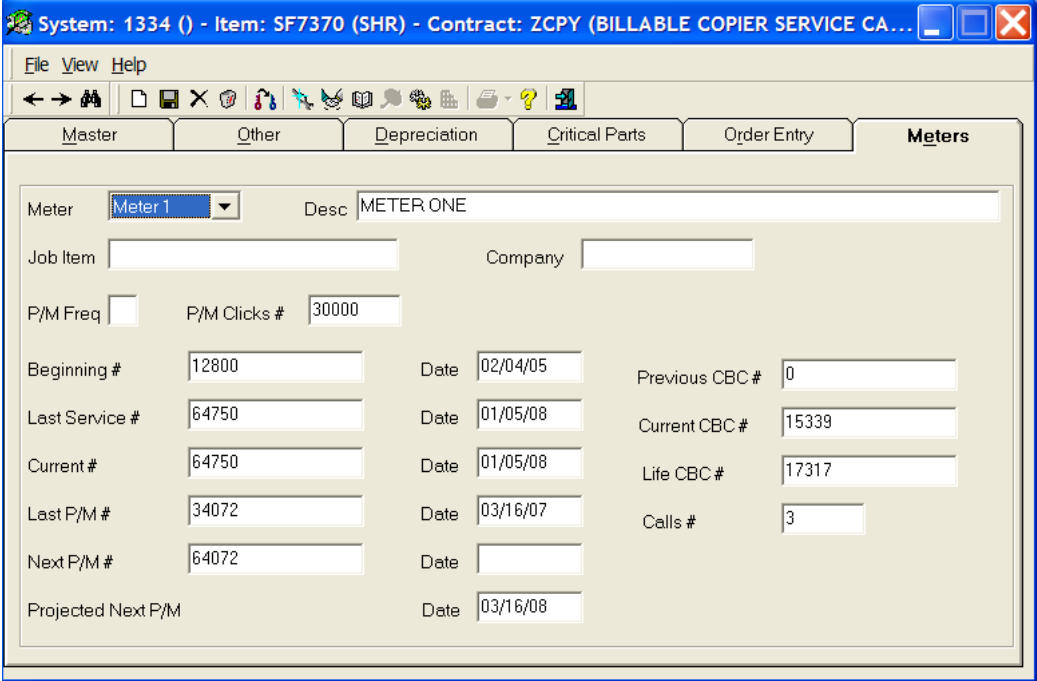
When you log calls, you can view a machine's Critical Parts List to help determine what parts need replacing when the technician services the machine. If you replace a critical part, the system automatically updates the Machine Detail Critical Parts tab for you when you complete the work order, displaying the installation date and current meter reading for the replacement part.

Machine Meters

When you sell a contract in Serialized Order Entry that includes meters to a customer, you can change the default terms for the contract. As you sell the service contract, the system also automatically creates a record in the Machine Detail Meters tab. See Figure 4.



At this time, a separate meter record is created for each meter the contract covers. For example, if the contract covers three meters, three meter records are created for the customer in the Meters tab. These meter records contain contract terms that relate to meters. You can change meter terms for your contracts as well as add and delete meters in this tab.

Figure 4: The Machine Detail Meters Tab



Machine Detail Procedures

In the Machine Detail window, you can:

- Add new machine information. To do so, use the  icon.
- Save changes you specified by clicking .

Note: DDMS lets you specify machine dispositions. A machine disposition shows the overall status of the machine, whether it's on hand, rented, leased, sold, and so forth. Since text-based software does not include the disposition feature, once you load graphical software, *do not* add a new machine using the text-based (EZG) screen. Machines added in the text-based (EZG) screen *are not recognized in DDMS*.

- Easily delete machine information by clicking . At the Permanently Delete Record prompt, click Yes.

Note: If open work orders exist for the machine you are deleting, the system displays the Open Work Orders Exist message. You must resolve any open work orders before the machine can be deleted.




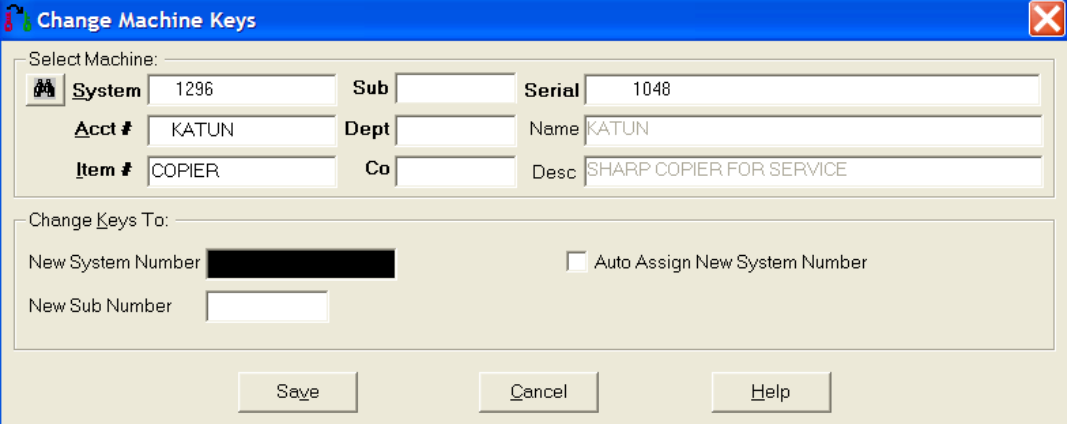
- Remove an existing meter from a machine by clicking the Meters tab and clicking . At the Delete Meter prompt, click OK.
- Change keys for a machine by retrieving the machine. Click . The system opens the Change Machine Keys dialog box, as shown in Figure 5.
- Open the Contract Types window by clicking .






Figure 5: The Machine Detail Change Machine Keys Dialog Box



Select Machine:			
System	1296	Sub	
Serial	1048	Acct #	KATUN
Dept		Name	KATUN
Item #	COPIER	Co	
Desc	SHARP COPIER FOR SERVICE		

Change Keys To:	
New System Number	<input type="checkbox"/> Auto Assign New System Number
New Sub Number	

Buttons: Save, Cancel, Help

- Open the Contract Detail window by clicking .
- Open the Contact window by clicking .
- You can view machine umbrella information. To do so, retrieve the umbrella system, and click . The Machine Umbrella System dialog box opens. To select a system, click the (+) plus sign to the left of Umbrella Sub. When the systems display, you can click a system to highlight it and click Select or you can double-click a system to view. The cursor returns to the Machine Detail window.
- You can view history information for each machine accessory. You can view the date, the status (installed or removed) and the system number of machine to which the accessory is assigned. To do so, click  to open the Machine Accessories dialog box. If prompted to specify a password, enter the password set in the Accessories field in the (EZ1S) screen, and click OK.
- You can view disposition information by clicking . The Item Disposition Quantities dialog box lets you view the different dispositions you have set up for an item.

Note: To use dispositions, begin by setting parameters in the Serialized Machine Disposition Parameters. Before this feature can be activated, you must set the Serialized General Configuration parameters in the Parameter Editor window. Be sure to set the Use Machine Disposition box to Y. Once you set the Use Machine Disposition box to Y, you must run a conversion program in the (Z) System Utilities screen. Go to the (Z) screen and select the [B4] option. At the Enter File Name prompt, type ;SPCSTDP8, and enter your unit number in the Enter Unit # field. Press Enter and the system runs the conversion file.

- Print machine information by clicking .

About Machine Contract Types

To automate the process of selling contracts, you first set up the contract types. A contract type holds the default settings for a particular type of contract. The system uses these settings to create default terms for a contract when you sell one. You can change these default terms, if necessary, to customize the contract for a particular sale. However, you should plan your contract types so you can accept the default terms most of the time.

Machine and Contract Setup

Set up a contract type for each type of service that you provide in the Machine Contract Types window, as shown in Figure 6. This includes setting up contract types for preventive maintenance, leases, rentals, demos, loaners, and so forth. For example, the contract type for leases would hold all the default settings to use for a lease contract.

After you set up all your contract types, you link the contract types to your serialized items (models). To do this, you assign the contract types to machine models in the Item Machine Defaults tab.

Suppose you sell three kinds of contracts for copier model ABC: a metered maintenance contract, a rental contract, and a demo contract. You would create a contract type for each of these contracts. Then you would link these three contract types to model ABC through the Item Machine Defaults tab. To access the Item Machine Defaults tab, from the DDMS Master Menu, double-click



. When the Item window opens, retrieve the machine to view informa-

tion and click . The Machine Defaults General tab opens, as shown in Figure 7.

After you link the contract types to your items, you can use contract types to sell contracts through the Serialized Order Entry window. When you sell a contract, the contract type, together with the model's settings, provide the default terms for the contract.

Figure 6: The Contract Types Tab

The screenshot shows a software window titled "Type: ZCPY (BILLABLE COPIER SERVICE CALL)". The window has a menu bar with "File", "Databases", and "Help". Below the menu bar is a toolbar with various icons. The main area is divided into several tabs: "Types", "Meters", "Lease", "Order Entry", "Departments", "Renewals", and "Service Rates". The "Types" tab is selected, and the "Contract" field is set to "ZCPY".

The "Contract" section includes the following fields:

- Description: BILLABLE COPIER SERVICE CALL
- Type: BILLABLE COPIER SERVICE CALL
- Extended: (empty)
- Billing: (empty) at \$ (empty)
- Cost %: (empty)
- Code: (empty)
- Dept: L
- Service Type: 04
- Coverage: (empty)
- Tech Qualification: (empty)
- Service Frequency: (empty) at \$ (empty)
- PM Code: (empty)
- Accumulate Clicks: (empty)
- Supplies Included Class Range: From (empty) To (empty) + (empty)
- Non-Contract Parts Class Range: From (empty) To (empty) + (empty)
- Contract Lengths: Time # (empty), Billing \$ (empty) or % (empty), Clicks # (empty), Period 9, Start Y, Auto-Renew Y, Umbrella (empty), Defer Income (empty)
- Department: Service L, Cost % (empty); Labor K, Cost % 75.0; Travel K, Cost % 99.9

Once you sell a contract, the system automatically adds a contract record in the Contract Detail Contract tab. If the contract includes meters, the system also adds a record for each meter in the Contract Detail Meter tab.

In addition to setting up contract types for each kind of contract you sell, you can also set up universal contract types. Universal contract types set default service rates for items that are not covered by a specific contract. If a customer walks in with a copier that needs repair, for example, a universal contract is a convenient way to specify the labor rates, warranty coverage, and so forth. To set up universal contracts, you first create contract types for this purpose in the Contract Types Types tab. Then you specify the universal contract names in the Universal Contract fields in the (EZ1O) screen.

Once all your basic contract types are set up, you can specify default labor and travel rates for each contract type. You can also set the parameters for contract renewal. You specify this information in the Contract Types Service Rates tab and Contract Types Renewals tab.

Machine Time Block Contracts

Equipment can often have software, hard drives, and print controllers that are covered by time block contracts. The same machine may be covered by a maintenance agreement that handles the remainder of its operation. You now have the ability to have both a time block contract and a standard maintenance contract work as one contract record for a single piece of equipment.

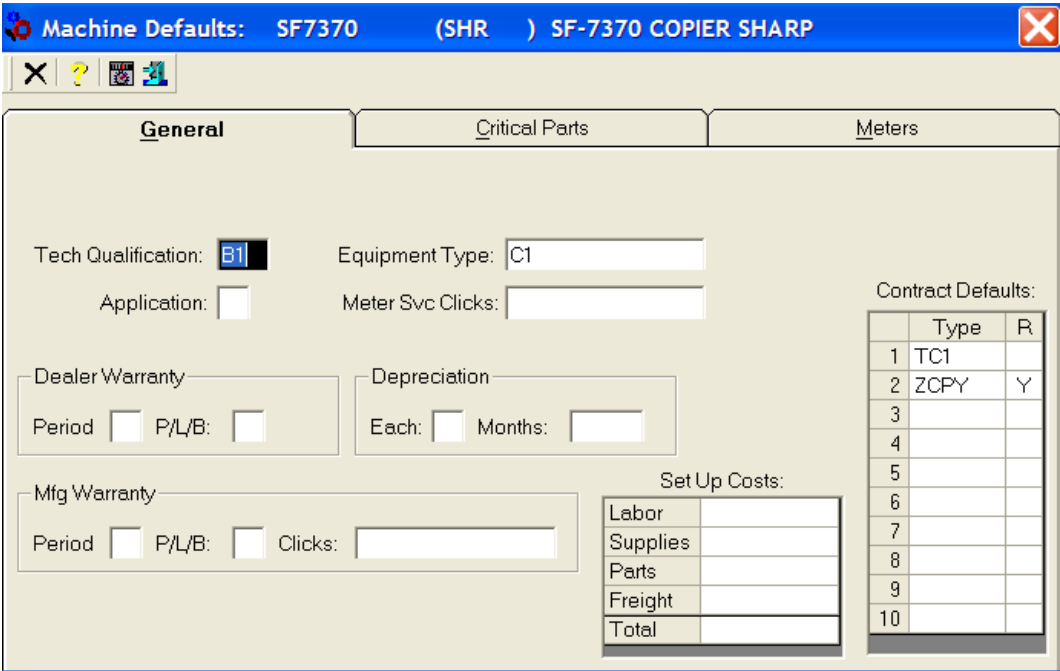


Figure 7: The Item Machine Defaults Dialog Box

Machine and Contract Setup

You can also track the cost and income generated from time block contracts separately from standard maintenance agreements. This information appears when you click the Time Block Totals button in the Contract Detail History and Contract Detail Renew History tabs. See Figure 8. This information shows the Contract, Service, Parts, Supply, Travel, and Labor totals. Time block total amounts are also included when viewing overall contract totals. However, by tracking the cost and income separately, you can easily verify the profitability of the time block contract. (The system updates the time block income and cost when you sell or renew a contract and run the MA procedure.)

When renewing both time block and maintenance contracts, the system treats each contract separately. When billing, the system also treats each contract separately.

To use this time block feature, you must:

- Specify the type of code to set up in the (EZ1B) Serial Contract/ Meter Billing Parameters screen. In the Which Type of Code C/P/S field, indicate if the code for which you are entering a range is a call, problem, or solution code.
- In the Only the Following Codes Will Deplete Time Block Time fields, you can enter a range of codes, plus an additional five codes, that are used to deplete the time of time block contracts. To

Figure 8:
Clicking the
Time Block
Totals Button in
the Contract
Detail Window

The screenshot shows the 'Contract Detail' window for System # 1334 / Type # ZCPY. The 'History' tab is active, displaying contract information such as Renewal Date (03/14/1994), Renewals # (1), and Hits # (1). It also shows invoice details for the last contract and service invoices. Below this is a table of 'Item Totals' with columns for Income, Cost, Margin, and Gross %.

Item Totals	Income	Cost	Margin	Gross %
Contracts	.00	.00	.00	.00
Service	.00	.00	.00	.00
Parts	333.60	160.57	173.03	51.87
Supplies	.00	.00	.00	.00
Travel	20.00	.00	20.00	100.00
Labor	200.00	128.70	71.30	35.65
Meters	.00	.00	.00	.00
Totals	553.60	289.27	264.33	47.75

At the bottom of the window, there is a 'Meter' dropdown menu set to 'Meter 1' and a 'Time Block Totals' button. A mouse cursor is pointing at this button. To the right of the 'Item Totals' table is another table with columns: Reading #, Date, Over #, Tech #, Invoice #, and Amount \$.










Reading #	Date	Over #	Tech #	Invoice #	Amount \$
0		0	0		.00
0		0	0		.00
0		0	0		.00
0		0	0		.00

enter a range of codes, press Tab until the cursor moves to the From field. Enter the beginning code in the range. In the corresponding To field, enter the ending code in the range. In the remaining five (+) fields, enter any additional codes outside the range to include. All other codes are used for maintenance contracts.

- The Contract Types tab and the Contract Detail Contract tab also show new boxes. The Billing \$ and Or % boxes let you specify the income for the time block contract as a total billing amount or as a percentage of the contract billing amount. You can also report on these boxes using Report Writer.

Contract Types Procedures

In the Machine Contract Types window, you can:




- Add new contract types. To do so, click .
- Save changes you specified by clicking .
- You may need to create contract types that are similar to those you have already added. If so, you can save time by copying an existing contract type and making necessary changes. Click .
- Easily delete contract type information by clicking . At the Permanently Delete Contract prompt, click Yes.
- You can easily add a new meter. Click the Meters tab and click .
- Remove an existing meter from a contract type by clicking the Meters tab and clicking . At the Remove Meter prompt, click OK.
- Open the Contract Detail window by clicking .
- Open the Machine Detail window by clicking .
- Print machine information by clicking .

Purchasing Serialized Items

In the Purchase Order Entry window, you can create a purchase order with serialized items and final-receive the P/O. This includes performing basic short-buy purchasing, low-stock purchasing for inventory, and using the low-stock report to maintain technician car inventories.

Creating Purchase Orders with Serialized Items

You can create a P/O containing serialized items, including machines, parts, and accessories.

- 1 Double-click . The icon shows a document with horizontal lines and the text "Purchase Order Entry" below it.
- 2 The Action Code list box defaults to Order. Select the vendor for this purchase order. You can use the Vendor #, Name, City, Contact or Phone box to select a vendor. If you don't remember the vendor's information, click  to open the Vendor Query dialog box.
- 3 After you select a vendor for the purchase order, the cursor moves to the PO # box. You use this box to assign a new purchase order number. You can do this by letting the system assign the number or you can assign it yourself. We recommend that you let the system assign purchase order numbers.
 - To allow the system to assign a new purchase order number, leave the PO # box blank. When you place the first item on the order, the system automatically assigns a purchase order number to the order and displays it in the PO # box. (The system uses the number set in the Next P/O # field in the (LF) Purchase Order Parameters screen.)
 - If you are adding items to an existing purchase order, enter that purchase order number and press Enter. If the specified purchase order number is already assigned to a purchase order for the same vendor, a warning message appears. To add items to the displayed purchase order, press Enter or click Yes.
 - To assign the purchase order number yourself, enter the number in the PO # box. (Do not enter the number set in the Next P/O # field in the (LF) screen. If you do, the system still assigns that P/O number to the next purchase order, and then you have duplicate P/O numbers.)
- 4 If you need to change the default inventory location for this order, click the Inv Loc box and enter the inventory location.
- 5 At this point, you can change the settings that affect the entire purchase order. To do so, click  or press F6. When the Order Settings dialog box opens, you can change the general order settings. When you complete the changes, click OK.


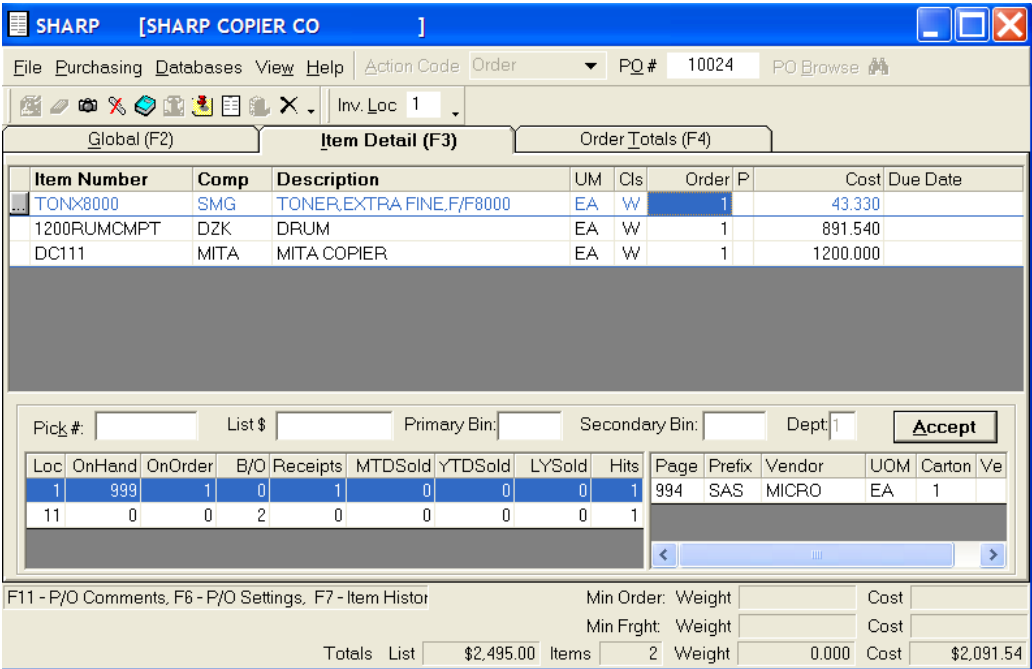
- 6 Click the Item Detail Tab. The Item Detail tab opens and the cursor moves to the Item Number box. Select the machine to place on the purchase order. You can select an item by number, company, or description. These boxes are also shown in bold, indicating that they can be used to search. If you don't remember the item, click  to open the Item Query dialog box.
- 7 After you select an item, in the Order box, press Tab to accept one or enter the quantity of this item to order.
- 8 When the cursor moves to the Cost box, you have the opportunity to make any pricing changes. Click each box and enter the new information over the existing information.
- 9 When you are ready to place the item on the order, click Accept. (The number of line items, the gross profit percentage, and the order's subtotal are shown in the lower right-hand corner of the window. These amounts are continuously updated as you place additional items on the order.)
- 10 You can continue to place as many items on the purchase order as necessary. For example, you may want to add machine parts and machine accessories. See Figure 9.
- 11 When you finish adding items, you can end the purchase order. Click the Order Totals tab.

Figure 9: The Item Detail Tab




- 12 To change the printing information, click each box and enter the new information over the existing information.
- 13 You can mark a P/O as finished or you can end it. If you mark it as finished, you can return at a later date and add additional items to the order, delete items from the order, or change the P/O. If you mark the P/O as ended, the purchase order is complete and cannot be changed.
 - To mark the P/O as finished, but not ended, click Finished.
 - To end the P/O, click Mark as Ended.

Creating Short-Buy P/Os with Serialized Items

The short-buy process is a faster, easier method of purchasing than manually creating purchase orders. You can use the short-buy method to restock your inventory or fill customer backorders. This process is simpler than the standard purchasing process because you can build the P/O from an existing file.

- 1 In the Purchase Order Entry window, click the Action Code list box and click Short-Buy.
- 2 The Short Buy Setup dialog box opens. In the Order Types to Exclude section of the dialog box, you can check the Commercial, Point of Sale, Furniture, and Gateway boxes to limit the short-buy to only serialized items. See Figure 10.
- 3 In the remaining boxes, you can set limits for the information to include. When you finish, click Display Items.
- 4 The records that meet the limits you set appear in the Short Buy Items Dialog Box. You can view all the items, remove items, and change the vendors. To do so, right-click an item and select the appropriate action.

Note: All items must be assigned a vendor before creating the purchase order.

- 5 When you are ready to create, click .
- 6 The Short Buy Options Dialog Box opens. You can use this dialog box to specify information concerning the P/O. Click each box to change and enter the information.
- 7 When finished, click Continue.
- 8 The cursor returns to the Item Detail tab and the All Short-Buy Items Have Been Added message appears. At this message, you can add additional items to the P/O or you can view totals and end the P/O.
 - **To add additional items:** Click Add Additional Items. In the Item Detail Tab, add as many new items as necessary. When you finish adding items. Click the Order Totals tab.

- **To view totals:** Click Show Totals. The Order Totals tab opens.
- 9 In the Order Totals tab, click Mark as Ended to end the P/O.

Note: If you had more than one vendor on the purchase order, the Short-Buy Options dialog box reopens.

- 10 When all short-buy purchase orders are created, the All Short-Buy PO's have been created message displays. Click OK. The cursor returns to the Global tab.

Creating a Low Stock P/O

- 1 In the Purchase Order Entry window, click the Action Code list box and click Low-Stock.
- 2 When the Low-Stock Limits dialog box open, you can set limits for the items to include. Click or tab to each box and enter the information.
- 3 Click Display Items.

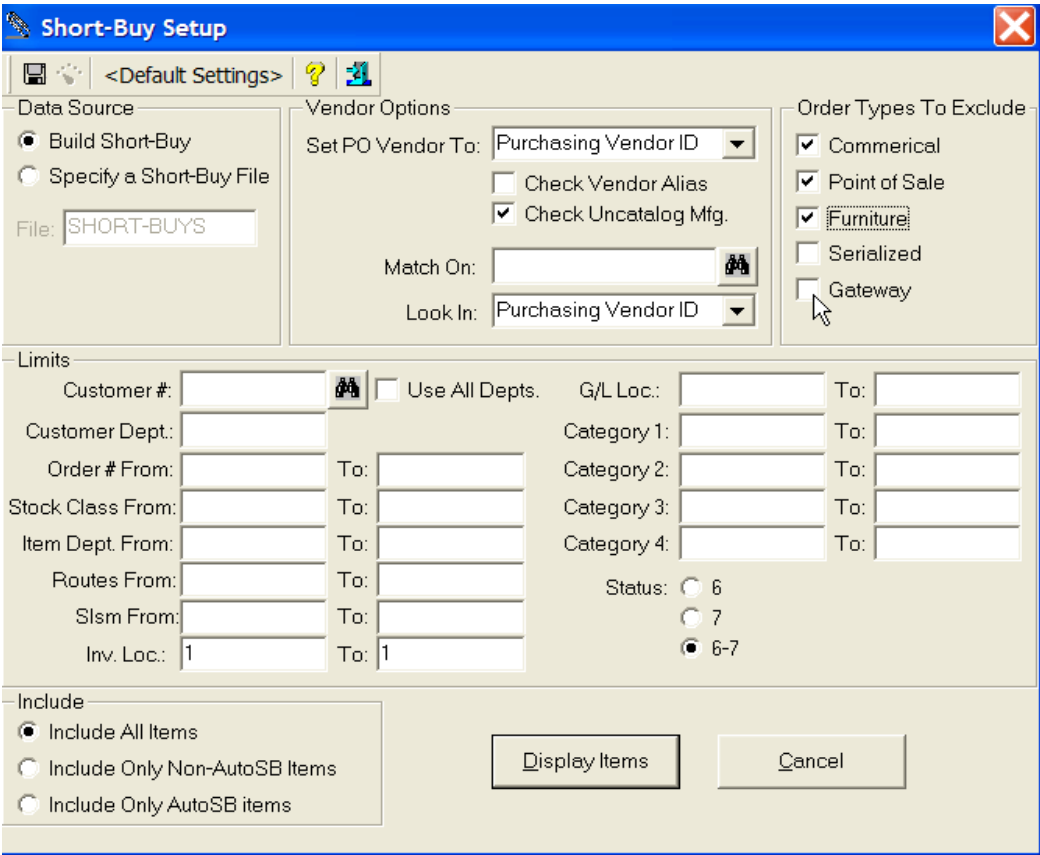



Figure 10:
Excluding Order
Types in the
Short-Buy Setup
Dialog Box

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- 4 The system retrieves the low-stock items using the limits you set. You can view all the items, remove items, and change the vendors. To do so, right-click an item and choose the appropriate action.

Note: All items must be assigned a vendor before creating the P/O.

- 5 When ready to create the low-stock P/O, click .
- 6 The cursor returns to the Item Detail tab and the All Low-Stock Items Have Been Added message appears. At this message, you can add additional items to the P/O or you can view totals and end the P/O.
 - **To add additional items:** Click Add Additional Items. In the Item Detail Tab, add as many new items as necessary. When you finish adding items. Click the Order Totals tab.
 - **To view totals:** Click Show Totals. The Order Totals tab opens.
- 7 In the Order Totals tab, click Mark as Ended to end the P/O.
- 8 When all low-stock purchase orders are created, the All Low-Stock PO's have been created message displays. Click OK. The cursor returns to the Name box in the Global tab.

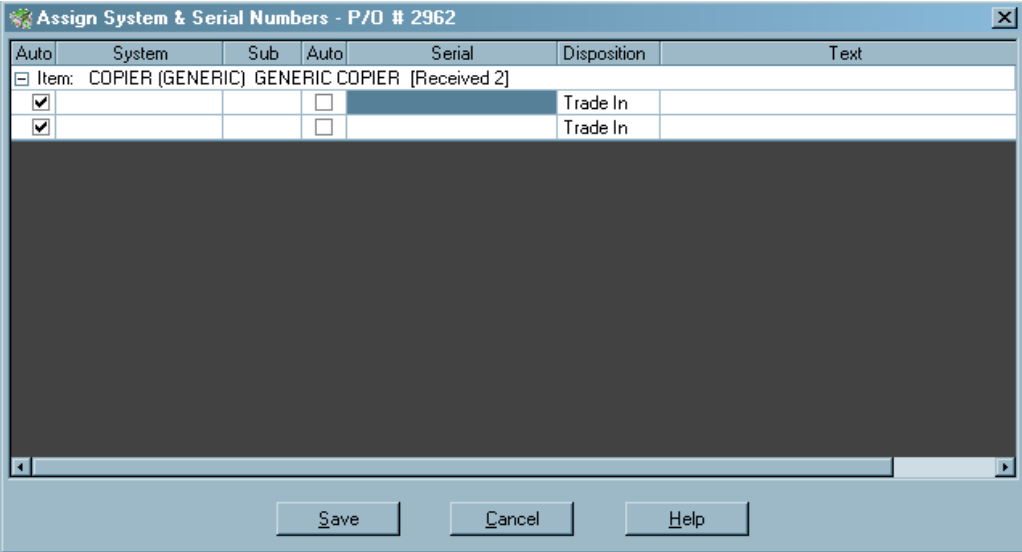
Receiving Serialized Items

While creating serialized purchase orders and regular purchase orders is identical, when you receive serialized items, the system displays the Assign System Serial dialog box so you can specify the system and serial number for the machine. The purpose of serialized is to track every item as a unique, individual unit. This lets you know who owns, borrows, or leases each individual unit, what maintenance has been performed, what service is due, and how much profit each unit has generated for your company. You can also track the original equipment purchase cost and date.

- 1 In the Purchase Order Entry window, click the down arrow in the Action Code box and click Final Receive.
- 2 Select the purchase order to final receive.
 - If you know the purchase order number, enter it in the PO # box and press Enter.
 - If you don't know the purchase order number, click PO Browse. The PO Browse dialog box opens, listing the purchase orders. Click the purchase order to final receive and click OK.
- 3 The P/O Receiving Options Dialog Box opens. Tab to or click the boxes you want to change and enter the information. Click OK.

- 4 The Receive/Change Tab opens displaying the items on the purchase order. You can use this tab to change the quantity received, the item's cost, the acknowledgment and pick order number, the due date, and the item's receiving bin.
- 5 When you're ready, you can final receive the P/O. You have the option to only receive a few select lines if needed. To do so, highlight each line to final receive. To select more than one, press Ctrl while clicking the line. To receive all, you do not have to highlight all lines. When you are ready to receive the purchase orders, click Finished Receiving.
- 6 At the Ready to Complete Purchase Order message, click OK.
- 7 The Assign System & Serial Numbers dialog box opens. Click + (plus sign) in the first Auto box. See Figure 11. The system displays a check mark next to the machine(s) you are receiving. You can enter a unique system and subsystem number or you can let the system assign the system number.
 - **Auto:** To let the system assign a system number, be sure the first Auto box is checked for each machine on the order. (If this box is checked, you cannot manually enter a sub-system number.)
 - **System:** To specify a unique system number, click the System box for each machine and enter the number.
 - **Sub:** If you manually specify a system number, you can use the Sub box to enter a sub-system number. Click the Sub box and enter the number or leave the box blank to not assign a sub-system number to the item.

Figure 11: The Assign System & Serial Numbers Dialog Box



- **Auto:** You can enter the unit's serial number manually, or you can let the system assign a serial number. Because most items in the serialized inventory database come with manufacturer-assigned serial numbers, you usually enter this serial number manually. If the unit does not have a serial number, however, you can create one or let the system assign one. To let the system assign a serial number, click the second Auto box.
 - **Serial:** To specify a serial number, enter the number in the Serial box.
 - **Disposition:** This box displays the disposition for the item. The disposition of the item is specified in the Disposition box in the Machine Detail Master tab.
 - **Text:** In this box, you can enter up to 35 characters of descriptive text about this unit. For example, if the unit is a printer that comes with an extra cartridge, you might enter, Comes With Extra Cartridge.
- 8 If you ordered more than one serialized item, complete the Auto through Text boxes for each item on the purchase order.
 - 9 When you finish, click Save.
 - 10 At the Machine List Update is Complete message, click OK.
 - 11 When the cursor returns to the Assign System & Serial Numbers dialog box, click Close. The cursor returns to the Global tab.

Transferring Items

You can manually transfer items from one inventory location to another in the Item Transfer dialog box. You can assign an inventory location to each technician's van, for example, and use this dialog box to track transfers from your warehouse to each van.

There are two methods that you can use to transfer items:

- The most efficient method is to use the Low-Stock Report to transfer inventory. Using this method, you can let the system determine which technician's service vans need which items.
- You can also view information about the transfers. You can look at all of the items on a particular transfer, or look at all of the transfers that include a particular item.

When you transfer inventory, you can print a copy of the Item Transfer Report. However, you can return to the Item Transfer dialog box at a later date and print additional copies. This report lets you print information from the

current transfer file, from transfer journal files, and from the transfer exception file. If you print transfer exceptions, you have the option of deleting the exception file after printing it.



Using the Low-Stock File to Transfer Inventory

You create a low-stock file by running a low-stock report, and saving the results in a file. Three standard low-stock reports come with your system. Two can be printed in the (R) Inventory Selectors screen: the Low Stock Wholesaler Report - Min/Max and the Low Stock Wholesaler Report - Cycle. The last report, the Low Stock Report, can be printed in the (RR) Inventory Reports screen. These reports check the stock levels for a particular location and provide suggested order quantities. The order quantities can be based on preset inventory levels (min/max), on sales history, or both.

Running low-stock reports can be a convenient and efficient method of restocking a technician's van. First, assign each van a unique inventory location. Then, adjust the on-hand quantities of each inventory location to accurately reflect each service van's inventory. You can also set the Min and Max fields to reflect the minimum and maximum stock levels for each item the van normally carries.

When your system has accurate inventory information for your service vans, run low-stock reports for each van and transfer items from your warehouse to the vans.

To transfer inventory:

- 1 Double-click . The Item window opens, displaying the Master tab.
- 2 Click  or type **Ctrl + T**.
- 3 The Item Transfer dialog box opens. Click the down arrow in the Action box and select Release.
- 4 In the Transfer # From box and corresponding To box, enter the range of transaction numbers to include. Enter the beginning of the range in the From box and the end of the range in the To box.
- 5 In the Location To Range From/To boxes, you can enter the inventory location you're transferring the inventory from and the location you're transferring the inventory. Suppose that the transfer moves items to six service vans numbered 50-56. To limit to the first three vans, you would enter 50 in the first field and 53 in the second.

Machine and Contract Setup



- 6 In the Printer box, enter the logical name of the printer to use.
- 7 In the Copies box, enter the number of copies to print.
- 8 In the Purge To Volume/File boxes, enter the volume and journal file name where the released transfers are saved. (Journalizing transfers allows you to view and print them.) If you leave these boxes blank, the file information is not saved.


Note: You should archive the transfer information daily and then delete this archived information from the system periodically to free disk space.

- 9 When finished, click OK.

Transferring Inventory

You can transfer (add) items from one location to another.

- 1 Double click  .
The icon shows a paperclip on a grey background with the word "Item" written below it.
- 2 Click  or type **Ctrl + T**.
- 3 The Item Transfer dialog box opens. Use the Action drop down arrow to select Add.
- 4 In the Transfer Transaction # field, you can add items to an existing transfer or you can create a new transfer. A transfer number is a number that you can assign to the particular transaction that you are performing.
 - To create a new transfer, go to **Step 5**.
 - To add to an existing transfer, there are some restrictions you should keep in mind. An item can only appear once on a transfer, unless you change one of the locations, such as the location you're transferring to, the location you're transferring from or both. If a transfer already contains the item you're transferring and you want to transfer additional quantities between the same two locations, you'll need to create a new transfer for those quantities. To enter an existing transfer number, click the down arrow in the Transfer # box and click the number to use. Go to **Step 6**.

- 5 To create a new transfer, you can enter the transfer number or if a number is set in the Next Transfer # field in the (EZ1S) screen, you can let the system assign the next sequential transfer number.
 - To let the system assign the next sequential number from the (EZ1S) screen, leave the Transfer # box blank.
 - To assign a transfer number, enter a unique number in the Transfer # box.
- 6 In the From box, enter the location to transfer the items from. (This box defaults to the location entered for the terminal you are using in the (L1) screen.) You can enter a new location or accept the default location.
- 7 In the To box, enter the inventory location to which to move the items.
- 8 You can use the Number and Company boxes to retrieve items by item number or item manufacturer. If you cannot recall the item number, click  to open the Item Query dialog box.
- 9 The system displays the quantities for both locations in the Location boxes in the right-hand section of the dialog box. In the Quantity box, enter the quantity of the item to transfer.
- 10 After you enter the amount to transfer, the system displays the amount of the future on-hand quantity and the number of this item to transfer in the Future boxes. Click Accept to add the item.
 - If you are transferring a non-serialized item, the system adds the item and displays the information in the bottom section of the dialog box.
 - If you are transferring a serialized item, the system displays the system, serial, and subsystem numbers for the items at the location you're transferring from, along with the account number and department of the customer each item is assigned. Retrieve the first item to transfer. You can do this by double-clicking the displayed item or you can retrieve the item by system or serial number. When you finish, click OK.
- 11 The cursor returns to the Number box so you can continue to add items. See Figure 12. When you finish, click Close.

Machine Meter Enhancements

This new enhancement lets you more easily track and maintain meter information. Previously, a machine's meter readings were tied to the customer's contract. When the contract meter record was initially created, and was later credited, canceled, or deleted, the earlier data recorded for the meter was cleared when the new contract began. This enhancement gives you the ability to track the meter throughout the life of the equipment.

To enable this enhancement, we've left the contract meter information in the Contract Detail window intact. Since the contract information relates to billing, overages, and so forth, these meter readings must remain with the contract. Other meter readings are now tied directly to the equipment. For example, while contract readings can change and perhaps be unnecessary over time due to changes to contract types, equipment placement, and ownership, other readings now stay with the unit since the meter is an actual part of the machine.

We have also added a new Report Writer Selector screen in the text-based system for use with this feature.

**Figure 12:
Specifying
Items to
Transfer**

The screenshot shows the 'Item Transfer' window with the following fields and sections:




- Transfer Section:**
 - Action: Add (dropdown)
 - Table: CU/Z-TRANSFER
 - Transaction #: 8 (dropdown)
 - Location From: [] To: []
 - Item Number: COPIER, Company: GEN
 - Quantity: []
- Location Section:**
 - Location: On Hand (Current: [], Future: []) and Bin Locations (Primary: [], Second: []) for both 'Location:' labels.
- Unit Section:** Unit: [], Dept: [], Class: [], Serial: []
- Buttons:** Accept, Close
- Table:**

Item Nbr	Item Co	Transf	From	To	Date
SF2022N	SHR	1	1	2	08/16/96
System: 11426		Sub:	Serial: 4620016Y		

Setting Up Machine Meters

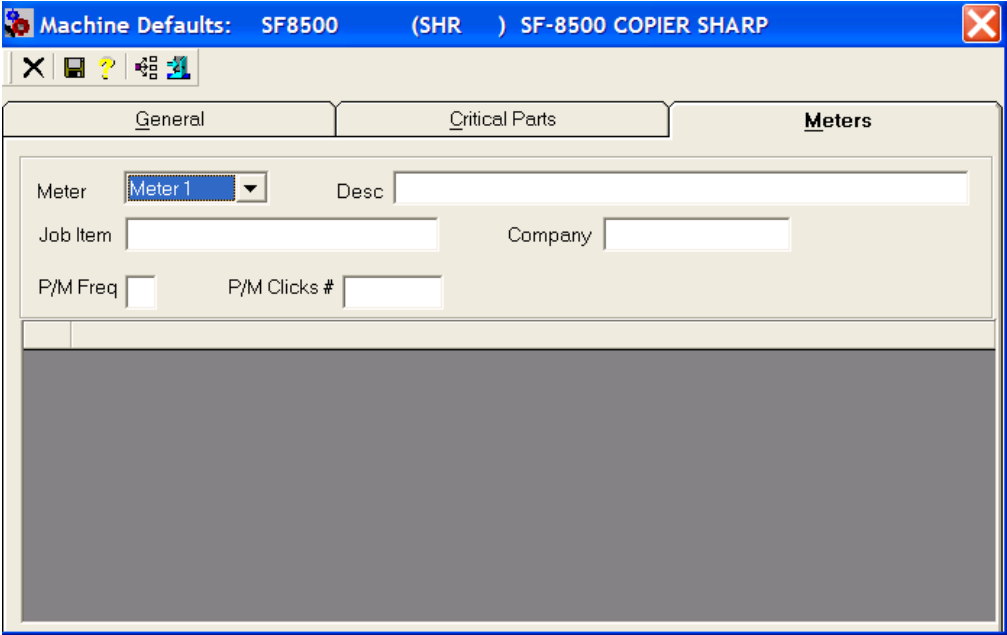
To begin using this feature, you must first build the new Z-M-ITEM file. As shown in Figure 13, an additional Meters tab has been added to the Item Machine dialog box. This tab was added to determine if the item has meter readings. Since the Job Item and Company boxes are linked to the item, these boxes as well as the item's service frequency were included. Information in this tab is stored in the Z-M-ITEM file.

Building the Z-M-ITEM File in the Item Machines Meters Tab


- 1 Double-click  .
- 2 Retrieve the serialized item (machine). You can retrieve machines using the Number, Company, and Description boxes. You can also click  to query.
- 3 Click  or type **Ctrl + M**.

Note: If no records exist for this item, the There Are No Machine Records For This Item message appears. Click Yes.

Figure 13: The Item Machines Meters Tab



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- 4 Click the Meters tab.
- 5 Click the down arrow in the Meters box and select the meter for which you are setting up information. You can select meter one through meter nine.
- 6 Click each box and enter the meter information. When finished, click .

Building the Z-M-ITEM File in the Meter Defaults Conversion Dialog Box

You can assign several meters to a machine at a time in the Meter Defaults Conversion dialog box. This function also builds the Z-M-ITEM file. You can specify the number of meters to create for each machine. You can specify as many model numbers as necessary. The P/M Clicks # box defaults to the Z-DEFAULTS file.




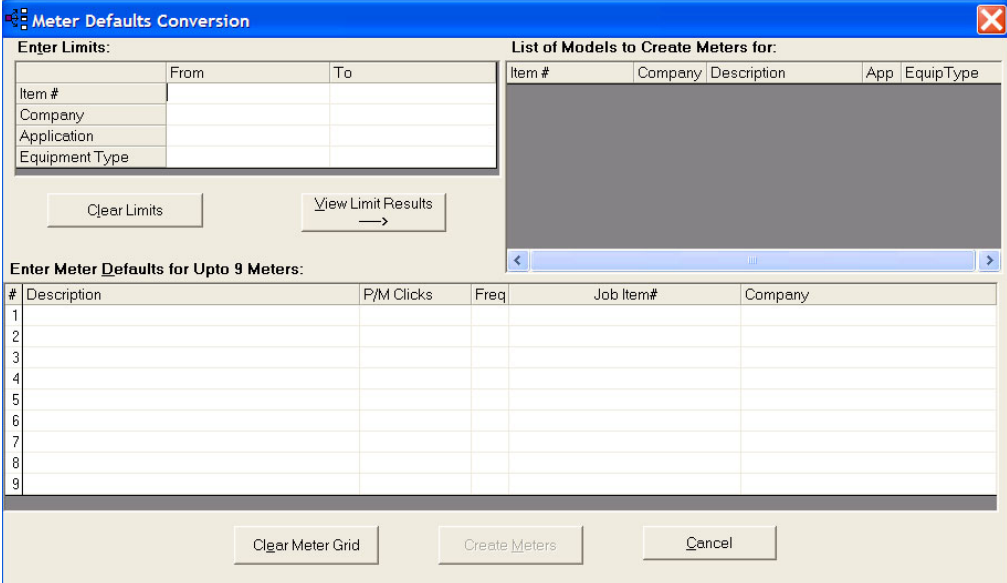
- 1 Double-click  .
- 2 Click .
- 3 In the Machine Defaults window, click .

Figure 14: The Meter Defaults Conversion Dialog Box



Item #	From	To
Company		
Application		
Equipment Type		

Item #	Company	Description	App	EquipType
--------	---------	-------------	-----	-----------

#	Description	P/M Clicks	Freq	Job Item#	Company
1					
2					
3					
4					
5					
6					
7					
8					
9					

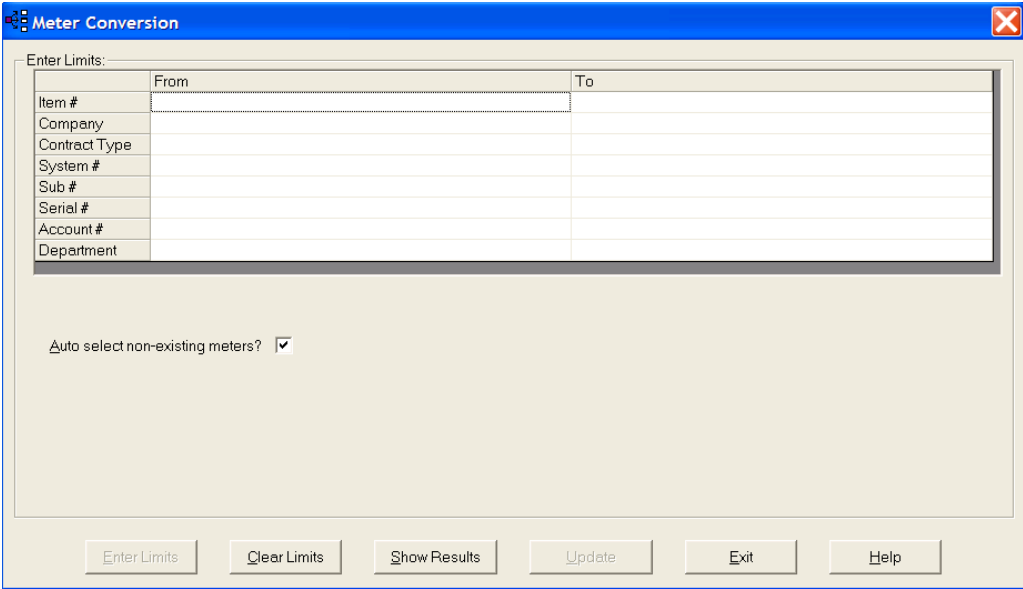
- 4 The Meter Defaults Conversion dialog box opens. See Figure 14. You use this dialog box to tie meters to machines. First, enter limits. You can limit by item number, company name, application, and equipment type. Enter the first limit in the From box and the ending limit in the To box.
- 5 Click View Limit Results.
- 6 The results appear on the right side of the dialog box under the List of Models to Create Limits For heading. Use the bottom section of the dialog box to enter the meter information to assign to the displayed items. For example, for the first meter, enter the meter description, P/M clicks, P/M frequency, job item number and company name on the #1 line.
- 7 When you finish, click Create Meters.

Before You Run the Meter Conversion

Complete each of the functions shown below before running the meter conversion feature in the Meter Detail window. For details, see the heading **Running the Meters Conversion Program**.

- Perform all meter billing procedures. We recommend you bill your meters prior to the conversion because you can change the meter number during the conversion process.
- Invoice your meter billings.
- Complete the Execute Daily Backup Procedure in the (M) Operational Procedures screen (the (MA) procedure).

Figure 15: The Meter Conversion Dialog Box



- Create data in the Z-M-ITEM file for your meters. You do this in the Item Machines Meters tab. For details, see the previous heading **Setting Up Machine Meters**.

Running the Meters Conversion Program

You can convert meters for use with this feature in the Machine Detail window. You perform this function in the Meter Conversion Dialog box, as shown in Figure 15.



Note: This step is unnecessary if you have been consistent with your meters, setting one to black, and one to color, for example. If this is sufficient for your needs, it is not necessary to run this conversion. This is an optional procedure.

Running this program creates records that match the information from the Item Machine window. This is a useful program if you need to change the meter number (perform the meter key change function). For example, you can change an existing meter from number 3 to meter number 2. You may find this step to be unnecessary if you have been consistent with your meters, setting one to black and white, and another to color, for example. If this is sufficient for your needs, running this conversion is not necessary. It is an optional procedure.

When running the conversion, you can set limits. When you do, the system accesses the existing Z-METER master file and displays all the meters that meet the limits you set. Any current machine meters set up for a model (item number and company) in the Z-M-ITEM file also display.

You check each line to be converted during the update process. Any line you select brings over the machine's meter defaults to the Z-METER file for any existing meter. The system also changes keys on a current meter with the new meter number you specified, if any.

New meters that exist in the machine meter defaults file that do not exist in the Z-METER master file are then created.

- 1 Double-click  Machines
- 2 Double-click  Machine Detail
- 3 In the Detail Master tab, click the View menu and select Meter Conversion. The Meter Conversion dialog box opens.

- 4 In the Item # through Department boxes, you can set limits for the meters to convert. (If you set limits, some meters may not be converted. This could affect your future meter billings.)
 - To run the meter conversion for all meters, leave these boxes blank.
 - To set limits, enter the beginning limit in the range in the From box. Enter the ending limit in the range in the corresponding To box.
- 5 Check the Auto Select Non-Existing Meters check box to update existing meters in the machine meter defaults file.
- 6 Click Show Results. The system displays the meters that meet the limits you set.
- 7 To change a current meter number, click the first # column corresponding to the meter to change. Enter the new meter number over the existing meter number.
- 8 In the check mark column, mark the box corresponding to the meter to convert, as shown in Figure 16.

Note: If you selected the Auto Select Non-Existing Meters check box, any meter that exists in the Z-M-ITEM file (for the model) but does not currently exist in the Z-METER file (at the system level) is automatically marked in the check box column.

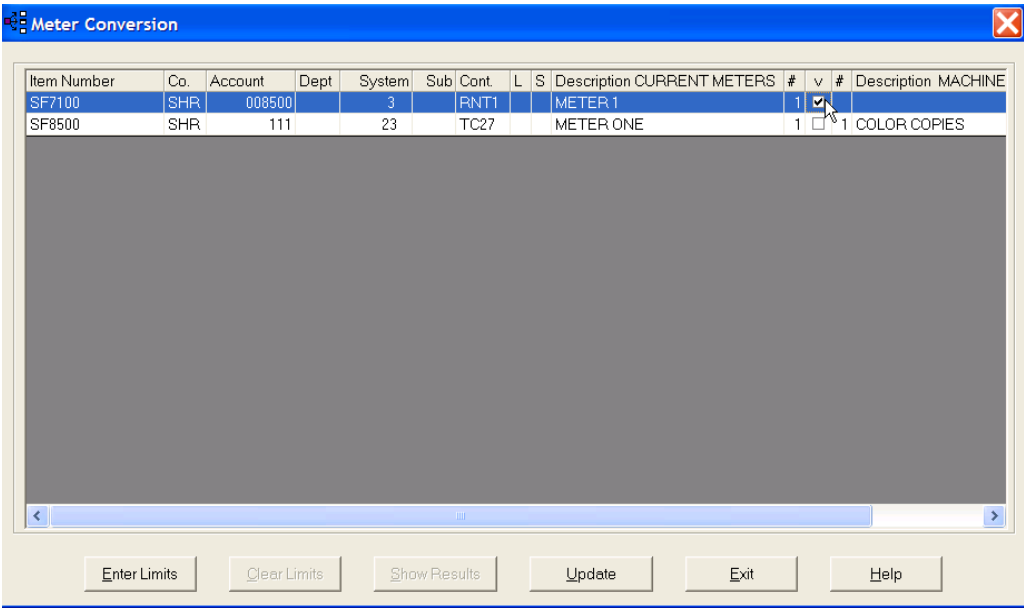


Figure 16:
Selecting a
Meter to
Convert

Machine and Contract Setup

- 9 You can continue to mark each check box corresponding to the meter to convert during the update process.
- 10 When you are ready to convert the selected meters, click Update.
- 11 At the Finished Updating message, click OK.

Setting Up Meter Department Break Outs

The Departments tab in the Contract Types window includes the new Meters box. This box lets you set up different department break out information for up to nine meters. You could set up department break out information for a meter tracking black and white copies and another tracking color copies, for example.



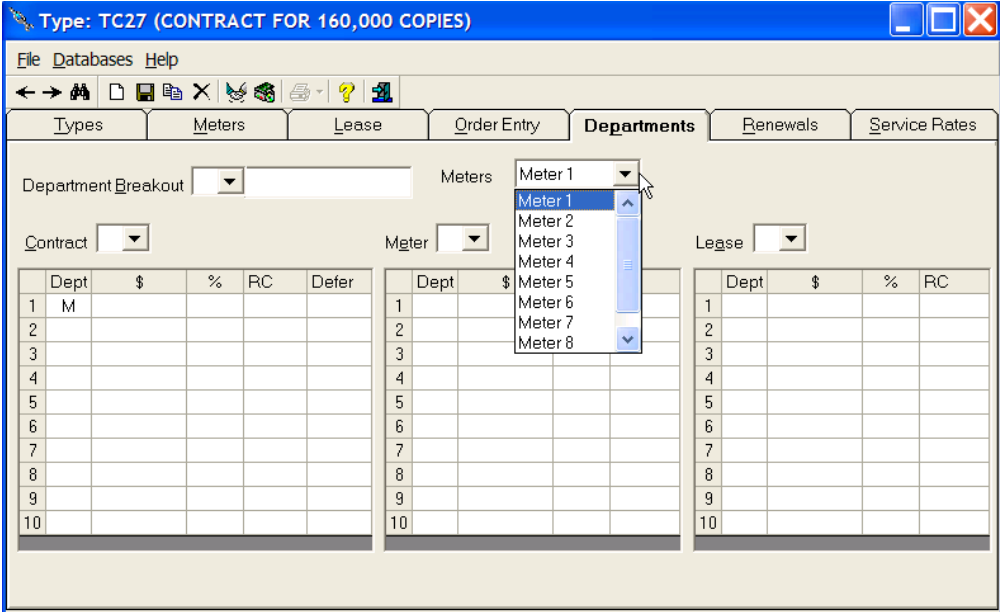
- 1 Double-click  Machines
- 2 Double-click  Contract Types

Figure 17: The Meters Box in the Contract Types Departments Tab




The screenshot shows the 'Contract Types' window with the 'Departments' tab selected. The 'Meters' dropdown menu is open, displaying a list of meters from 'Meter 1' to 'Meter 8'. Below the menu, there are three tables for department breakout information. Each table has columns for 'Dept', '\$', '%', and 'RC'. The first table has a 'Defer' column, while the other two do not. The first table has a 'Contract' dropdown set to 'M' and a 'Department Breakout' dropdown. The second table has a 'Meter' dropdown. The third table has a 'Lease' dropdown.

Dept	\$	%	RC	Defer
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Dept	\$	%	RC
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Dept	\$	%	RC
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

- 3 Retrieve the contract type.
- 4 Click the Departments tab.
- 5 Click the down arrow in the Department Breakout box and type **B** to break out the income from both contract and meter billings.
- 6 Click the down arrow in the Meters box and select the meter number. You can select from meters 1 through 9. See Figure 17.
 - To break out income for both contracts and meters, click the down arrow in the Contract box and specify whether to break out the income by dollar amount or by percentage on contract billings. Type \$ to break out this income by a dollar amount on contract billings. Type % to break out this income by a percentage on contract billings. Use the Dept through Defer boxes to specify the break out information. For more details, see your DDMS online help.
 - To break out income for meters, click the down arrow in the Meter box and specify whether to break out the income by dollar amount or by percentage on meter billings. Type \$ to break out this income by a dollar amount on meter billings. Type % to break out this income by a percentage on meter billings. Use the Dept through RC boxes to specify the break out information. For more details, see your DDMS online help.
- 7 Click each box and enter the meter information. When finished, click .

Using the Meter Enhancements Feature

The system now prompts for meter readings and dates when you create a new machine record or sell a machine in Serialized Order Entry. The following changes have been made for use with this feature:

- **Purchasing:** When you receive the item in the Purchase Order Entry window, meter records are created. The meter date is set to the date when you receive the P/O, and the meter reading is set to Ø. The system automatically creates as many meter records that the item has set up in the Z-M-ITEM file when the system and sub-system numbers are assigned.
- **Machine Detail Window:** When you add a machine in this window, the system automatically creates as many meter records that the item has set up in the Z-M-ITEM file.
- **Serialized Order Entry:** When a machine is sold, you are prompted to enter meter readings and dates.