



Infor Distribution FACTS Enhancements Listing

Release Versions 6.7.0 to 7.8.0

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Infor Distribution FACTS 7.8 Feature Overview

This section covers the major features in the FACTS 7.8.0 release.

Feature: Advance Inventory Management (AIM) Replenishment Enhancement Overview

Details: FACTS has been enhanced to implement Advanced Inventory Management (AIM) procedures as defined by Grant Howard. The new AIM model includes differences in usage storage, definition of Order Point (OP) and Line Point (LP) calculation and required changes to the IC, MC, PO, SA and SO modules. Further capability for temporary Line Point, identification of similar items to purchase, and sales order line factors were also added to the solution. The advanced inventory enhancements provide new functionality in FACTS. (For processing and program details, refer to each module section in these release notes.)

Understanding of the Economic Order Point (EOQ) calculation method, the calculation of values for Order Point / Line Point, Safety Stock, and so on, is instrumental in implementing the AIM process. The parameters utilized to calculate the order point and line point value will be adjusted by the buyer(s) after time of installation. In addition, these parameters will determine how the system calculates OP and LP values as usage and other factors are recorded. The system is provided with a set of default values at the Company level that may not be applicable to the industry for the installation base and will require adjustment over time to achieve optimal inventory replenishment processes. There are a number of levels that are defined in the new Replenishment Parameters Maintenance program to allow a broad or granular control of the calculation of replenishment values as needed. The new Replenishment Parameters group the settings into the following areas: Ranking, Usage, Order Quantity and Rounding, Frozen Controls, Alerts, Safety Stock, Order Point Adjusters and Lead Time.

The replenishment variables for an item are updated when an item transaction is recorded. An item transaction is defined as receiving or disbursing an item from a warehouse by any system document. When a register operation or update routine is performed, the Order Point and Line Point values for an item will be recalculated and stored in ICWHSE for reference to replenishment.

In the Sales Orders module, Usage by Item is summarized by the Daily Sales Register (DSR) from the item's transactions recorded in the ICRDST table. The summary table ICUSED provides usage information for replenishment calculations. Qualified usage adjustments recorded in ICRDST will be reflected in ICUSED when the next DSR is run. Therefore, the daily usage for an item is not stored in the system until the Daily Sales Register is run but can be calculated at any time from the disbursements of the item.

The Customer Returns System has been rewritten to work with the incorporate with new Buyer's Control Center program and converted to a graphical user interface. The disposition code in the Customer Returns System (CRS) was replaced with 3 prompts that indicate what is to happen with

the return and whether there is to be a replacement to the customer. These prompts can be different for each item on a return document. This information can be changed at any time up until the associated documents have been created. Defaults for these fields can be set up in Vendor F/M and CRS Control F/M.

The Vendor Returns System has also been integrated into the Buyers Control Center process. The new integration to the BCC will allow for the creation of Negative Purchase Orders to return goods to the vendor, and positive PO's to replace goods to the customer.

New Purchase Orders programs provide the ability to review buying actions, generate purchase order, transfers and vendor returns as well as a method for addressing items that may require changes to replenishment parameters, gap analysis, and outstanding vendor returns.

In the Purchase Orders module, the new Buyers Control Center (BCC) is used to analyze items for replenishment. Upon entering the BCC, a buyer will be able to select a buyer code and warehouse to review the current buying actions. Additional vendors that do not require replenishment will be displayed to allow the BCC to initiate on demand purchase orders. The display of vendors that do not require action when you access the BCC can be toggled by using the "All vendors" filter. Vendor Returns can also be viewed and processed from the BCC by selecting the Returns option from the Activity pull down. Once selected, the items pending for Vendor return will appear and can either be consolidated or processed as needed for return shipment. Items that are returning to alternate warehouses will available and a Warehouse Transfer can be created from the Source Detail for processing.

The new PO Exception Control Center (ECC) provides the buyer(s) with a method for addressing items that may require changes to replenishment parameters, gap analysis, and outstanding vendor returns. You must enter a buyer and warehouse to review the data. The ECC is populated using the System Alerts and Background Process. Processes will periodically execute update routines for the alerts to display. These alerts are classified as type "<ECC>" and contain reference information for display and processing. For example, an alert corresponding to frozen controls about to expire would include the scope information and direct the user to the Replenishment Parameters Maintenance for review and updating.

The System Management system alert and background processing routines facilitate any actions needed to feed into the Buyers Control Center and Exception Control Center. The system has a defined set of routines and the update interval required to perform the exception and replenishment calculations. In addition, order point and line point adjustment routines receive updates during system register processes. The receipt of items adjusts the order point based on lead-time changes, for example, and occurs automatically at preset intervals. The background processing agent is responsible for handling these updates and providing the data to the system.

The alert system notifies via the Exception Control Center and additionally can be configured to notify users via email for certain conditions. A buyer may want to be notified of abnormal lead times upon receipt of items via email. This is accomplished by a buyer subscribing to specific alert types and supplying their user code and email information. When an alert is generated, the alert system records the information for display in the Exception Control Center and sends a summarized message to the user's inbox.

The system background processes have various settings applied based on the business need. For example, expiring T-Min and Frozen Controls are updated in daily intervals by default, whereas Frozen Products with Hits can be updated hourly. These settings are tunable and can be adjusted by business, system resource, or other needs as determined by the environment.

Feature: 7.8 Graphical Conversions

Details: The following programs have been rewritten to the new architecture and graphical user interface.

Accounts Payable

Post Recurring Documents (APU110)

Sales Orders

Item Shipment Approval (SOE520)

Past Invoice Removal (SOU920)

Past Sales Removal (SOU910)

Credit Memo Conversion (SOC825)

Purchase Orders

PO Vendor Inquiry, Items View, Line Detail (POI615)

PO Vendor Inquiry, Ship From View, Line Detail (POI617)

FaxLink

Fax Directory F/M (FLE910) (Note the program code was also changed from FLF910 to FLE910.)

Inventory Control

Clear Captured Quantities (ICU530)

System Management

Change Company (SMU110)

Feature: Print All Functionality

Details: Printing functionality was enhanced for each of the following programs: AR Invoice Print (ARP110), Transfer Ticket Print (ICP310), Production Ticket Print (MCP110), Production Ticket Print (MCP210), PO Print (POP110), Quote Print (SOP110), Pick Ticket Print (SOP210), Invoice and Credit Memo Print (SOP310), Counter Sale Print (SOP320), Bill of Lading Print (SOP330), Blanket Order Acknowledgment Print (SOP710), and Returns Acknowledgment Print (SOP810). A new Print All checkbox was added to print all selections for the print criteria. The F1-All option on the document selection grid has been changed to "F1-Clear". V-7.8

Feature: Serial/Lot Field Expansion (ICLOTS Conversion)

Details: The serial/lot number size was expanded from 20 characters to 50. Note that when using the Warehouse Management System (EWMS), then the item number and serial/lot numbers may not be greater in length than 20 characters. V-7.8

The following programs are affected by this change:

SRC085, SRC145, SRC311, SRC515, SRC560, SRC595, SRC720, SRC910, SRC999, SRE410, SRF910, SRI611, SRP211, SRP251, SRP311, SRP312, SRP313, SRP314, SRP31A, SRR310,

SRR311, SRR330, SRR332, SRR411, SRR521, SRR551, SRR561, SRR710, SRR711, SRR730, SRR731, SRR756, SRR761, SRR766, SOC113, SOC135, SOC145, SOC220, SOC241, SOC242, SOC243, SOC244, SOC501, SOC503, SOC504, SOC505, SOC610, SOC755, SOC770, SOC850, SOC895, SOE113, SOE513, SOE514, SOE811, SOE812, SOI620, SOO100, SOP211, SOP212, SOP311, SOP312, SOP313, SOP314, SOP322, SOR314, SOR318, SOU321, SOU610, SOU722, SOU724, SMC999, SMF950, SAF970, SAF975, SAI622, SAI623, SAR491, SAR496, SAU891, POC123, POC212, POC213, POC214, POC230, POC999, POI620, POR231, POR233, POU941, MCC030, MCE131, MCE140, MCE141, MCE240, MCE241, MCE242, MCE250, MCE251, MCR113, MCR213, ICC070, ICC075, ICC110, ICC322, ICC323, UCC330, ICC342, ICC343, ICC999, ICE210, ICE220, ICE350, ICE510, ICF020, ICF475, ICF910, ICF915, ICF930, ICI610, ICI627, ICI640, ICR321, ICR323, ICR331, ICR333, ICR511, ICR521, ICR711, ICR796, ICR820, ICR821, ICU455, ICU920, ICU921, ICU951, EWC110, EWC120, EWC125, EWC130, EWC140, EWC145, EWC150, EWC160, EWC165, EWC170, EWC175, EWC190, EWC730, EWC760, EWC770, EWU701, EWU751, ATC038, ATC047, ATC054, ARI626

Feature: Internationalization Addresses Modification: Country/State Split & Expand Enhancement

Details: In the 7.8.0 version of FACTS, the Country and State files were converted to metadata. The SMCTRY country and SMSTCD state files were pre-populated with values via ISO Standards. The field, "Country", was added to programs and files for a code length of 4 and a name length of 35 and the "City" when not present was added to programs and files, with a length = 35.

The address line fields were expanded to the following lengths and modified:

Address line 1 = 35

Address line 2 = 35

Address line 3 = 40

City = 35

State Code = 4, State Name length of 35

(Zip Code is not changing place nor length)

The Address 3 field was relabeled as "Final Address Line" and the status bar message now reads "Entry here replaces City/State/Zip Code as final address line".

Another address line, with a length of 35, was added after address line 2

V-7.8 Program Impact

The Country field entry was placed after the Name field but before the First Address Line field (to allow State look up/search to do so within the correct country) on all screens in which direct user entry of address information is available. All programs having "Final Address Line" entry now have a 'Reset' button to refresh the data displayed (from the city, state, zip code fields).

On screens that display the address, but do not display the entire address, hovering over any address line now displays a 'pop up tip' with the entire address. On screens in which the entire text of an address line is too long to display, clicking in the address line and using the arrow buttons on the keyboard allows you to 'scroll' and see the entire address line.

Current displays that show the 'Final Address Line' (address line 3) field as the concatenation of city, state, and zip code will still show that concatenation; however, it is possible to change the city, state, or zip code and not 'reset' the 'final address line' so that, in all places that display/print the 'final address line' there may be a discrepancy between the entered city, state, and zip code values and the values in the 'final address line'.

On character user interface (CUI) screens with limited space, a new S-Show Addresses CUI link/short-cut displays a GUI window showing the header address(es). On CUI screens which allow user interaction with an address, when the user is on the 'field' that determines the address source and presses Enter, a GUI window now appears, allowing the user to make address changes/entry, as desired, and will show all the address entry lines available. If pressing F4 on a CUI screen would take the user to the last address line onscreen, pressing F4 now displays the GUI window.

Programs Affected

The Quick Vendor Add program was removed from the menu and the system.

Customer F/M

Ship to F/M

Vendor F/M

PO Ship From F/M

Temporary Ship To F/M

SO Invoice

SO Pick Ticket Print

Past Invoice Print

PO Print

Customer Label Print

Vendor Label Print

Customer Inquiry

Vendor Inquiry

SO Entry Programs

PO Entry Programs

AR Invoice Entry

These programs are specifically excluded from the Internationalization Address Enhancement:

Employee F/M in the Office Automation and Payroll modules

Company F/M

Bank F/M

Fax Directory F/M (Although some of the values default in from Customer and Vendor)

Warehouse F/M

Feature: Search Filters—Open Orders Search

Details: In Sales Orders, Purchase Orders, Accounts Payable and Accounts Receivable Entry and File Maintenance programs, you can use the Customer and Ship To fields to further narrow your results for open order searches. V-7.8

FACTS 6.7 to 7.8 Feature Listing

This section covers features for each module of FACTS from release version 6.7.0 through FACTS version 7.8.0.

Accounts Payable

Feature: Accounts payable checks may print in vendor alpha order

Details: Many users need to match payables documents to the checks. Often, the payables documents are in alphabetic order. Printing checks in alphabetic order saves the user time during the match-up process. V-6.7

Feature: Vendor F/M e-mail and web site address storage

Details: These fields are displayed in the appropriate inquiries. The web site address appears as a hypertext link the user may select to go directly to that site (in graphical only). V-7.1

Feature: Expanded field sizes

Details: Important field sizes, such as AP check number, quantity fields, and amount fields have been expanded to accommodate larger numbers. V-7.7

Feature: Check History Inquiry/Report

Details: The Check History view in AP and PO Vendor Inquiry advises FACTS users which invoices were paid by each check. The user is able to sort the view by check number and date. An optional report can be generated for one or all customers by date or check number. V-7.7

Feature: Outgoing NACHA Payment Advice and Wire Transfer Support

Details: Users can process Accounts Payable payment types beyond paper checks. V-7.7

Feature: Vendor Inquiry (API610)—AP Check Viewable via DAM

Details: The Vendor Inquiry (API610) program was enhanced so that AP checks are now viewable via DAM. A new Archived Chk button was added to the Check History View to display the check in

the archive. If the 'check' is electronic (type of A for ACH, or type of W for Wire) then there is no check, but, if the voucher was archived then selecting the button will show the electronic voucher in the archive. V-7.8

Feature: Document Entry (APE140)—Customer Returns Enhancement

Details: In the Document Entry (APE140) program a new CRS button was added to allow users who do not use PO Invoice Receipts to associate an AP Invoice with the customer return documents that are waiting on vendor approval for releasing the customer credit or replacement goods. The CRS button is only visible if the Use Invoice Receipts setting on the General view of PO Static Control F/M (POF980) is not selected. The user will have to ability to disassociate a return document from the AP invoice unless the AP invoice came from PO Invoice Receipts. If there are no documents waiting approval for the selected vendor, this button will be disabled. V-7.8

Accounts Receivable

Feature: Cash Receipts—find customer by invoice number

Details: If a receivables check arrives with a company name that is not in the customer file, the user can simply enter an invoice number from the remittance in the customer field of Cash Receipts & Adjustment Entry. FACTS finds the correct customer account for the invoice and populate the customer field accordingly. V-6.7

Feature: Check History Inquiry/Report

Details: The Check History view in AR Customer Inquiry advises FACTS users which invoices were paid by each check applied by AR Cash Receipts & Adjustment Entry. The user is able to sort the view by check number and date. An optional report can be generated for one or all customers by date or check number. V-7.2

Feature: AR Disputed Invoice Designation

Details: Accounts receivable is one the largest assets of any distributor. This enhancement empowers distributors to have instant visibility of invoices that are disputed by the customer. Invoices designated as “under dispute” can be optionally excluded from the customer’s credit check balance and dunning letters. Inquiries and reports that list invoices automatically denote which ones are under dispute. V-7.3

Feature: Enhanced Cash Applications

Details: Cash Application & Adjustment Entry not only has a fresh new look, but also has several functional enhancements to make cash application faster and easier. Enhancements include new

document filters and sorts during check application, instant access to customer and AR document notes, and debit memo creation and application. V-7.5

Feature: Enhanced Bank Reconciliation

Details: Not just a simple check reconciliation, the new bank reconciliation tracks every time cash is deposited and leaves the bank. An advanced Deposit Entry system allows the distributor to combine or split out checks and cash for a precise reflection of bank activity. Transactions can be edited for easy and fast reconciliation at the end of the month. V-7.5

Feature: Transfer/Change Ship-To Codes

Details: Modeled after the Transfer/Change Customer Codes program, this program allows users to change common ship-to fields (salesperson, ship-via, tax code, zip code, etc.) as a group, instead of having to edit each ship-to record. V-7.3

Feature: AR Customer Inquiry drill-down enhancement

Details: The user can now drill down to SO Document Inquiry from the Orders view in AR Customer Inquiry. The user's time is saved by not having to back out of AR Customer Inquiry and access SO Customer Inquiry to order detail. V-7.1

Feature: Customer-Specific Credit Check

Details: The customer credit check action (give message/place on hold/refuse transaction/require password/none) is now located in the Customer F/M, allowing users to tailor their credit policy to the individual customer. V-7.2

Feature: Customer-Specific Credit Check Days

Details: This enhancement enriches the Customer-Specific Credit Check Action feature introduced in FACTS 7.2. The FACTS user can specify by customer the number of days overdue the individual customer can be before their credit check fails. V-7.3

Feature: Visibility of Customer Over Credit Limit

Details: The AR Customer Inquiry indicates on the Aging view whether the customer is over their credit limit. Also, the Aged Trial Balance and Open Receivables reports optionally indicate those customers over their credit limit. V-7.3

Feature: Customer F/M and Ship-to F/M e-mail and web site address storage

Details: These fields are displayed in the appropriate inquiries, where the web site address appears as a hypertext link the user may select to go directly to that site (in graphical only).

Feature: Incoming NACHA and Other Electronic Advice

Details: Users can process incoming account receivables in NACHA or other formats, definable by the user. V-7.7

Feature: Credit Card Processing

Details: Through the integration of Paypal's Payflow Pro software, this feature provides credit card entry and authorization for sales order processing. It responds to validation requests in seconds, cutting service time significantly. Often, banks charge less per transaction for an automated system. The integration between FACTS and the credit card software supports sales, sale voids, credits, and credit voids. V-7.7

Feature: Credit Card Processing

Details: Quickly glean past customer payment behavior with a new comprehensive payment view. V-7.7

Feature: AR Cash Receipts and Adjustments Entry (ARE210)—Add Sequence Number

Details: The AR Cash Receipts and Adjustment Entry (ARE210) program now maintains the sequence number in which checks were entered. For Electronic Batches, the sequence number is the order the check appears in the electronic file. This feature makes it easier to find errors as you scroll through the stack of checks. You can sort the lines in the browser based on any of the column headings. V-7.8

Feature: Customer Defaults F/M (ARF840)—Add Default Freight Method and Allow Method Change

Details: The Invoicing screen of the Customer Defaults F/M (ARF840) program was enhanced so that settings for the customer's default freight method and whether to allow the freight method (Quoted or Calculated freight) to be changed during the Order Entry (SOE210), Order Confirmation (SOE310), Direct Invoice Entry (SOE510), Credit Memo Entry (SOE330) and Counter Sale Entry (SOE510) programs. V-7.8

Feature: Cash Receipts & Adjustments Entry (ARE210)—Allow F4 from Date to Check Number (Defect 348040)

Details: When adding a new check transaction, you now have the ability to press F4 in the Date field to return to the check number field. V-7.8

General Ledger

Feature: Memo defaults in Journal Entry Details:

Details: In Journal Entry/Prior Period Journal Entry, the line item memo that is entered on the first line of a Journal Entry defaults to each subsequently entered line item memo. This enhancement saves the user entry time by eliminating repeated entry. V-7.1

Feature: GL Account Inquiry Drill-Downs

Details: Users can use the line detail option to see the details of each Journal Entry in GL Account Inquiry. This line detail option brings up the Journal Inquiry screen with the journal entry in question. This eliminates the task of backing out of Account Inquiry and going into Journal Inquiry to view the detail of the journal entry. V-7.2

Feature: Credit Memo Allowance GL Flexibility

Details: The sales activity for a credit memo can now post to the account that would be used in a sale of the item instead of a default GL account. V-7.5

Feature: GL Drill-Down/Drill-Back

Details: Drill down from a general ledger entry to the document that created the entry...and back! V-7.7

Feature: Unlimited General Ledger Periods

Details: Store unlimited general ledger account and budget history...no longer a limitation of 26 periods. V-7.7

Inventory Control

Feature: Expanded Information in Item Ledgers

Details: Ledgers created by item adjustments contain the adjustment code entered at the time of adjustment entry, including those adjustments created through physical inventory counts. Additionally, the user code of the user that created the adjustment is displayed in the ledger. V-7.5

Feature: Expanded Item Type designation

Details: This feature simplifies the handling of nonstock items and allows the system to track and maintain inventory quantities for nonstock items. All of the capabilities for tracking information on stocked items are available for nonstock items including pricing, costing and history. Uninventoried items, like labor or small order charges, are also accommodated with separate GL handling to ensure correct cost and revenue posting. V-6.7

Other benefits for Nonstock Item Handling V-6.7:

- Inventory Control, Sales Order and Sales Analysis reporting can be restricted by stock, nonstock, and/or uninventoried items
- Nonstock and uninventoried items appear in item inquiries and searches
- Items can be converted from nonstocked to stocked (or stocked to nonstocked) with ease
- Includes new Quick Item Add feature which provides an easy, streamlined method of new item entry on a single screen from within Sales Order entry programs
- Provides the option to restrict searches to stock, nonstock and/or uninventoried items

Feature: Transfer Backorders

Details: Inventory transfers have full backorder capability. Users can ship several shipments on the same transfer. This enhancement includes many time-saving components such as a Transfer Inquiry, Transfer Priority, Transfer Notes, a combined PO/Transfer Document Fill Report and the ability to fill backordered transfers with the Commit Backordered Quantities program. V-7.4

Feature: Multiple Bin Locations

Details: Many distributors want to advise warehouse personnel of alternate locations to find stock, but not invest the resources to track bin transfers. This enhancement offers material handlers advice on where to find stock if the primary bin is empty and does not track quantities by location. V-7.2

Feature: Inventory Control Reports by Movement Class

Details: Users can easily identify the value of certain movement classes by running inventory reports by Movement class. This is especially effective for identifying dead stock. V-6.7

Feature: Item Inquiry drill-down enhancements

Details: Users can now drill down from Item Inquiry to PO Document Inquiry from the Purchasing view and to the SO Document Inquiry from the Orders view. Users save time by not having to exit Item Inquiry and use the menu to navigate to the Document Inquiry. V-7.1

Feature: Option to Print Direct Ship Line Items on Pick Ticket

Details: Although direct ship lines are not necessary for the warehouse pickers, there are a few reasons a distributor may want to print direct ship line items on a pick ticket. For those distributors that have this requirement, direct ship lines can be optionally printed on the pick ticket per warehouse. V-7.3

Feature: Standard Part Numbers

Details: This allows the user to create multiple long part numbers up to 50 characters that can be used as a cross-reference part number to a normal item number in the Order Entry suite, Item Inquiry, and Electronic Price Updates. V-7.1

Feature: Warehouse-Level Replenishment Control

Details: This flag allows users to specify if a stocked item is replenished in a particular warehouse. Turning this flag off prevents items from printing on the replenishment report for specified warehouses and prevents usage from being incorrectly assigned to a non-replenishing warehouse. V-7.2

Feature: Expanded Serial/Lot Costing

Details: The user now has the additional option of choosing "system cost" in Inventory Static Control F/M. System cost represents the default costing method for that module (Average/LIFO/FIFO, etc). V-7.1

Feature: Expanded pricing information

Details: In Item Inquiry, when viewing Quantity Break prices, the user can view the price in both the default Pricing and Quantity Break UM. Also, the date of last Price Level & Quantity Break price changes is displayed. V-7.1

Feature: Item Changer Batch Load

Details: Users can load in items to be changed without requiring all users to exit FACTS until they run the update. V-7.2

Feature: Change Safety Allowance in Item Flag Reset

Details: The safety allowance value for each item/warehouse can be adjusted as part of the end-of-period item flag reset routine. V-7.6

Feature: Advance Inventory Management (AIM) Replenishment Enhancement Overview

Details: FACTS has been enhanced to implement the Advanced Inventory Management (AIM) procedures as defined by Grant Howard. The new AIM model includes differences in usage storage, definition of Order Point (OP) and Line Point (LP) calculation, and required changes to the IC, MC, PO, SA and SO modules. V-7.8

The major areas of Inventory Control enhancement include:

Replenishment Parameters—New Replenishment Parameters group the settings into the following areas: Alerts, Order Point, Order Quantity, Frozen Controls, Usage, Rank, Review Cycle, Safety Stock and Lead Time.

Cost Discrepancy—Cost Discrepancy processing provides a way to identify an inventory receipt document with an incorrect cost, enter the correct cost, and then have that corrected cost update down to the disbursements and past documents that were filled by that receipt.

Multiply Buying UM Options—Item UM Entry has been enhanced to allow selecting alternate buying unit of measures for the Buyers Control Center (BCC). The quantities entered in the BCC will be converted to the appropriate default buying UM on the Purchase Order line.

Changes to Item setup via Item File Maintenance (Item F/M) was enhanced to include an option for “Use ROQ”. This option rounds up the recommended order quantity for the item in the Buyers Control Center. The unit of measure to use is based on an available buying unit of measure for the item. If a quantity needs to be applied to the specified UM it can be indicated. The default quantity is 1 and must be an integer value for rounding. Additionally, the ROQ can be applied for warehouse transfers or ignored.

Implementation of Rank instead of Movement Class—Movement Class for an item by warehouse has been replaced with Rank. An item’s Rank is determined by the number of ‘hits’ the item incurs during a number of periods at the document level. An item’s ranking will be updated during the Daily Sales Register (DSR). Therefore, the parameters determining an items’ Order Point / Line Point will be updated to reflect current system requirements. An item’s Rank also determines the number of periods to apply a slope percentage when calculating Average Daily Usage (ADU).

Ranking for an item is performed for stocked items that are flagged as Replenish for a warehouse. If a non-replenished item is changed to a replenished item, the system utilizes the usage information captured for the item to calculate the appropriate rank.

Trending of Usage Data—Usage data is collected daily for all stocked items in the system. This allows for accurate calculation of ADU for Order Point and Line Point. The extrapolated data points for seasonal usage will employ a T-Backward usage calculation. The usage for an item will be examined for 12 periods in arrears, backing up a number of periods based on an item's Rank. The number of periods utilized for trending will be based on an item's Rank. The higher the activity Hits for an item, the higher the Rank and thus a smaller the window to be utilized for trending. An "A" ranked item will have a 3 month backward and forward trend and require 15 months of history. A "B" ranked item will have a 4 month trend window and require 16 months of history, and so on.

Trending for a non-seasonal item employs either a Backward or Forward ADU calculation. For Backward trending, an "A" ranked item will look at the prior 3 periods of usage to calculate the ADU. A Forward "A" ranked item will go back 12 periods and use the 3 Forward periods for the ADU calculation. The trending type for an item can be configured at the Warehouse / Item level.

Replenishment Parameters Overview

The 7.8 Replenishment Parameters enhancement encompasses the parameter settings necessary to utilize many of the new features introduced in the AIM initiative. The Advanced Inventory Management (AIM) process introduces a new parameter setup, which defines the inventory and replenishment settings at the company, warehouse, vendor, and purchasing line levels and requires additional parameters to be established based on a hierarchy for applying the parameter settings. The hierarchy utilized by FACTS is, listed from least to most specific:

Company

Warehouse

Vendor

Purchasing Line

Item

Warehouse / Item

The parameters are stored in the Inventory Control Replenishment Parameters (ICREPL) table. The ICREPL fields control parameters affecting the replenishment algorithm for an item or items. The functions that the parameters serve can be summarized as implementing the Grant Howard Best Practices for Inventory Management approach. At the minimum, the Company level parameters must be established and reviewed, with their default values dictated by the AIM process.

This function will also track usage and cost matrix settings used to adjust ordering controls when a product experiences low or exceptional usage. The new Replenishment Parameter Maintenance program presents the options in a logical, easily understood format where settings can be made at the company, warehouse, vendor and/or purchasing line level. This organizes all of the new setup options added to utilize the Replenishment Parameter enhancements into one, new program.

Removed IC Reports and Programs

Demand Action Report

Vendor Review Dates Report

Replenishment Report

Flagged Item Report

Item Flag/Restocking Reset

Movement Class Report

Seasonal Item Report

Safety Allowance Reset

Vendor Review Cycle Reset

New 7.8 IC Replenishment Programs

Replenishment Parameter Maintenance

The Replenishment Parameter Maintenance program allows the buyer to configure the procurement calculations. An item's parameters can be entered and the appropriate scope level is chosen during entry. Depending on the scope selected, a set of parameters can apply to a range of items. The view supplies a quick reference allowing a buyer to update parameter settings and apply a new scope as needed.

Purchase Line Entry (ICE920)

Use the new Purchase Line Entry (ICE920) program to group together items you usually buy together. A Purchase Line is for a range of items from a particular vendor and its parameters can be defined either at the Purchase Line or Warehouse / PLine level.

Lead Time Review

The Lead Time Review program is used to modify to Lead Time for a receipt. This modified lead time called "Qualified Lead Time" is used in calculations concerning lead time. Any changes to the Lead Times will be reflected by recalculating the replenishment Order Point and Line Point for the item. If there is no qualified lead time then the actual lead time is what is used in calculations. The program lists abnormal, ignored or all Lead Times for items and allows for Lead Time correction.

Usage Review

With Usage Review (ICE555) you can view qualified usage for any document that has recorded usage for the selected warehouse and item combination you specify. You can double click a line to access the Usage Review Detail (ICE556) program to modify qualified usage values/dates. Only lines having usage will be able to access the Usage Review Detail program. Once you have modified the qualified usage for a document you can return to Usage Review and select the Recalculate Usage button to recalculate qualified usage for specified warehouse/item. This modified usage, called qualified usage, is used in usage calculations performed by the Daily Sales Register.

Cost Discrepancy Entry

Use Cost Discrepancy Entry (ICE610) to identify and correct documents that have been updated with the wrong cost. The receipt record (ICRCPT) will be updated immediately so that any further disbursements of that receipt will be at the correct cost. The General Ledger is updated when the Cost Discrepancy Register is run.

Process Warehouse/Item Records (ICU960)

Use this program to process warehouse/item records automatically for a range of items in the item file. You can import and export of data to Excel for review and updates. This can replace utilization of existing warehouse item records for an alternate warehouse to serve as the basis and allow initial replenishment parameter settings and expiration dates in an offline mode.

Cost Discrepancy Register (ICR610)

Use this program to print a register of cost discrepancies entered in the Cost Discrepancy Entry (ICE610) program. If any cost discrepancies have been entered, but not posted, you must run the Cost Discrepancy Register before you can close the GL or IC period. All records will post to the current GL period. The GL account numbers will come from the receipt record (ICRCPT) so they will post to the same accounts as the original receipt. The GL Update writes journal entries for the cost discrepancy from the receipt as well as any disbursements from that receipt.

Replenishment Reporting Enhancements

Significant reporting enhancements have been made to FACTS in version 7.8 as a result of the AIM initiative. They serve as helpful tools for the buyer and inventory control specialist to monitor inventory in the replenishment cycle. These enhancements include:

The Adjustment Register (ICR210), Shipment Register (ICR320), Quick Transfer Adjustment (ICE350) programs were updated to record usage. In the Adjustment Register, a negative adjustment records a disbursement in the ICRDST table and the Update Usage value is carried to ICRDST and processed to the ICUSED table; a positive adjustment records a receipt in ICRCPT. The Receiving Register (ICR330) and Quick Transfer Adjustment (ICE350) programs now update ICRCPT to record incoming items available for disbursement.

The Item Activity Report (ICR810), Flagged Item Report (ICR830), Warehouse/Item Listing (ICR740), Inventory Turns Report (ICR725), Stock Status Report (ICR710), Surplus Stock Report (ICR715), and Static Control F/M (ICF980) were enhanced so that movement class was deleted from process and replaced with Rank range information. If the IC static control drop box is Rank then these screens have been changed from Movement Class to Rank and for beginning and ending range.

A Rank range can be set at the company level, alone, or, it can also be set at a warehouse level. When the rank is set at the company level, the rank information is displayed in the header of the report (and indicates what the type is, either 'Percentage' or 'Hit Count') and the range that makes up each of the 5 possible entries (A – E). When the warehouse level is set, the warehouse level rank over-rides the company level rank with its own rank values and type of hit count. The Warehouse Rank value only prints on the report when a rank range is specified at the warehouse level.

IC Replenishment Program Changes

Static Control F/M (ICF980)

In Static Control F/M (ICF980), the Physical Inventory option for Movement Class was replaced with an option for Rank.

Warehouse/Item F/M (ICF920)

The Warehouse Item F/M has changes to the Restocking tab in order to display the effective settings. The Restocking screen, allows review and modification of inherited settings. Some of the information displayed in this program is retrieved from Replenishment Parameter Maintenance.

Quick Warehouse Entry

The Quick Warehouse Entry for new items screen has been updated to contain new replenishment parameters. The Threshold Minimum (T-Min Usage) parameter was added for usage during item setup. Fields that no longer are available are Movement Class, Order Quantity Method and

Restocking Method. They have been replaced or defaulted in order as Rank, EOQ and Order Point / Line Point. In addition, the Qualified Usage entry field and button were removed.

Warehouse/Vendor Review Cycle F/M (ICF945)

The Warehouse/Vendor Review Cycle F/M (ICF945) program has been removed from the FACTS system. The program information has been added to the Review Cycle category in Replenishment Parameter Maintenance program. The % Above Minimum setting has been removed as the setting referenced in the Min / Max restocking method. The “Date Last PO Entry” and “Last PO# Entered” have been removed from the Warehouse/Vendor Review Cycle file; these values are now available in the Purchase Order / Transfer History View in the Buyers Control Center.

Item Inquiry (IC1610)—Restocking and Receipts Views

The Item Inquiry ‘Restocking’ view has been modified. A start from for warehouse has been added at the bottom of the screen. The Usage rate is a ‘current period going back 12 periods average’, so, if you access the Usage view, add up the actual usage and divide by 12 (or however many periods you have if less than 12), that is the value that is displayed in the Restocking view.

In Item Inquiry, the ‘Receipts’ view has been changed to resemble the Warehouse/Item F/M (ICF920) Receipts tab. The Archived PO button has been changed to Archived Doc and selecting it displays documents that are in the archive for Purchase Orders, Transfer Tickets, and Pick Tickets (based on the ‘type column’ PO=purchase order, TR=transfer ticket, SO=pick ticket and OS=Over Shipment) and opens the corresponding document if it exists in the archive. The initial display of data is from most recent date to ‘oldest’ date going back for 12 periods (so any receipt with a date that puts it ‘older than 12 periods in the past’ will not show up in the list of documents).

Item Activity Report (ICR810)

In the Item Activity Report (ICR810), the Order option for Movement Class was replaced with an option for Rank.

Flagged Item Report (ICR830)

In the Flagged Item Report (ICR830), the Order option for Movement Class was replaced with Rank. And, if the Order of this report is Vendor then the (Vendor)/Movement Class field (underneath properties) has been changed to Rank.

Warehouse/Item Listing (ICR740)

In the Warehouse/Item Listing (ICR740), the Order option for Movement Class was replaced with an option for Rank.

Inventory Turns Report (ICR725)

In the Inventory Turns Report (ICR725), the Order option for Movement Class was replaced with an option for Rank.

Surplus Stock Report (ICR715)

In the Surplus Stock Report (ICR715), the Order option for Movement Class was replaced with an option for Rank.

Stock Status Report (ICR710)

In the Stock Status Report (ICR710), the Order option for Movement Class was replaced with an option for Rank.

Feature: Item Search

Details: The Item Search program has been enhanced to include two new features: (V-7.8)

- A new Sort By option is available in FACTS 7.8. You can select D-Description Search to find items by the item's description. The search is case-insensitive.
- A new Inactive Items checkbox was added to include or excluded inactive items in the search results. The default value is to exclude the inactive items.

Feature: Quick Transfer Adjustment (ICE350)

Details: The Quick Transfer Adjustment (ICE350) program was enhanced to display additional information. For items that update inventory, a new Warehouse Quantities window displays the on-hand, on-order, committed, available and backorder quantities for the item in the From and To warehouses as well as the item's unit of measure in each warehouse. You can activate or deactivate this window display by selecting View>Warehouse Quantities Display menu option. V-7.8

Feature: Stock Status Report (ICR710)—Vendor Order now prints Totals Only

Details: The Stock Status Report has been enhanced to include the Totals Only option for Vendor order. The order of the report remains Warehouse first, then Primary Vendor. V-7.8

Feature: Item Inquiry (ICI610)—New Quotes View (Defect 262351)

Details: A new Quotes view was added to Item Inquiry to display quote information including quote number, warehouse, order status (O-open orders, B-backorders, I-invoices, C-credit memos and S-counter sales), component status (E-work order entered, not printed, W-work order printed, C-confirmed invoice, I-invoice printed, R-invoice released, D-deleted sales order and V-voided invoice), quote date, the expiration date for the quote, the salesperson, units ordered, units backordered, selling unit of measure, price, pricing unit of measure and customer number. You can select the Line Detail button to access SO Document Inquiry for the highlighted line in the browser or the Archived Quote to view the quote document that has been archived in the system. V-7.8

Feature: Item Changer (ICU940)—Unavailable if EW Module in Use

Details: The Item Changer (ICU940) program is no longer available if the third party FACTS External Warehouse Management System (EWMS), Accellos, is in use. V-7.8

Manufacturing Control

Feature: Bill of Material and Formula Notes

Details: Notes for each Bill of Material or Formula as well as each Production Ticket can be entered to facilitate team communication. V-7.6

Purchase Orders

Feature: Vendor Cost Contracts

Details: This feature allows users to set vendor contracts and quantity breaks by a specific item, by Item Cost Class, or all items. A Cost Class is a group of items that have similar discounts from the vendor. Each contract has an effective date and an expiration date. Also accommodated are contracts for specific customers. Quantity breaks can also be optionally set up for each contract. In the Purchase Order entry programs, the default cost for an item is taken from a contract that exists for that item/vendor combination. A control setting allows the purchasing agent to dictate the contract hierarchy. V-7.2

Feature: PO Receipts Enhancement

Details: In today's fast-paced distribution environment, some receipts can't wait until the register is run to update inventory. The optional instant update action allows distributors to receive purchase orders and update inventory counts and costs in the warehouse immediately. The general ledger transaction continues to take place during the register. The distributor can also receive multiple receipts on a PO without having to run the register.

Feature: Multiple AP Invoices Per Receipt

Details: When a single inventory receipt is billed on two invoices from a vendor, the user can import individual lines in PO Invoice Receipts. Using the flexible and fast companion item format to import the line items from the receipt, users simply toggle off those line items that are not on the invoice. V-7.3

Feature: Purchase Order Document Notes

Details: Improve organizational communication with Document Notes. Unlimited notes can be created per document or document line. Additionally, not every note on every document has to be created from scratch. Users can: transfer item and vendor notes to purchase order documents and transfer sales order notes to tied purchase order lines V-7.5

Feature: PO Document Inquiry additional sorting capabilities

Details: This Inquiry can now sort by vendor or item. This allows a user to scroll through documents or past documents in vendor order or item order. V-7.1

Feature: Returns for inactive items

Details: Inactive items can be entered on a negative purchase order line. V-7.1

Feature: Line insertion in the PO entry suite

Details: For those orders that are required to be placed with items in a certain order, users can insert lines if one is forgotten rather than deleting all lines up to the point of insertion. This is especially useful for inserting memo lines after the order is complete. V-7.1

Feature: Purchase Non-Stock Items with No SO Tie

Details: For those distributors to have a need to purchase non-stock items with no existing sales order to accompany the PO line, a new flag in the warehouse/item record allows the purchase of non-stock items without a tied line. V-7.5

Feature: PO Entry Options F/M

Details: This feature allows users to reduce screen "clutter" in the critical order entry related screens. Only those pieces of information regularly used are placed on the main screens or passed through during the entry process. This permits quicker entry by eliminating the need to answer unnecessary or infrequently used questions. Details screens are always a keystroke away to access the remaining data. V-7.1

Feature: Advance Inventory Management (AIM) Replenishment Enhancement

Details: The Purchase Order module changes are covered in this section. V-7.8

Buyers Control Center

The Buyers Control Center (BCC) is used to analyze items for replenishment. Upon entering the BCC, a buyer can select a buyer code and warehouse to review the current buying actions. A transfer for a warehouse can also be assembled and created from within the BCC. Additionally, vendor returns can also be viewed and processed from the BCC by selecting the Returns option from the Activity pull down. Once selected, the items pending for Vendor return will appear and can either be consolidated or processed as needed for return shipment. Items that are returning to alternate warehouses will available and a Warehouse Transfer can be created from the Source Detail for processing. Procurement is the default activity for the screen.

Buyers Control Center Detail Screen

Use the Buyers Control Center Detail screen to view detailed information about the replenishment path; make changes, or create purchase orders, transfers or returns. You can double click a line in the Buyers Control Center to access this screen. The buyer, warehouse, vendor, and purchasing line (if any), review cycle information display in the header, as well as target and current information in dollars weight and cubes and the variances.

Exception Control Center

The Exception Control Center (ECC) provides buyers with a method for addressing items that may require changes to replenishment parameters, gap analysis, and outstanding vendor returns. Entry of a buyer and warehouse is required to review the data. The ECC is populated using the System Alerts and Background Process. Processes will periodically execute update routines for the alerts to display. These alerts are classified as type "<ECC>" and contain reference information for display and processing. For example, an alert corresponding to frozen controls about to expire would include the scope information and direct the user to the Replenishment Parameters Maintenance for review and updating.

AIM PO Program Changes 7.8

PO Static Control F/M (POF980)—New Views

Buyers Control Center View

A new Buyers Control Center View was added to the PO Static Control F/M (POF980) program. The new view allows the user to enter Rank information.

Vendor Returns View

A new Vendor Returns View was also added PO Static Control F/M to contain settings for sending alerts for vendor returns management. You can indicate whether to send an alert when a vendor credit is overdue and specify the number of days before a vendor credit is overdue as well as the number of days before a return is overdue.

Buyer Code F/M (POF920)

The Buyer Code F/M (POF920) program was updated to include the email address to use when processing system-generated alerts and a Subscribe option to specify how this buyer subscribes to alerts: N-does not receive alerts, X-Exception Control Center, E-Email, B-Email and Exception Control Center.

New Views Available in PO Entry Programs and Buyers Control Center

Advanced replenishment information is available from the Buyers Control Center as well as from the View menu from PO Entry, PO Receipt Entry, and Non PO Receipt Entry using seven new screens.

You can access display information from PO Entry, PO Receipt Entry, and Non PO Receipt Entry via the View menu option for the following new views for R-restocking controls, U-usage.

Restocking View (POC417)

The Restocking View displays the restocking controls for the selected item in the specified warehouse. Restocking information includes: warehouse, movement class, seasonality (N-non seasonal, H-high seasonal, or L-low seasonal), usage rate, restocking type-order point, replenishment setting, line point or minimum stock, maximum stock, order quantity method, order quantity, a flag indicating whether your system allows non-stock purchase of this item without a

sales order, restocking warehouse, average lead time, frozen date, periods frozen and controls frozen (restocking amounts, order quantity, lead time and/or safety allowance).

Usage View (POC416)

The Usage view displays usage information including qualified and actual usage, stocking unit of measure, number of stock-out days, percentage dip below the safety stock for the current period and the last 12 periods, and stock-out date. The Usage view only displays Qualified usage when it differs from Actual usage or when a flag exists. This allows for better readability so it is easy to pick out the anomalies. If an inquiry line doesn't show the qualified usage, it is the same as the actual usage.

You can access the following new informational views from the Buyers Control Center as well.

Transfer History View (POC415)

The Transfer History View displays the past transfer for the selected item in the specified To and From warehouses.

Purchase Order History (POC414)

The Purchase Order History View displays the past POs for the selected item in the specified warehouse for the specified vendor.

Package View (POC413)

The Package view displays detailed information for the available units of measure for an item. Each UM indicates whether it is the default UM for stocking, selling, pricing, costing and/or buying as well as the quantity mask, conversion factor, weight and buying and transfer ROQ. The information for this screen is set up in Warehouse/Item F/M and Item U/M F/M.

Open Docs View (POC412)

The Open Docs view displays the open documents that contain the item leaving from the specified warehouse. The browser information details the document type, document number and line, the item quantity on the document, ordering unit of measure, date requested, item description, document source, item cost and costing UM is displayed.

On Order View (POC411)

The On Order view displays the documents that contain the item being ordered for receipt in the specified warehouse. The browser information details the document type, document number and line, the item quantity on the document, ordering unit of measure, date expected, item description, document source, item cost and costing UM.

Feature: Document Dates and Flags

Details: Enhancements were added to FACTS Purchase Order and Sales Order modules to provide the option to require expiration dates on all quotes, request dates on all sales orders and how to default the request date and promise date on purchase orders. This section covers the changes in the Purchase Orders module. V-7.8

Purchase Orders Program Enhancements

PO Static Control F/M

On the General tab of PO Static Control FM two new drop boxes were added to specify if a requested date is required on all purchase orders or if a promised date is required on all purchase orders. Selection options for the requested date are Ordered Date and To Be Determined; selection options for the promised date are Requested Date and To Be Determined.

PO Entry

In Purchase Order Entry, a new TBD (to be determined) option is available for both the requested date and the promised date on both the PO header and lines.

PO Print

In PO Print, the requested dates and promised dates print "TBD" if that option is selected.

PO Inquiry

In PO Inquiry and display programs where there are requested dates and promised dates, the programs now display "TBD" if that option was selected.

Feature: Past Purchase Order Report (POR870)

Details: A new Past Purchase Order Report program was added to the system to retrieve past purchase order information. You can sort output by Vendor or by Past Purchase Order and filter your selection using various criteria. This report will print notes as stored in the Past PO Document note file and Past PO Line note file (but only if that note was set to be printed when the note was stored in the note files). This report can be modified through Report Formatter. V-7.8

Feature: Lost Sales Purchase Orders Program Enhancements

Details: In the 7.8.0 FACTS release, existing Lost Sales functionality was enhanced so that from Purchase Order Entry, you can select Options>Lost Sales Entry, if the Lost Sales checkbox is selected on the Use Features tab of SO Static Control F/M (SOF930). V-7.8

Sales Analysis

Feature: Flexible Sales Analysis Cost Basis

Details: This enhancement allows the cost basis for Sales Analysis to be the sales order cost, average cost, manual cost, or last cost. The cost used for commission calculations may be different than that used to post to the rest of Sales Analysis. For example, the distributor can base commissions on manual cost while basing the other sales analysis metrics on average cost. V-7.3

Feature: Infinite Storage Periods

Details: Distributors can store an infinite number of Sales Analysis (SA) periods for all types of SA metrics. V-7.6

Sales Orders

Feature: Enhanced Counter Sales

Details: The enhanced counter sales program provides quick and efficient order entry at the point of sale. As a scaled down version of Direct Invoice Entry, it processes invoices for goods to be taken by the customer. Entry options allow the distributor to limit the information displayed on screen during counter sales, expediting the transaction. Backordering is allowed during counter sales entry to prevent having to enter a separate sales order for special order items. V-6.7

Feature: Ship Complete Sales Orders

Details: This feature is a way to designate an entire order or even just a specific line on an order to be shipped all at once. The designation can be on the warehouse or the line item level. Choices are: Ship complete, Ship Complete not required--partial shipments and backorders are allowed, Balance Complete--ship those items that are available on the first shipment, but ship the backorder complete. The order is evaluated for shipment eligibility when the pick ticket is printed, and the user is advised if the order is not ready to ship. An optional override is available in case the user wants to print the pick ticket anyway. V-7.3

Feature: Sales Order Document Notes

Details: Improve organizational communication with Document Notes. Unlimited notes can be created per document or document line. Additionally, not every note on every document has to be created from scratch. Users can: transfer customer and item notes to sales order documents, transfer quote notes to sales orders documents, transfer sales order notes to tied purchase order lines. V-7.5

Feature: Suggested PO/Transfer by Item Type

Details: Suggested PO/Transfer by Item Type: Some distributors prefer to create suggested purchase orders or transfers for only certain item types, such as non-stock items or temporary items. This enhancement allows the distributor to specify the behavior for each item type when a backorder occurs, such as Always Create Suggested PO, Always Ask Based on Primary Vendor, Always Ask Based on Restock Path, and Never Ask. V-7.5

Feature: Enhanced Quote Win/Loss Information

Details: Enhanced Quote Win/Loss Information: Looking to get more visibility into quote tracking? Quotes contain new fields for tracking quote status: Status (Accepted/Declined/Partially Converted/Expired/Open), Date Accepted, Date Declined, and Reason Declined. The Reason Declined field is driven off of standard Lost Sale Reason Codes in FACTS. V-7.5

Feature: Order Booking Report

Details: This report tracks the number and the dollar value of sales orders written by salesperson on a daily basis. Changes to order totals are recorded prior to the first shipment. Deletions of open orders are also noted. This enhancement also features reporting by entry date or edit (change/delete) date. V-7.2

Feature: SO Contract Pricing Enhancements

Details: SO Contract pricing gained several enhancements to make the management of price contracts more efficient. Users can specify contracts by customer ship-to, and warehouse. One contract can contain multiple item/customer scopes, including item-level pricing. Management of contracts have become easier with the Contract Maintenance program, which allows users manage contracts through Excel uploads and gather like contracts together for common edits. Other enhancements include the approval flag, the ability to round to a specified dollars/cents, the ability to exclude certain item types, the creation of contracts from Quotes, and copy contract function. V-7.4 and V-7.7

Feature: Order Priority

Details: Users can designate an order as “Rush”, “Normal”, or “Service Hold.” Rush orders have priority in the Commit Backordered Quantities and Pick Ticket Print programs and are clearly indicated on the pick ticket. Service Hold indicates that the order is on hold for a non-credit-related reason, and no pick ticket is printed. V-7.3

Feature: Customer Search by Ship-To

Details: The customer search now includes a “Ship-To” button that invokes a search on the customer ship-to file. Sort orders include Name and Zip Code. Users can optionally filter on state or salesperson/territory. A keyword search is also included. V-7.2

Feature: Automatic Printing of Pick Tickets from Commit Backorder Quantities

Details: The Commit Backordered Quantities program can optionally print pick tickets of those orders just committed. V-7.3

Feature: Customer Profitability Analysis

Details: Do you know which customers are most profitable? If you are using gross margin as a guide, you may not. The Customer Profitability Analysis brings Activity-Based Costing analysis to FACTS customers. The core principle of Activity-Based Costing is to recognize that some customers drive more costs for a distributor. By measuring these costs and applying them to customer-driven activities, distributors can capture cost-to-serve information about their customers. V-7.4

Feature: SO Entry program switching

Details: The Order Entry suite allows users to access other sales order programs without exiting to the menu. Users save time by simply choosing the Options menu to switch from one entry program to another. This applies to Order Entry, Direct Invoice Entry, Quotes, Counter Sales, or Confirmation. Of course, security codes are observed so users who are not authorized to be on a specific program are not given the option to switch to that program. V-6.7

Feature: View Past Invoice Detail from AR Open Inquiry

Details: From AR Customer Inquiry, users can drill down to SO Document Inquiry (in Past Invoice mode) from the Open Documents view in addition to current drill-down to transaction view. This allows the user to see what items were on the invoice in question from the AR Inquiry. V-7.2

Feature: Service Level Report

Details: The service level is a fill rate measurement of a warehouse for stocking items. Service levels are based on industry-standard criteria: Whether the line item was shipped on time to a customer (or requesting warehouse for restocking transfers) and shipped complete to a customer (or requesting warehouse for restocking transfers). This report can be run by date, warehouse, customer, item, item class, and primary vendor. V-7.2

Feature: Past Invoice Report

Details: This new report harvests data from the past invoice history files. Distributors can use this report to glean history on invoice-specific sales information. Sort orders include Invoice, Document, Customer, Customer Class or Salesperson/Territory with each sort narrowed further by a beginning and ending range. The user may select an Item, Vendor, Item Class or any combination thereof to print only the lines which meet the given criteria. Ship-to-information may also be included. V-7.5

Feature: Suggested PO/Transfer Enhancement

Details: This enhancement provides uniformity to the user for suggesting a Purchase Order or Transfer. Additionally, the user can specify an alternate vendor or warehouse for the suggestion. V-7.3

Feature: Line insertion in the SO entry suite

Details: For those orders that are required to be placed with items in a certain order, users can insert lines if one is forgotten rather than deleting all lines up to the point of insertion.

Feature: Past Sales Search for Temporary Items from the Past Invoice File

Details: The Past Sales Search from sales order entry programs now searches for temporary items from the past invoice file instead of the past sales file, providing complete information on the past temporary item sale. V-7.2

Feature: Multiple payment terms per invoice

Details: Invoices can have multiple payment terms, including up to six cash types and one accounts receivable type. Especially for counter transactions, the accommodation of split payments allows for more accurate payment tracking. V-6.7

Feature: Credit card handling

Details: Through the integration of Paypal's Payflow Pro software, this feature provides credit card entry and authorization for sales order processing. It responds to validation requests in seconds, cutting service time significantly. Often, banks charge less per transaction for an automated system. The integration between FACTS and the credit card software supports sales, sale voids, credits, and credit voids. V-6.7

Feature: Cash drawer handling

Details: These programs provide the capability to handle cash tray balancing, discrepancies, and z-out reports. Security features include allowing the user to password protect opening the cash drawer. V-6.7

Feature: Deposit handling

Details: Allows deposits to be taken in all of the SO entry programs for committed or backordered goods. Multiple deposits can be tracked for each order and applied to the order when the merchandise is shipped (or picked up). A GL liability account is set up to record the value of outstanding deposits. A report is offered as a subledger to this account.

Feature: Customer-Item numbers

Details: By customer, the user may select whether to print the customer-item number on the invoice, pick ticket, or quote. This accommodates customers who require all paperwork display their item number, even if it's not the same number in the item master file. V-6.7

Feature: Order Import Feature

Details: The Order Import allows users to import line items from past orders, past invoices, open orders, and quotes into orders or quotes. Whether the program imports past pricing or uses the current pricing is set in a control file maintenance. There is an optional override when each order is imported. Commission, ship warehouse, and other defaults are also addressed in the control file maintenance. V-7.2

Feature: Document search by reference number

Details: For increased customer service, the ability to find documents by the customer's reference number expedites access to the correct document. This search options exists in quotes, orders, and invoices. V-6.7

Feature: SO Document Inquiry additional sorting capabilities

Details: This Inquiry sorts by customer, reference number, or item. This allows a user to scroll through documents or past documents in vendor order or item order. V-7.1

Feature: Companion items

Details: This function allows the suggestion of additional product to sell with specific items. After adding a specific item to an order, a selection window optionally appears with suggested items and quantities. The user selects which companions to import. Companion items may also be flagged to automatically import, bypassing the selection window. V-7.1

Feature: Companion memos

Details: This feature is an extension of the Companion Item functionality. It facilitates the automatic transfer of important information to the order taker, eliminating the need to repeatedly type in memos for specific items. As with any memo, companion memos can be optionally printed on the invoices or exported to the special order PO. With both Companion Items and Memos, the user that sets up the companions can dictate in which entry programs (Quote Entry, Order Entry, Counter Sales, Direct Invoice, etc.) the companion appears. For instance, a company may not want companions to show in counter sales in order to expedite processing at the counter. V-7.1

Feature: Name of Order Placer

Details: A new header field in the sales order entry programs records the name of the order placer to better facilitate resolving customer service issues. This field is visible in Sales Order Document Inquiry for both Open and Past Documents. V-7.3

Feature: Past Invoice Print from Document Inquiry

Details: Past Invoice Print can now be accessed from SO Document Inquiry while viewing the past invoice. V-7.1

Feature: SO Entry Options F/M

Details: This feature allows users to reduce screen "clutter" in the critical order entry related screens. Only those pieces of information regularly used are placed on the main screens or passed through during the entry process. This permits quicker entry by eliminating the need to answer unnecessary or infrequently used questions. Detail screens are always a keystroke away to access the remaining data. V-7.0

Feature: Expanded Past Sales search

Details: In SO Customer Inquiry, the Past Sales can now be searched in Alpha, Interchange, and Class orders. V-7.1

Feature: Freight Schedules

Details: Distributors can set up freight tables to enforce freight policies for customers. Flexibility can be maintained by creating as many schedules as needed and assigning them to the appropriate customers. Schedules can be sensitive to order total or weight. V-7.5

Feature: Order Review

Details: A replacement for Hold Review, this program allows distributors to manage open orders in so many ways. Whether it's expediting backorders or reviewing the orders taken for a specific sales territory, Order Review keeps order information at your fingertips. V-7.6

Feature: Subtotal Options for SO Documents

Details: Quotes, Pick Tickets, Invoices/Credit Memos and Counter Sales now have options for how document subtotals are tabulated. A new setting, Document Subtotal, was added to the SO Static Control F/M, Miscellaneous Tab to indicate whether to print a "Running Sub-Total" and a "Section Sub-Total" when adding a memo line (item # "M"). The Running Sub-Total option adds previous the subtotal amount to the next set of lines each time a subtotal is printed. (This was the sub-total previously used in FACTS.) The Section Sub-Total option resets the subtotal amount each time a sub-total is printed. V-7.8

Feature: Document Dates and Flags

Details: Enhancements were added to FACTS Purchase Order and Sales Order modules to provide the option to require expiration dates on all quotes and request dates on all sales orders and how to default the request date and promise date on purchase orders. This section covers the changes in the Sales Order module. V-7.8

7.8.0 Sales Orders Program Enhancements

SO Static Control F/M

On the Use Features tab of SO Static FM two new checkboxes were added to indicate if a requested date is required on all orders or if an expiration date is required on all quotes. An additional drop box is available to specify what the default requested date will be: B-Blank, A- ASAP (if allowed), or O-Ordered Date.

Order Entry Programs: Quote Entry, Sales Order Entry, Remote Order Entry, Blanket Sales Order Entry, Recurring Order Entry

In Quote Entry, if an expiration date is required on all quotes based on the new setting in SO Static Control, "None" is no longer a valid expiration date and the default date will be blank. In Order Entry, if a request date is required on all orders based on the new setting in SO Static Control, then "ASAP" is no longer a valid request date and the default request date will be what was specified: B-Blank, A-ASAP (if allowed), or O-Ordered Date.

For Blanket Sales Orders, the Requested Date cannot be ASAP. The Requested Date is calculated or changed/entered by the user during Blanket Sales Order Entry and is brought forward from the Blanket Sales Order into the Sales Order. The processing changes in this enhancement do not override the user's entered BSO Request Date based on the Default Requested Date value in SO Static Control F/M.

For Recurring Orders, dates in a Sales Order are assigned as the entered posting date when running the Post Recurring Documents program. The processing changes in this enhancement do not override the user's entered posting date based on the Default Requested Date value in SO Static Control F/M.

Feature: UnForm Barcode for Quotes

Details: The ability to print barcodes on quotes for UnForm DAM scanning has been added to the SDSI rule file. In FACTS 7.8.0, when a quote is printed to an Unform printer, the barcode will be printed at the bottom of the page. V-7.8

Feature: Adding a Line Item with Quotes on File

Details: Processing enhancements now allow quotes to be imported to sales orders and counter sale orders at the line item level. You can import quotes that are entered as 'temporary' and quotes that are 'catalog items'. In SO Control F/M (SOF980) a new checkbox, Display Quotes, was added to the Use Features tab of SO Control F/M (SOF980). When selected, any active (not expired) quotes on file for the specified Customer, Ship-to, Item, and Warehouse are displayed during item entry for sales orders and counter sales. V-7.8

Feature: Past Invoice Report (SOR870)

Details: The Past Invoice Report (SOR870) program was enhanced in this release so that report can be run by Customer or Ship To location. V-7.8

Feature: Contract Listing (SOR510) Enhancement

Details: The Contract Listing (SOR510) program was enhanced to provide more flexibility. You have the option to print selected contracts. (Default upon entry to Contract Listing.), contracts that are saved in a Collection, or by making filtering entries (limiting contracts printed to those meeting the entered values). Depending upon the option chosen, you will have different selection and filtering capabilities. V-7.8

Feature: Lost Sales Enhancement (SOC320)

Details: In the 7.8.0 release existing Lost Sales functionality was enhanced as follows:

- The Lost Sales Entry (SOC320) program was redesigned as a stand-alone File Maintenance interface, which allows Lost Sales Entry to be invoked without dependencies limiting its display and use by a user and has filters allowing the user to refine the records displayed.
- Lost sales processing was modified for usage (moving away from simple item count/quantity/total buckets).
- Lost Sales Entry (SOC320) is now available by right-click access from Entry screens (providing the user has the proper security and the system has Lost Sale ability specified in the SO Static Control program).
- You can access the Lost Sale Entry (SOC320) program three ways: From Order Entry Quote Entry, Direct Invoice Entry, Counter Sale Entry, Confirmation Entry, Purchase Order Entry, and Contract Item Entry you can select Options>Lost Sales Entry, if the Lost Sales checkbox is selected on the Use Features tab of SO Static Control F/M (SOF930); right-click to access Lost Sale Entry from the same entry screens listed above except , providing you have the proper security and the system has Lost Sale ability enables in SO Static Control F/M; triggered automatically. If you reset the ordered quantity from the original order quantity entered, but the shipped, backordered and committed quantities do not equal the new order quantity, the program prompts you to indicate whether to post the difference (original order quantity minus new reset order quantity) to lost sales. V-7.8

7.8 Sales Orders Program Enhancements

SO Static Control F/M (SOF980)

On the Use Features tab of SO Static Control F/M the Lost Sales settings were expanded:

- The Lost Sales checkbox, which indicates if lost sales tracking is used, is now tied to a default reason code and an indicator to record lost sales.
- Lost sales are calculated in the Daily Sales Register by subtracting the committed amount from the ordered amount when there is no backordered amount and enough available to fill the order (see Lost Sales F/M). You must also specify a Default Reason Code for Lost Sales to be used as the default when posting lost sales during Order Entry or when converting a quote to a sale. Use the Record Lost Sales checkbox to indicate whether the default action

on the 'delete' screen for an order or a line is to record lost sales information. If a user does not have Lost Sales security then the option will not display on delete. If the option does not display but is set to Review in SO Static Control F/M then the default is Yes (record the Lost Sale).

Convert Quote Lines Program

When converting a quote to a sale if the Lost Sales is selected on the Use Features tab of SO Static Control F/M (SOF980), you can now post to lost sales if the item is inactive and the quantity is greater than the available amount. Select from the following options to indicate how to record and process the lost sale:

No to indicate that you do not want to record the lost sale, Review to display the Lost Sales Entry (SOC420) screen and modify the lost date, update usage, quantity, price, cost, reason, and/or notes, or Yes to record the lost sale using the default lost sale reason code entered SO static Control F/M, the quote date as the lost sale date and usage defaulting to "no update".

Order Entry Programs: Order Entry, Quote Entry, Direct Invoice Entry, Counter Sale Entry, Confirmation Entry, and Contract Item Entry

When deleting line items in entry programs if the Lost Sales is selected on the Use Features tab of SO Static Control F/M (SOF980), you have the opportunity to post to lost sales if the item is inactive and the quantity is greater than the available amount.

The Order Entry, Quote Entry, Direct Invoice Entry, Counter Sale Entry, Confirmation Entry, Purchase Order Entry, and Contract Item Entry programs have a menu option to access Lost Sales Entry if the Lost Sales checkbox is selected on the Use Features tab of SO Static Control F/M (SOF930).

SO Customer Inquiry Program

The SO Customer Inquiry (SOI610) program was updated to contain a new Lost Sales view to display lost sales information for each item for the specified customer. Listed information consists of item number and description, Ship-to locations, salesperson information, order entry date and user, and edit date and user.

Feature: Blanket SO Inquiry (SOI620)

Details: The short cut access code for Blanket SO Inquiry (SOI620) was modified to "BOI" from "BI". V-7.8

Feature: SO Contract Listing (SOR510)—Add Contract Number Order

Details: The SO Contract Listing (SOR510) program was redesigned to allow the inclusion of contract number order as a print out option. Additionally the report now optionally includes scope detail or summary formatting. V-7.8

Feature: Customer Returns Enhancement

Details: The Customer Returns System has been rewritten to incorporate with new Buyer's Control Center program and converted to a graphical user interface. The disposition code in the Customer

Returns System (CRS) was replaced with 3 prompts that indicate what is to happen with the return and whether there is to be a replacement to the customer. These prompts can be different for each item on a return document. This information can be changed at any time up until the associated documents have been created. Defaults for these fields can be set up in Vendor F/M and CRS Control F/M. V-7.8

7.8 Program Impact

Disposition Code F/M

The Disposition Code F/M program was removed from the Purchase Orders Module; this program is no longer needed for returns processing.

VRS Control F/M (POF490)

The VRS Control F/M (POF490) program was removed from the Purchase Orders Module; this program is no longer needed for returns processing.

Quick Vendor Returns Entry (SOE820)

The Quick Vendor Returns Entry (SOE820) program was removed from the system to implement the new Vendor Return System enhancement.

CRS Control F/M (SOF890)

The CRS Control F/M (SOF890) program was updated to accommodate enhancements made to the Customer Returns System. A new field, Wait for Vendor Action/Repair, was added on the General tab to setup the default value when shipping a replacement back to the customer when the returned item is being sent back to a vendor. This is the default when a new customer return is created. You can select from: N – Ship back to customer now or Y – Don't ship back to customer till replace/credit/repair. The Authorization File field on the Forms tab was removed. The Last CRS Document # field on the Forms tab was changed to "Last Return Document #" and be increased to 10 digits. This will be used for both Customer and Vendor Return documents.

SO to GL Posting CRS F/M (SOF975)

The Accounts tab of SO to GL Posting CRS F/M (SOF975) was updated. Since disposition code will no longer be in Customer or Vendor Returns, the Basis field drop box options modified to D-Default GL or I-Item GL. This Basis change applies to the Returned Inventory, Customer Returns and Returned COGS fields. Three new accounts were added to the CRS Accounts tab: Scrap Inventory, Scrap COGS, Warranty COGS. These new accounts contain the same fields and options as the other accounts on the tab. Another new field, Allow Override with Returns GL Posting Code, was also added to specify whether a Returns GL Posting Code can be used to override the SO to GL setting for basis. The options are: Y – Yes, posting code is optional, N – No, posting code is not allowed, or R – Posting code is required

Note that these additional fields will not be able to simply be converted and function as before. The user will need to review and set these fields.

GL Posting Table F/M (SOF830)

The GL Posting Table F/M (SOF830) program was renamed Returns GL Posting Code on the CRS sub menu. To accommodate the previous functionality of posting by disposition code, you now assign a GL Posting Code to a return line to indicate the GL accounts for posting. If the GL Posting Code is left blank then the SO to GL Posting F/M will be used. You can create the Returns GL

posting code and indicate the GL accounts for Returned Inventory, Customer Returns, Returned Cost of Goods Sold, Scrap Inventory, Scrap COGS, Warranty and COGS.

Returns Reason Code F/M (SOF820)

The Returns Reason Code F/M (SOF820) program was modified to contain a new field, Default Returns GL Posting Code. This field can be left blank. If set, this value is the default used for the GL Posting Code when a new return line is entered with the specified Returns Reason Code.

Returned Goods Credit Memo Processing

As the return goods credit memo is processed through the Daily Sales Register it will change the status flags for the vendor returns so the Buyer's Control Center can then process the returns to the vendor and create the negative PO. The Buyer's Control Center will also be aware of any vendor replacements that are indicated by a customer return and create the replacement PO. These will update back to the CRS files.

Usage Updates from the Daily Sales Register

If the Update Usage field in Customer Returns Entry (SOE810) is set to No (unchecked) then usage will not be updated. If Update Usage is Yes (selected) and the Usage Period is blank then the current period usage will be updated and set to the current period. If Update Usage is Yes and the Usage Period is not blank then the usage for the indicated period will be updated.

System Management

Feature: User Management

Details: The User Management program allows system administrators to get users out of the system when administrative tasks demand. Users in inquires and at the menu will have their session terminated immediately. Users in data-changing programs such as entries and file maintenances will be given a message requesting them to close their FACTS sessions. Users will not be allowed back in FACTS until the administrator gives the all clear. V-7.6

Feature: Field-level Security

Details: With administrator privileges, secure any field with a password or security code with the click of a mouse. V-7.7

Feature: User Preferences File Maintenance

Details: Users can now change their own password, user interface preferences, and phone/fax information! Each user simply uses the User Preferences F/M to change his or her own information. V-7.5

Feature: Field Audit

Details: Track Changes to any field in any file maintenance. V-7.7

Feature: Executive Inquiry

Details: This replacement to System Management Inquiry provides a graphical representation of real-time business metrics. Dashboard panels can be launched and left open on the desktop for constant monitoring of business critical activity throughout the day. V-7.7

Feature: Enhanced Passwords

Details: To support Sarbanes-Oxley compliance, passwords now can be set to expire, have required types of characters such as numbers, and can be a required length. Administrators can also require the user to change their password at given intervals. Users can be locked out after a number of failed attempts. V-7.6

Feature: More definable printers

Details: Define up to 9999 alphanumeric printers. V-7.7

Feature: Advance Inventory Management (AIM) Replenishment Enhancement

Details: The System Management module changes are covered in this section. V-7.8

System Alerts and Background Processes

The system alert and background processing routines facilitate any actions needed to feed into the Buyers Control Center and Exception Control Center. The system has a defined set of routines and the update interval required to perform the exception and replenishment calculations. In addition, order point and line point adjustment routines receive updates during system register processes. Receipt of items will adjust the order point based on lead time changes for example, and occur automatically at preset intervals. The background processing agent is responsible for handling these updates and providing the data to the system.

To add a subscription for an alert using the Manage Alert Subscriptions (ALE105) screen, specify the Available Subscription values listed for the specific alert you are subscribing to.

7.8 Program Impact

System Alerts Dashboard

The System Alerts Dashboard is used to review the alerts that a user is subscribed to and manage alert subscriptions. In the browser in the lower portion of the screen, the system displays the alert code and description and number of subscriptions for each.

You can highlight an alert line in the browser and select Manage Subscriptions to access the Manage Alert Subscriptions (ALE105) screen where you can add a subscription for an alert type.

You can select Alert Details to view the Details for System Alert screen, which displays the Alert code and name, an explanation of the alert and the condition that generated it, where the alert is delivered—to the user, the Exception Control Center program or both, and the available subscription values. Once you have reviewed the alert detail information, select the Ok button to exit the screen and return to the System Alerts Dashboard.

Manage Alert Subscriptions

Use the Manage Alert Subscriptions program to add or delete alert subscriptions for the specified alert type and user. For system administrators you can enter the user code as needed to add alerts.

User Code F/M (SMF410)

The user's email address to be used by the system when sending program-generated information was added to the program.

User Preferences F/M (SMF440)

A new My Alerts button was added to the program so you can access the System Alerts Dashboard, where you can subscribe to system generated alerts.

Company Control F/M (SMF920)

The From email address to indicate where email is from when sending system-generated email alerts and the Reply Email address to indicate where email is sent from when replying to system-generated email alerts were added to the program.

System Control F/M (SMF950)

The From email address to indicate where email is from when sending system-generated email alerts and the Reply Email address to indicate where email is sent from when replying to system-generated email alerts were added to the program.

Feature: Background Scheduler Dashboard (SMC950)

Details: The new Background Scheduler Dashboard enhancement allows FACTS administrators to schedule background activities. The browser displays each of the background processes currently scheduled, including the process code and description, run frequency, next scheduled run date and time, last run date and time and result. You can modify the schedule for a background process using this screen. You can select the Detail button to view the background process code and description, program that generated the alert, the last scheduled and non-scheduled run times, standard run method and retry time interval. Select the Show History button to access the Background Processor Results screen to review results file details for the alert highlighted in the browser. The display includes the background alert process code and description, start and completion dates/times for the alert, the alert result status, error code, run time and user code that generated the alert. V-7.8

Feature: System Clean Up F/M (SMF993)

Details: The new program, System Clean Up F/M (SMF993), is used to specify how long to retain information, such as closed alerts and background processing history in the FACTS system before it is removed. You can specify the number of months to keep closed alerts and background

processing history. The date program last ran is displayed at the top of the screen and the count of the number of closed alert and background process records removed on the last run are displayed in the center of the screen. V-7.8

Feature: Supplemental Resource Handling

Details: FACTS was enhanced to allow different resources, like external documents, images, etc., to be linked with specific entities. Resources can be stored and managed by FACTS or by the user. V-7.8

A new program, Supplemental Resource Manager (SMC910), was added to the System Management module to manage and view supplemental resources for FACTS. You can select the entity type and entity to see the resources and associated resources linked to the entity. If the selected resource in line browser is an image type that is supported by PXPlus as one that can be viewed, it will show the image in a preview pane. You can browse existing resources, add a single resource or multiple resources, delete, edit attributes, open, check in, and check out resources, depending on certain security restrictions. The program can also operate in sync mode. When in sync mode, whenever a field in another program with the same entity type selected in the Resource Manager has focus and there are resources associated with that entity, the Resource Viewer will show the resources. The menu icon for the Resource Manager is a paper clip attached to two pieces of paper, one with an image, and one with writing on it. This icon is also used to indicate resources exist in other areas of FACTS.

7.8 Program Impact

Resource Selector (SMC915)

A new Resource Selector (SMC915) program was created to add resources to FACTS. To use this program you must with proper permissions set in Security Maintenance. You can add a single resource or multiple resources at one time. You can utilize the program's drag and drop capability to select a single or multiple resources from a system that supports drag and drop and dragging them onto the grid of the Resource Selector or the list box of the Resource Manager (SMC910) program. When files are dropped onto the grid, all resources are flagged according the resource type settings in the header.

Company Control F/M (SMF920)

Company Control F/M (SMF920) was modified to contain a Base Resource Directory name field on the Security/Settings tab to enter the default resource directory. If the resource directory does not exist the user has the option to create it. If the user chooses not to create one, the field is cleared. The creation of the directory is completed on the validation of the field, even though the user can exit the record without saving. The Resource Manager program will ultimately be responsible for the integrity of the resource directory structure.

Two new programs were introduced to add metadata.

Resource Type F/M (*SMF006)

The new program Resource Type F/M (*SMF006) was added to allow entry of resource types for the SMRTYP table metadata. The type is used in the SMRLOC file. Any resource that does not specify how it is to be opened will use system help as a default. The target in the system_cmd line will be designated by {filename} and replaced at runtime.

Resource Metadata F/M (*SMF005)

The Resource Metadata F/M (*SMF005) program allows entry of data for SMRSMD metadata file. This file is used to determine the name of the directory where this entity file's resources are kept, and which entity files are associated with this entity file. The Resource Manager (SMC910) SMPRMT variable needed for each key field will be calculated and shown. The Sync character for SMUSED file and a description is also included.

Service and Repair

Feature: Service and Repair Module Re-launch

Details: The Service and Repair (SR) module has been converted to a graphical user interface and re-launched as a part of the FACTS 7.8.0 release. In addition to new graphical screens, service ticket close processing has been incorporated into Order Confirmation and is no longer a separate entry process. The time entry process has been streamlined, and it is now possible to view and update time for the whole ticket at once. Reporting improvements were also added for historical reporting and the allocation of fixed costs. All Service and Repair forms are now captured by UnForm Archiving. V-7.8

FaxLink

Feature: FaxLink Cover Page enhancement

Details: The FaxLink module now integrates with VSI-FAX, a best-of-breed faxing software package. VSI-FAX has coverage functionality that allows full customization of graphics, custom tag placement, and more! Users can create custom cover pages in VSI-FAX's CoverMaker utility. V-7.2

Feature: Return Fax Number by User

Details: Each user can have their own return fax number—great for multiple locations. V-7.5

External Warehouse Management System (EWMS)

Feature: Create IC Record (ECW782)—Program Removed

Details: The Create IC Record (ECW782) program was removed from the EWMS system. V-7.8

Feature: Upload Record from WMS (EWU100)—Processing Check for Valid Company

Details: The Upload Record from WMS (EWU100) program was modified so that before the program is accessed, processing now checks to ensure a valid company is entered on the EWMS tab of SM System Control F/M. If there is not a valid company entered on the EWMS tab of SM System Control F/M, a message appears when the user attempts to access the Upload Record from WMS program. V-7.8

Cross-Module Enhancements

Feature: FACTS New Architecture

Details: Infor made it easier and faster to bring new features to FACTS users by re-architecting (restructuring) the product from the ground up. V-7.7

Some of the advantages of the new architecture include:

- Personalization--Each user can personalize aspects of FACTS to better meet their needs.
- Searches and inquiries retain the preferred sort order and allow the user to specify the columnar layout of the data displayed.
- Frequently used views found in the inquiries can be designated as favorites so that they appear first or unused views may be hidden. Or, FACTS can automatically determine which views are most often used using Smart Views.
- The sync feature has been enhanced to allow the user to open desired views in separate windows. Power users performing order entry are able to arrange their desktop with this collection of views of frequently used information.
- Resizable screens allow you to choose the font and screen size to reduce scroll time or improve legibility.
- Speed:
Customize the entry programs (like Sales Order Entry and Purchase Order Entry) to expedite order entry time. Fields that are never or hardly ever used can be skipped.
Use the Autocomplete feature to speed data entry. Start typing the first characters of frequently used data and the data automatically pops-up.
Select a date through the new pop-up calendar available in all date fields.
- Reports:
Report Templates allow users to set up the report one time and save those settings as a template. Templates can be personal or system-wide. Users can choose a default template for every report, or pick from a list of existing personal and system templates.
The new report viewer allows users to search for a text string in a report, go to a specified page, and page up and down. Using the viewer in the graphical mode, the user can copy to the Windows clipboard or print to the Windows printers.
- Notes:
The new notes functionality is powerful and easy to use. Each type of note (customer, vendor, item, sales order document, etc.) has multiple user-defined categories. Full create/edit/delete security is included, along with an administrative user function. Urgent notes can optionally pop up in entry programs (like Order Entry) to warn users of special issues.
- Modifications:
Once modifications have been created in the new architecture, porting them forward to future releases is less costly because modifications sit outside of standard programs. The cost

savings allows you to upgrade more often to take advantage of the new functionality in future releases, so your business is not tied to one release level.

Feature: User-Defined Fields

Details: Each of the major file maintenances (Customer F/M, Ship-To F/M, Vendor F/M, and Item F/M) have five user-defined fields. An administrative-level user can define the field type (Date, Numeric, Text) and give the fields custom labels. V-7.4

Feature: Document Inquiry Drill-down from Ledgercards

Details: For any ledgercard that has a document associated with it, you can drill down to the associated document inquiry if the document is still on file. V-7.4

Feature: Report Formatter

Details: The Report Formatter allows users to change the way information is presented on a report. The Report Formatter provides unlimited custom layouts for each report. V-7.4

Features include:

- Designate the report output: XML, HTML, Excel, ASCII delimited, flat file, or another available output option.
- Choose any available field of data to be displayed or not.
- Change column header titles.
- Change which columns get totaled.
- Change the width of fields.
- Change XML tags on a field-by-field basis for each layout.
- Designate security on fields to prevent certain fields from printing for users who do not have proper security.
- Save a layout as personal or as a System layout, and associate the layout with a Report Template.