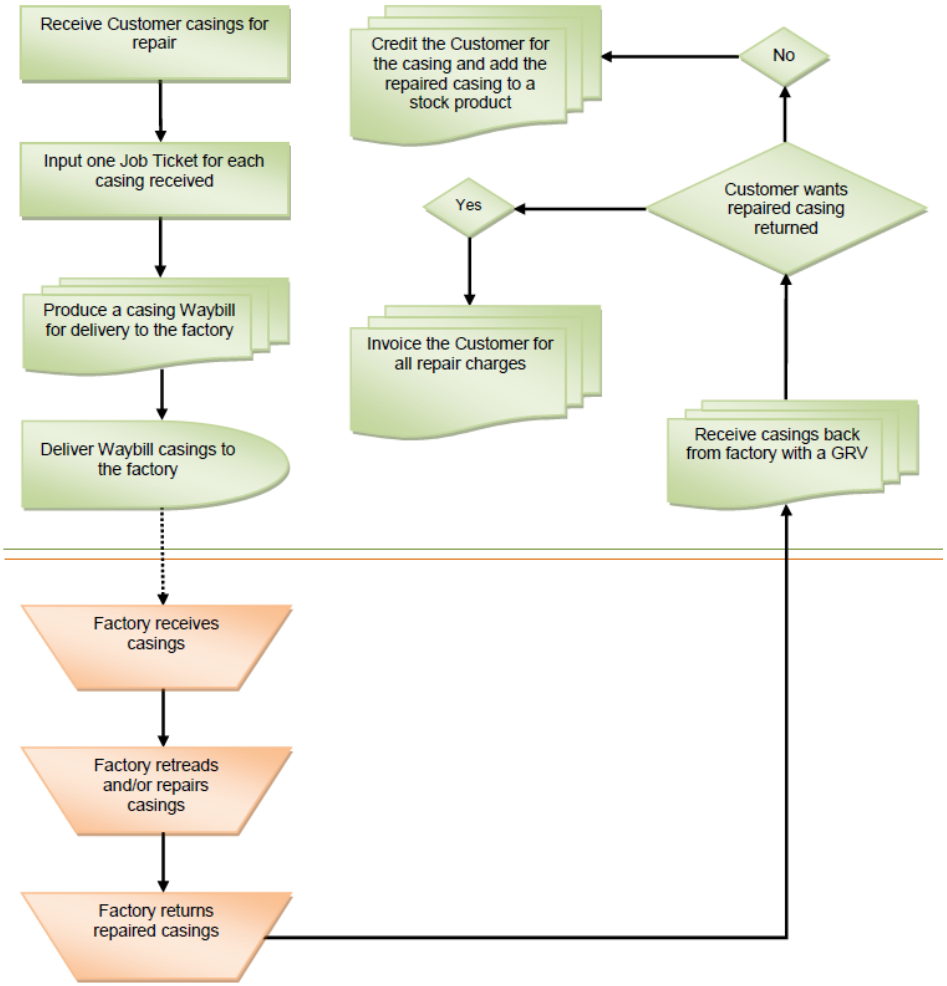
Chapter 3: Factory Casing Tracking Module

Casing Tracking

Purpose: Explains functionality of the Factory Casing Tracking system. The Casing Tracking system effectively manages outbound and inbound flow of casings sent to a retreading factory for repair, and returned from a retreading factory when repairs are completed. The system contains all the controls to manage and simplify the work flow. The accounting for all work flow movement of casings is automated using the existing Advantage system infrastructure.

The Factory Casing Tracking system is introduced in Advantage version 2004.5.1.

Flow Chart of the Casing Tracking processes



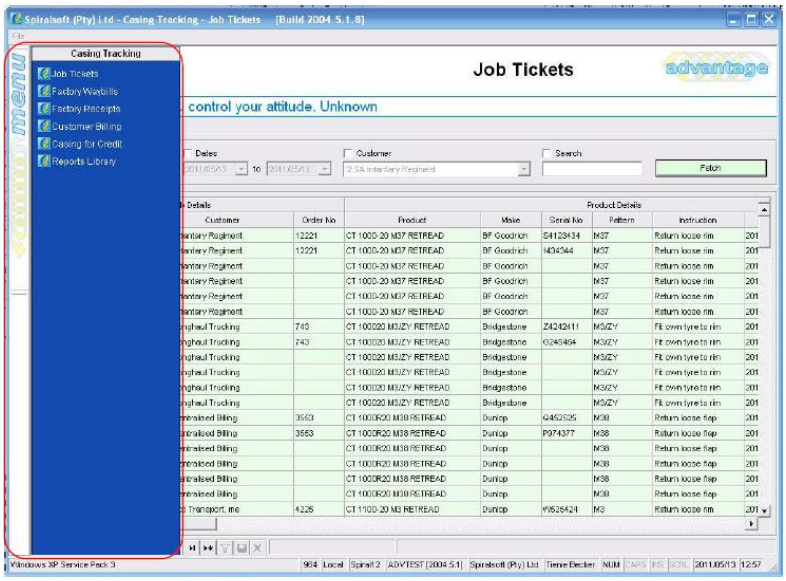
Casing Tracking Menu

Purpose: Explains the menu options and system processes in the Factory Casing Tracking system.

Where to find it: Double-Click Factory icon . Casing Tracking

The Factory system is accessed by double-clicking on the light blue Casing Tracking icon on the desktop.

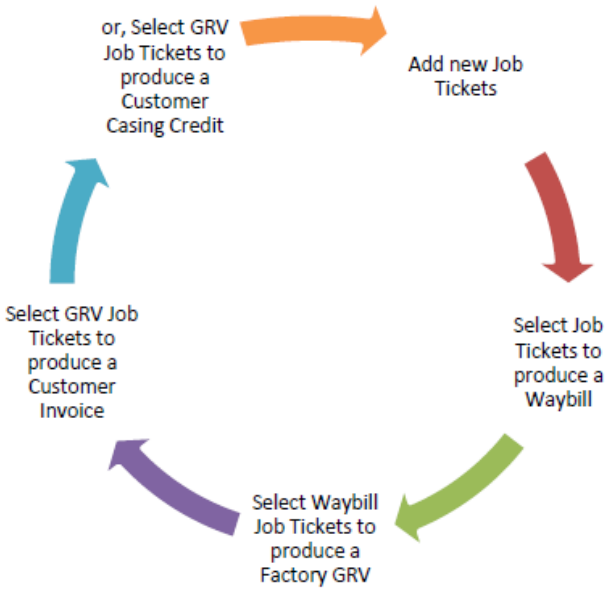
The menu options



The Casing Tracking system processes

1. The menus items are displayed in the sequence of the processes that a Job Ticket will follow through the system.
2. The following processing functionality is available in the factory system:
3. Job Tickets – Used to load new Job Tickets in to the system. One Job Ticket represents one tyre casing. Casings are brought into stock by the system when saved.
4. Factory Waybills – Used to select Job Tickets to dispatch to the factory for repair. A Waybill document that lists all the Job Tickets selected is printed. Casings are taken out of stock by the system when Waybill is saved.
5. Factory Receipts – Used to receive repaired casings from the factory into stock. The cost of each of the three repair processes is input into the system. These costs must balance to the factory invoice value. A GRV document that lists all the Job Tickets received is printed. Casings are brought into stock by the system when GRV is saved.
6. Customer Billing – Used select billable Jobs to invoice to the Customer. A selling price for each of the three repair processes is input into the system, if required. The selling price is initially determined by the system by applying a hierarchy of system pricing models that include Cost+Plus, Contract, Discount, and Normal Billing. The Profit Protector is applied if set in Back Office . System Options.
7. Casing for Credit – Used to credit the Customer for a repaired casing if the Customer no longer requires it. The Customer account is credited using a Refund document, and the cost and quantity all the repair products is adjusted and transferred to a selected Stock Product.

The circular work flow in the Casing Tracking system follows this continuous sequence of stages:



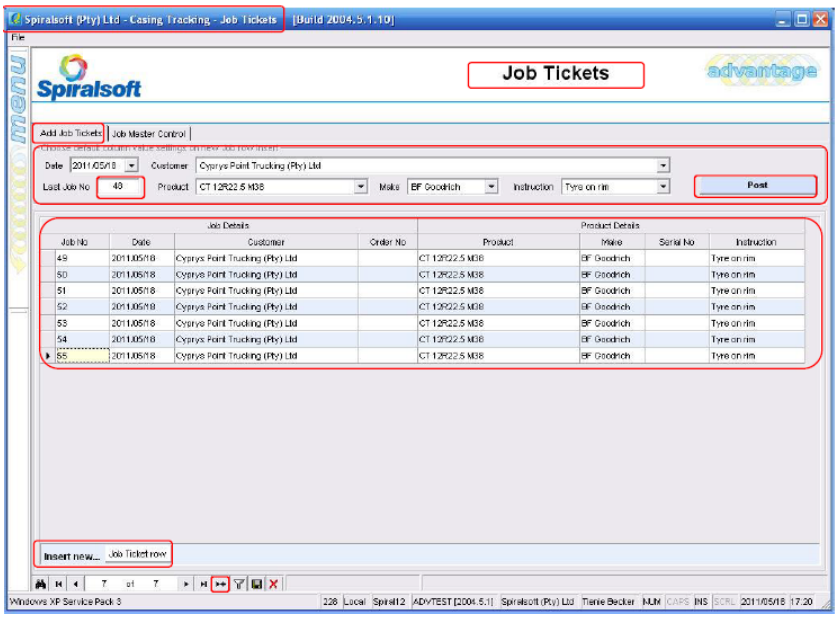
1. Initial setup required for Casing Tracking Before creating the first Casing Tracking, do the following:
2. Verify that a valid user e-mail address exists in the User Catalog for each user that creates Casing Tracking. This is the sender e-mail address and is required when a user sends e-mail messages. Verify that a valid company e-mail address exists in the Company Catalog.
3. Verify that Microsoft Outlook e-mail client is installed on the computer, and that e-mail account login user name and password details have been set up and working correctly.
4. Create Customer casing and Stock retread products in the Back Office . Product Catalog. The casing product description should be generic and contain the size and tread pattern only. To assist when searching for these products in the system, assign a unique prefix such as CT and ST to the product description. Initially assign a retail price and a zero cost to each of these products. The retail price will provide a base from which to invoice the customer and is used in calculating the gross profit when invoicing the customer.
5. Cost+Plus Billing, Contract pricing, Discount Billing pricing models, and Profit Protector is supported.
6. All printed documents in the Casing Tracking system use A4 cut sheet paper on laser or desk jet printers only.
7. All documents are printed on the Reports printer designated in the Back Office System . Workstation Options.
8. Set up a Reports printer, as required. Picklist printing is supported.
9. Casing Tracking .pdf documents are exported to the folder specified in the 'Export Customer Documents path' System Option. If required, create a folder and set up the path in System Option . Customers tab.

Job Tickets

Purpose: Explains the functionality and procedure to load a Job Ticket into the system.

Where to find it: Click Menu . Casing Tracking . Job Tickets . Add Job Tickets tab

Add Job Tickets tab



How to add a Job Ticket

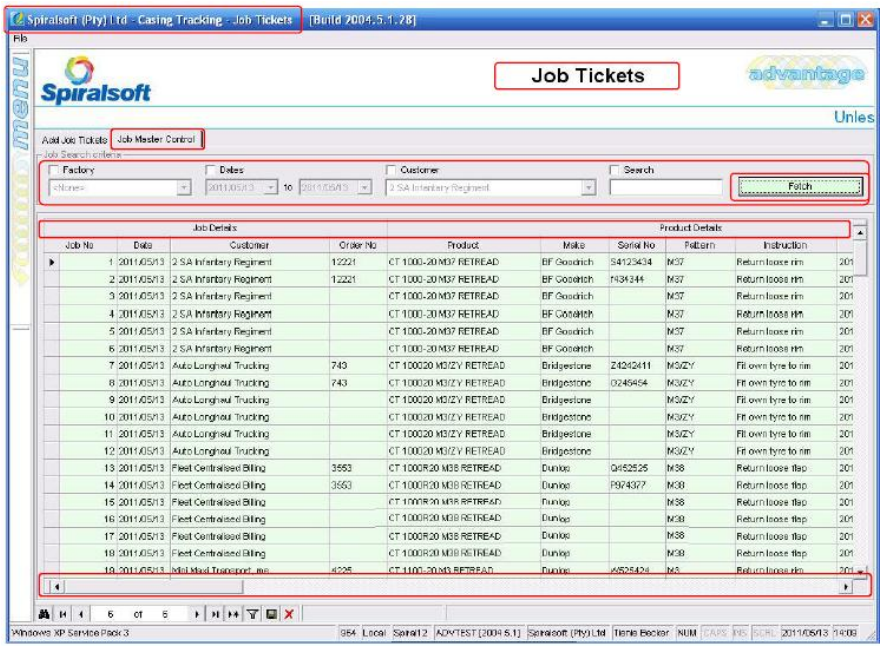
To add a Job Ticket do the following:

1. Set the default column value settings at the top of the form. The values in these fields are used when adding a new Job Ticket row in the list.
2. Notice the Last Job No field. This was the number of the last Job Ticket added. The number can be changed as required and new Job Tickets will be added starting with the new number. Job numbers can be changed at any time before saving.
3. When ready to add, click the 'Insert new… Job Ticket row' button at the bottom of the list. A new Job row is inserted in the list. You can also click the Insert button in the Navigation Bar to insert a new Job Ticket row.
4. Job Ticket numbers are validated to prevent duplicate numbers being added.
5. **Be aware** that the product selected in the 'Product' column has significant importance. Its description should accurately describe the tyre casing, branding, and size, whether the casing is to be retreaded or repaired only. The description does not need to include the make or the retread pattern required, as this is can be selected separately
6. Modify the values of the columns in the list, as required.
7. To add more Job Tickets, repeat steps 1 through 5 above.
8. When ready, click the 'Post' button to save the Job Tickets.

Job Master Control tab

Purpose: Explains the functionality and procedure to view the Job Ticket Master Control.

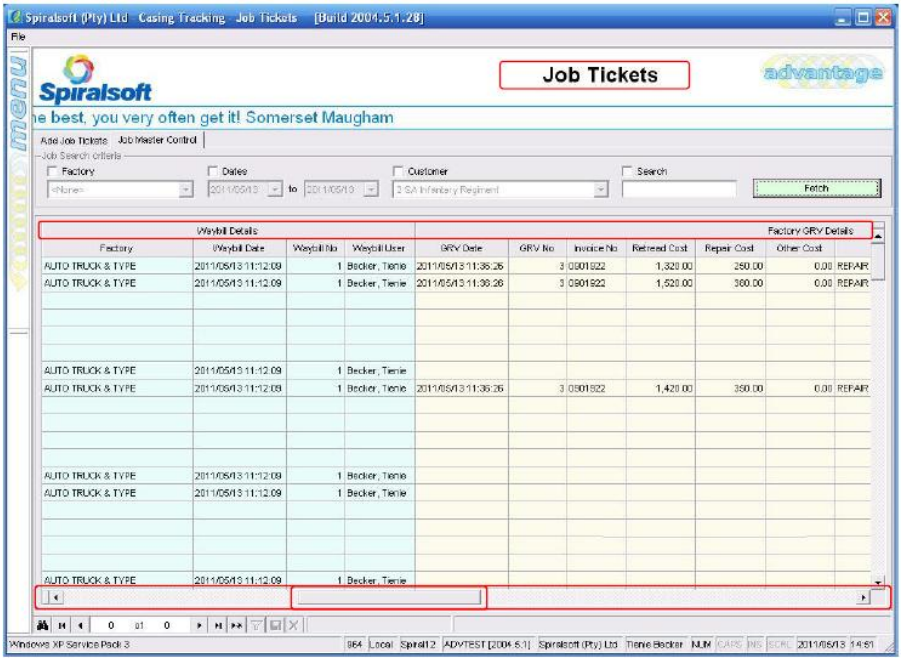
Where to find it: Click Menu . Casing Tracking . Job Tickets . Job Master Control tab



Viewing the Job Master Control

To view the Master Control, do the following:

1. Click the Fetch button to fetch Job Tickets process history, or click one of the search criteria check boxes and choose search criteria. If the 'Search' check box is ticked, search criteria can be typed in. These criteria can search for any date, job number, order number, serial number, waybill, GRV, factory invoice, customer invoice, casing credit, or stock adjustment number in the Factory system.
2. Click the Fetch button. The Job Tickets found will be displayed in the list.
3. In the form image above, notice the various multi-coloured process sections that display information of each Job Ticket as its progress through the system is tracked.
4. There are 6 sections with 40 columns of information in total. The sections are as follows:
5. Job Details – light green
6. Product Details – light green
7. Waybill Details – light turquoise
8. Factory GRV Details – light yellow
9. Customer Billing Details – medium yellow
10. Casing Credit Adjustment Details – light peach
11. The sections are filled with information from left to right, as each Job Ticket progresses through the system. If a section displays blank information, the Job Ticket has not yet been processed from that section onwards.
12. See the form image below to illustrate the information in the Waybill Details section (light turquoise) and Factory GRV Details section (light yellow) sections.



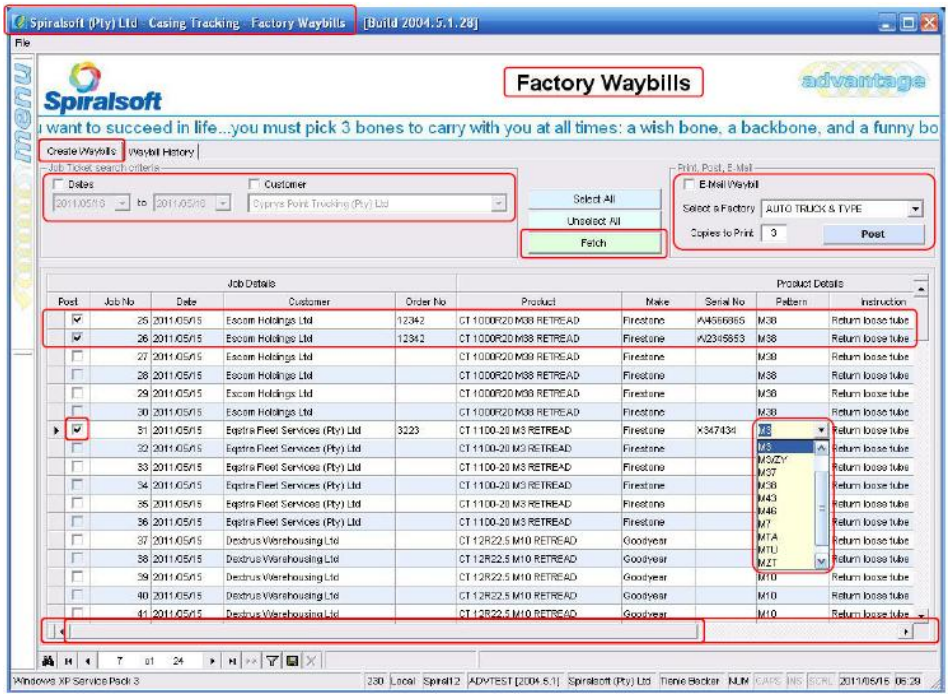
13. Slide the Scroll Bar at the bottom of the form from left to right to view the other sections.

Factory Waybills

Purpose: Explains the functionality and procedure to create a Waybill of Job Tickets for dispatch to a factory for retreading and/or repair.

Where to find it: Click Menu . Casing Tracking . Factory Waybills . Create Waybills tab

Create Waybills tab



How to create a Waybill

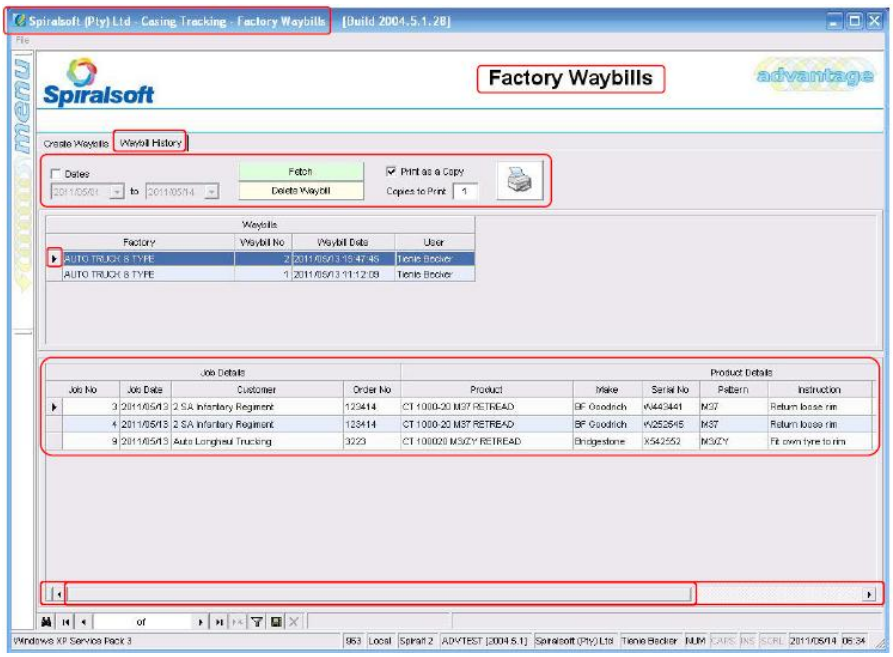
To create a Waybill, do the following:

1. Click the Fetch button to fetch all open Job Tickets, or click one of the search criteria check boxes and choose search criteria, and then click the Fetch button. The Job Tickets found will be displayed in the list.
2. Notice that the Customer search list only contains Customers with open Job Tickets.
3. Click the 'Post' column check box to select Job Tickets you want to include in the Waybill.
4. Notice the list contains some columns that are editable. Modify the values of the columns in the list, as required.
5. When ready, select a Factory from the list. If Waybills were created previously, the Factory list will automatically display the most popular factory used before.
6. Select the number of Waybill copies to print.
7. Click the 'Post' button to save the Waybill. Only Job Tickets with the 'Post' check box ticked will be posted.

View Waybill history

Purpose: Describes functionality of the Waybill History tab. All Waybills created are saved in Waybill History where they can be viewed, printed, or deleted.

Where to find it: Click Menu . Casing Tracking . Factory Waybills . Waybill History tab



To view Waybill History, do the following:

1. Click the Fetch button to fetch all Waybills, or click the 'Dates' check boxes and choose the dates required, and then click the Fetch button. The Waybills found will be displayed in the list.
2. Click on a Waybill row in the top Waybill list to view its Job Tickets in the list at the bottom.
3. Notice that the Job list contains all the Job Tickets that were included on the Waybill. Job Tickets in the lists cannot be edited.
4. Slide the Scroll Bar at the bottom of the form from left to right to view the more information.
5. To delete a Waybill, do the following:

6. Only Waybills that contain Job Tickets that have not yet been received back from the factory on a GRV can be deleted. Once any of the Jobs on the Waybill are received back from the factory on a GRV, the Waybill can no longer be deleted.
7. Select the row to delete by clicking the row selector on the left of the row. The row is highlighted as in the example above, its Job Tickets are displayed in the list below, and the 'Delete Waybill' button is enabled. The printer button is also enabled.
8. Click the delete button. All the Jobs in the list are reversed to a state exactly as they were before the Waybill was created, and Job quantity is deleted from the stock.

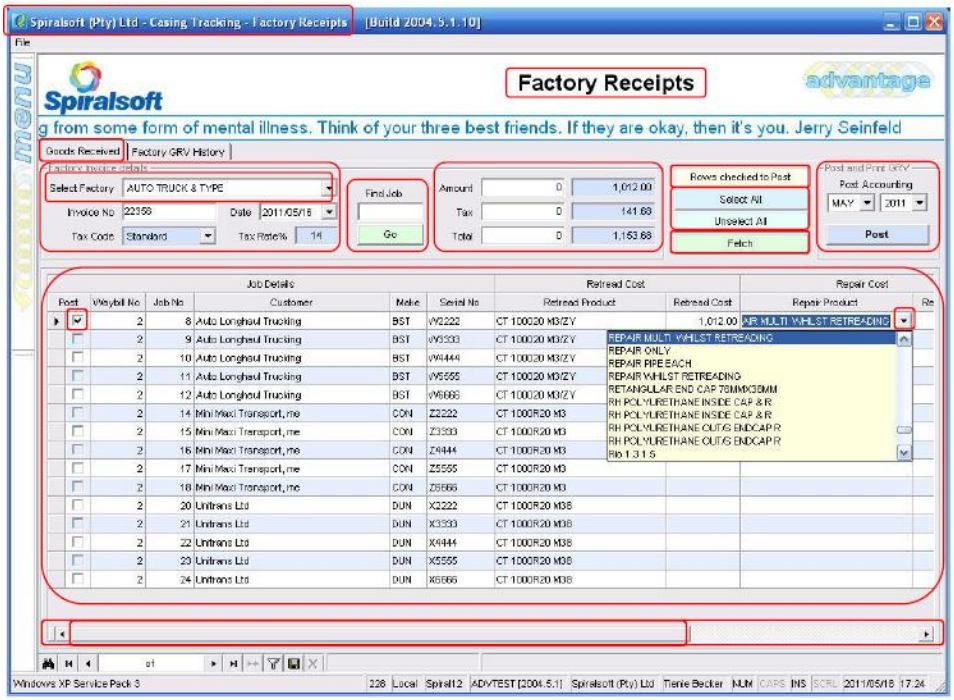
   To print a Waybill, do the following:
9. Select the row by clicking the row selector on the left of the row. The row is highlighted as in the example above, its Job Tickets are displayed in the list below, and the printer button is enabled.
10. The 'Print as a copy' check box determines whether to print the Waybill as a 'Copy' or not.
11. Select the number of copies required.
12. Click the printer button. The Waybill will be printed.

Factory Receipts (GRV's)

Purpose: Explains the functionality and procedure to create a Waybill of Job Tickets for dispatch to a factory for retreading and/or repair.

Where to find it: Click Menu . Casing Tracking . Factory Receipts . Goods Received tab

Goods Received tab



How to create a Factory Goods Received Voucher (GRV)

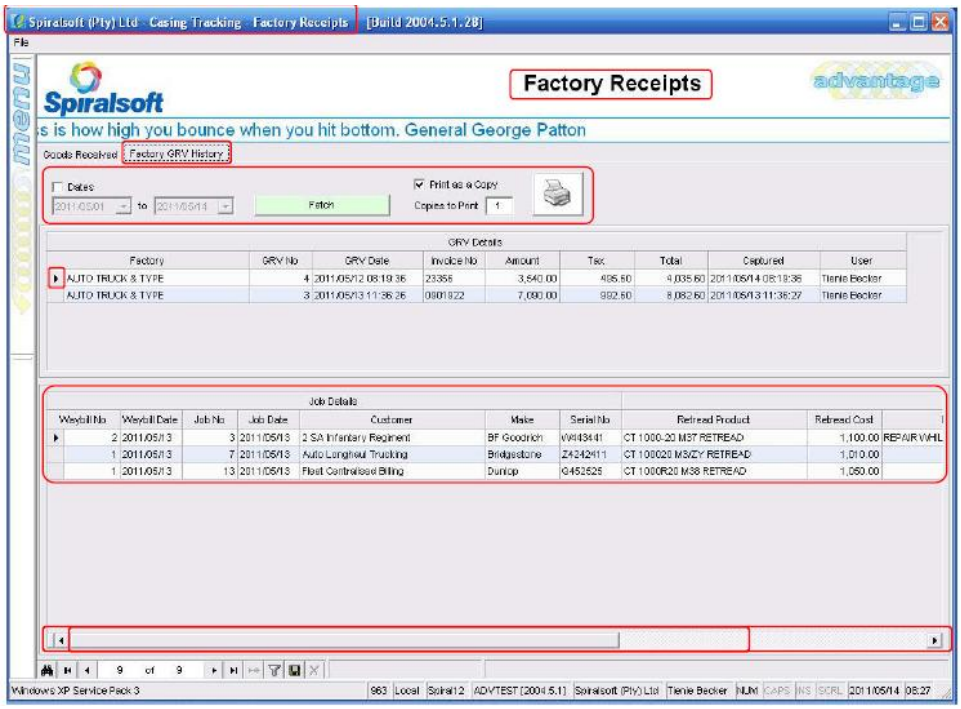
To create a GRV, do the following:

1. In the factory Invoice details section, select a factory from the list. Notice that the Factory select list only contains factories that have outstanding Waybill Job Tickets. The tax code of the Factory, as set in the Back Office . Supplier Catalogue automatically determines the Tax Code and Tax Rate% field settings.
2. Type in the factory invoice number in the 'Invoice No' field.
3. Select the invoice date in the 'Date' date selection tool.
4. Type in the Invoice Net amount, Tax amount, and Total amount in fields provided next to the factory selection list.
5. Click the Fetch button to fetch all Job Tickets sent to the selected factory on a Waybill, and that have not yet been processed back from the factory on a GRV. All Job Tickets found will be displayed in the list.
6. Notice the list contains some columns that are editable. Modify the values of the columns as described below.
7. To find a specific Job Ticket number in the list, type its number in the 'Find Job' field, and press the 'Go' button.
8. The list will navigate to Job Ticket number row.
9. Click the 'Post' check box in the list to select Job Tickets one-by-one that match those found on the factory invoice.
10. Alternatively, click the 'Select All' button to tick all the Job Tickets in list, if required. You can then un-tick those you do not want by clicking the 'Post' check box in the list. Click 'Unselect All' to take the tick off in the 'Post' checkbox of all the ticked Job Tickets in the list.
11. Click the yellow 'Rows checked to Post' toggle button. When clicked, this toggle button changes colour to light turquoise and displays only the rows in the list that have the 'Post' check box ticked. To display all the Job Ticket rows again, click the toggle button again. The toggle button changes colour back to light yellow.
12. Type in the Retread Cost from the invoice, if applicable. Otherwise leave it blank.
13. Slide the Scroll Bar at the bottom of the form from left to right to view the more columns.
14. If the casing was repaired, select a repair product from the list in the 'Repair Product' column, and type in the Repair Cost from the invoice, if applicable. Otherwise leave it blank.
15. If there were other costs charged on the casing, select a product from the list in the 'Other Product' column, and type in the Other Cost from the invoice, if applicable. Otherwise leave it blank.
16. Notice that the amounts that are typed into the 'Cost' columns are automatically aggregated in the light blue control section fields next to the 'Invoice Amount' fields. This control ensures that cost amounts are filled in correctly so that the costs will balance to the invoice totals once all are completed. The GRV cannot be posted if the amounts do not balance.
17. When the invoice totals and control totals balance, ensure that the Accounting Period is correct.
18. Click the 'Post' button to save the GRV invoice. A number of pre-posting validations are performed to ensure that all the rules of GRV invoice posting are adhered to. If all the validations are successful, the GRV and invoice will be posted to the factory (Supplier) account a Factory Goods Received Voucher document will be printed.
19. Attach the GRV document to invoice to indicate that it has been processed in the system.
20. When posting is completed, the screen will be refreshed and new Factory search list and Job Ticket list will be built from the remaining Job Tickets not yet been processed back from the factory on a GRV.

View Factory GRV History

Purpose: Describes functionality of the Factory GRV History tab. All factory GRV's created are saved in GRV History where they can be viewed or printed.

Where to find it: Click Menu . Casing Tracking . Factory Receipts . Factory GRV History tab



To view GRV History, do the following:

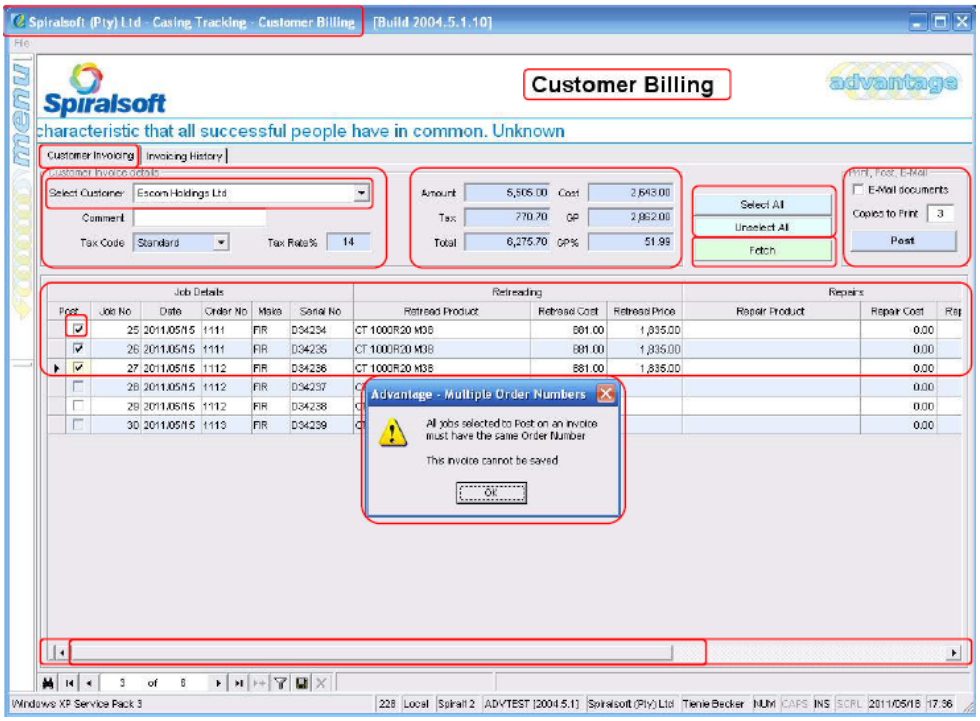
1. Click the Fetch button to fetch all GRV's, or click the 'Dates' check boxes and choose the dates required, and then click the Fetch button. The GRV's found will be displayed in the list.
2. Click on a GRV row in the top GRV list to view its Job Tickets in the list at the bottom.
3. Notice that the Job list contains all the Job Tickets that were included on the GRV. Job Tickets in the lists cannot be edited.
4. Slide the Scroll Bar at the bottom of the form from left to right to view the more information.
5. To print a GRV, do the following:
6. Select the row by clicking the row selector on the left of the row. The row is highlighted as in the example above, its Job Tickets are displayed in the list below, and the printer button is enabled.
7. The 'Print as a copy' check box determines whether to print the GRV as a 'Copy' or not.
8. Select the number of copies required.
9. Click the printer button. The GRV will be printed.

Customer Billing

Purpose: Explains the functionality and procedure to invoice repaired Job Tickets returned by the factory and received on a Factory Goods Received Voucher (GRV).

Where to find it: Click Menu . Casing Tracking . Customer Billing . Customer Invoicing tab

Customer invoicing tab



How to create a Customer Invoice

To create a Customer Invoice, do the following:

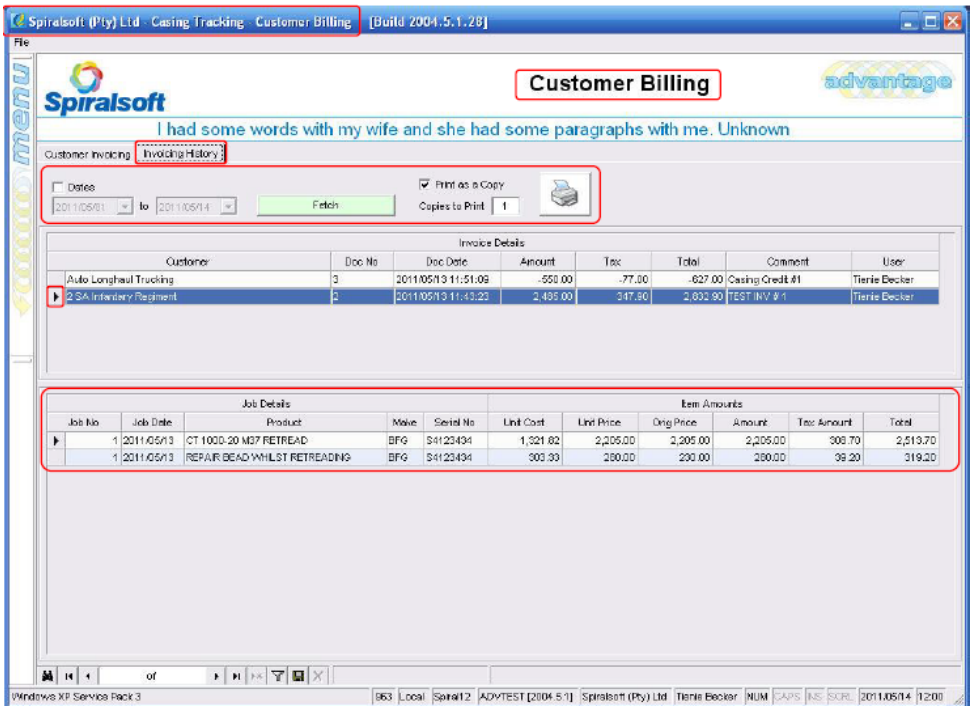
1. Before commencing with customer invoicing, the process will be greatly speeded up if the billing prices of all retread category products are set up in the Back Office . Product Catalogue.
2. In the customer Invoice details section, select a customer from the list. Notice that the Customer select list only contains customers that have un-invoiced GRV Job Tickets. The tax code of the Customer, as set in the Back Office . Customer Catalogue automatically determines the Tax Code and Tax Rate% field settings.
3. Type in comment in the 'Comment' field. The comment will be saved and printed on the invoice.
4. Click the Fetch button to fetch all Job Tickets for the selected customer received from the factory on a GRV, and that have not yet been invoiced. All Job Tickets found will be displayed in the list.
5. Notice the list contains some columns that are editable. Modify the values of the columns as described below.
6. Click the 'Post' check box in the list to select Job Tickets you want to include in the invoice.
7. Alternatively, click the 'Select All' button to tick all the Job Tickets in list, if required. You can then un-tick those you do not want by clicking the 'Post' check box in the list. Click 'Unselect All' to take the tick off in the 'Post' checkbox of all the ticked Job Tickets in the list.

8. **Notice** that when the 'Post' check box is checked, the system fetches the correct billing price for the product for the selected customer. The system applies a hierarchy of system pricing models that include Cost+Plus, Contract, Discount, and Normal Billing. The Profit Protector is also applied, if applicable.
9. **Notice** the message box displayed on the image above. It warns you that you may only select rows to post on an invoice provided all the rows have the same Order number, or the Order number is blank for all the rows selected.
10. You must type in a price in each of the '… Price' columns that have a cost in the corresponding '… cost' column. The price must be sufficient to ensure that a reasonable profit is made on the particular product.
11. **Warning:** If the System Option 'Allow Sale of Stock items BELOW COST' is switched off, the invoice will be saved if any item's selling price is below its cost price.
12. **Warning:** Only type in a price in any of the '… Price' columns it has a cost in corresponding '… Cost' column, and it has a product in the corresponding '… Product' column. Otherwise leave it blank.
13. The system will only place a price in a '… Price' column if:
14. A retail price exists on the system for the applicable product.
15. A cost exists and Cost+Plus Billing is applied for the selected customer.
16. The system will only apply the Profit Protector settings if a price and a cost exists for the applicable product.
17. You can replace the system billing price by typing in a price in:
18. The 'Retread Price' column, if it has a 'Retread Cost' (from the GRV) and it has a 'Retread Product' selected. Otherwise leave it blank.
19. The 'Repair Price' column, if it has a 'Repair Cost' (from the GRV) and it has a 'Repair Product' selected. Otherwise leave it blank.
20. The 'Other Price' column, if it has an 'Other Cost' (from the GRV) and it has an 'Other Product' selected. Otherwise leave it blank.
21. A separate product item row is created on the invoice for each of the '… Product' columns that are not blank and that have a product selected in it.
22. **Warning:** If a product is selected in any of the '… Product' columns, that product will be billed using the price in the '… Price' column, even if it is a zero amount.
23. Slide the Scroll Bar at the bottom of the form from left to right to view the more columns.
24. **Notice** that the amounts that are typed into the '… Price' columns are automatically aggregated in the light blue control section fields next to the 'Amount' and GP fields at the top of the form.
25. **Notice** that the Cost and GP totals in the light blue control section fields at the top of the form are automatically aggregated when a price is typed into the '… Price' columns.
26. The invoice balances when the invoice totals and control totals balance.
27. Before posting the invoice, ensure that the correct Accounting Period is set, and that the required number of copies to print is selected.
28. Click the 'Post' button to save the Invoice. A number of pre-posting validations are performed to ensure that all the rules of invoice posting are adhered to. If all the validations are successful, the invoice will be posted to the customer's account and the required number of copies of the invoice will be printed.
29. When posting is completed, the screen will be refreshed and new Customer select list will be built.

View Customer Billing History

Purpose: Describes functionality of the Customer Billing Invoicing History tab. All invoices created are saved in Invoicing History where they can be viewed or printed.

Where to find it: Click Menu . Casing Tracking . Customer Billing . Invoicing History tab



To view Invoicing History, do the following:

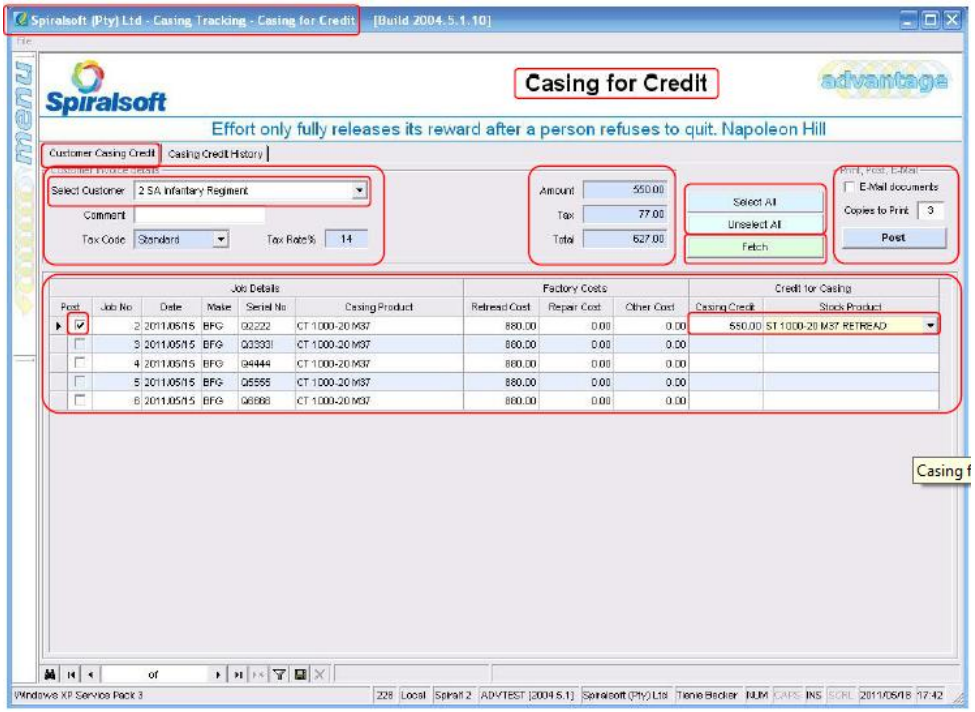
1. Click the Fetch button to fetch all invoices, or click the 'Dates' check boxes and choose the dates required, and then click the Fetch button. The invoices found will be displayed in the list.
2. Click on an invoice row in the top Invoice Details list to view the product items in the list at the bottom.
3. Notice that a separate product item row is created on the invoice for each of the Job Ticket items that had a repair cost. Invoice items in the list cannot be edited.
4. To print an invoice, do the following:
5. Select the row by clicking the row selector on the left of the row. The row is highlighted as in the example above, its product items are displayed in the list below, and the printer button is enabled.
6. The 'Print as a copy' check box determines whether to print the invoice as a 'Copy' or not.
7. Select the number of copies required.
8. Click the printer button. The invoice will be printed.

Casing for Credit

Purpose: Explains the functionality and procedure to credit the customer for a casing repaired and returned by the factory and received on a Factory Goods Received Voucher (GRV), and that the customer no longer wants.

Where to find it: Click Menu . Casing Tracking . Casing for Credit . Customer Casing Credit tab

Customer Casing Credit tab



How to create a Casing for Credit refund

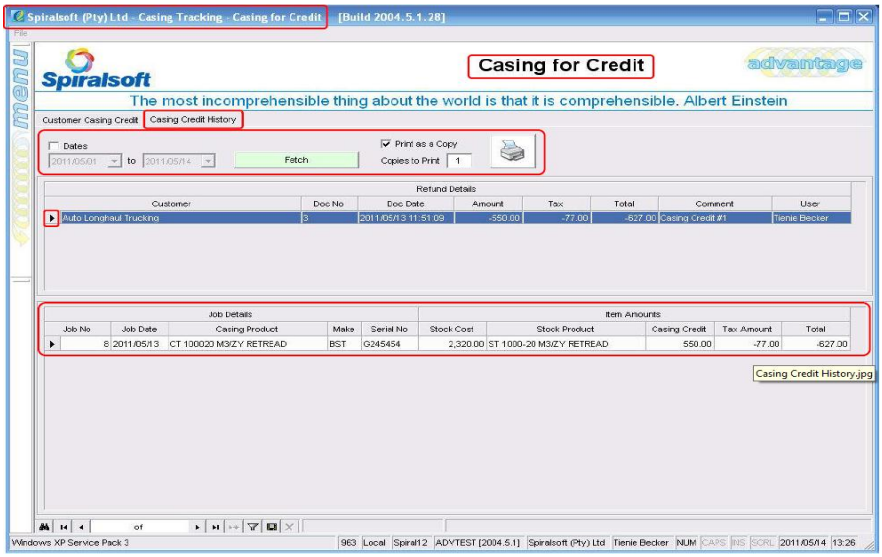
1. To create a Customer Casing for Credit refund, do the following:
2. In the customer Invoice details section, select a customer from the list. Notice that the Customer select list only contains customers that have un-invoiced GRV Job Tickets. The tax code of the Customer, as set in the Back Office . Customer Catalogue automatically determines the Tax Code and Tax Rate% field settings.
3. Type in comment in the 'Comment' field. The comment will be saved and printed on the invoice.
4. Click the Fetch button to fetch all Job Tickets for the selected customer received from the factory on a GRV, and that have not yet been invoiced. All Job Tickets found will be displayed in the list.
5. Notice the list contains some columns that are editable. Modify the values of the columns as described below.
6. Click the 'Post' check box in the list to select Job Tickets you want to include in the invoice.
7. Alternatively, click the 'Select All' button to tick all the Job Tickets in list, if required. You can then un-tick those you do not want by clicking the 'Post' check box in the list. Click 'Unselect All' to take the tick off in the 'Post' checkbox of all the ticked Job Tickets in the list.
8. You must type in a price in each of the 'Casing Credit' column. The price is negotiated with the customer.

9. Notice that the amounts that are typed into the Casing Credit' column is automatically aggregated in the light blue control section fields next to the 'Amount' fields at the top of the form.
10. Select a product from the list in the 'Stock Product' column. Choose a product that most accurately is the equivalent retreaded product of the casing that you are crediting the customer for.
11. When the casing credit is posted, the following stock adjustments will be posted:
12. The stock on hand of the 'Casing Product' will be transferred to the 'Stock Product'
13. The factory costs of the repaired casing (retread, repair and other costs), together with the casing credit amount, will be transferred and added to the existing costs of the stock product, and the average cost with be re-averaged.
14. The stock on hand of all the repaired products will be adjusted and transferred to the 'Stock Product'
15. Although each of the repair products have their own individual stock on hand when processed into the system with a Factory GRV, the stock on hand of all the repair products is reduced by one, and the quantity of one is added to the stock product.
16. The casing credit amounts are aggregated in the light blue control totals fields.
17. Before posting the refund, ensure that the required number of copies to print is selected.
18. Click the 'Post' button to save the Refund. A number of pre-posting validations are performed to ensure that all the rules of refund posting are adhered to. If all the validations are successful, the refund will be posted to the customer's account and the required number of copies of the invoice will be printed.
19. When posting is completed, the screen will be refreshed and new Customer select list will be built.

View Casing Credit History

Purpose: Describes functionality of the Customer Casing Credit History tab. All casing refunds created are saved in Casing Credit History where they can be viewed or printed.

Where to find it: Click Menu . Casing Tracking . Casing for Credit . Casing Credit History tab



To view Casing Credit History, do the following:

1. Click the Fetch button to fetch all invoices, or click the 'Dates' check boxes and choose the dates required, and then click the Fetch button. The invoices found will be displayed in the list.
2. Click on a refund row in the top Refund Details list to view the product items in the list at the bottom.
3. Refund items in the list cannot be edited.

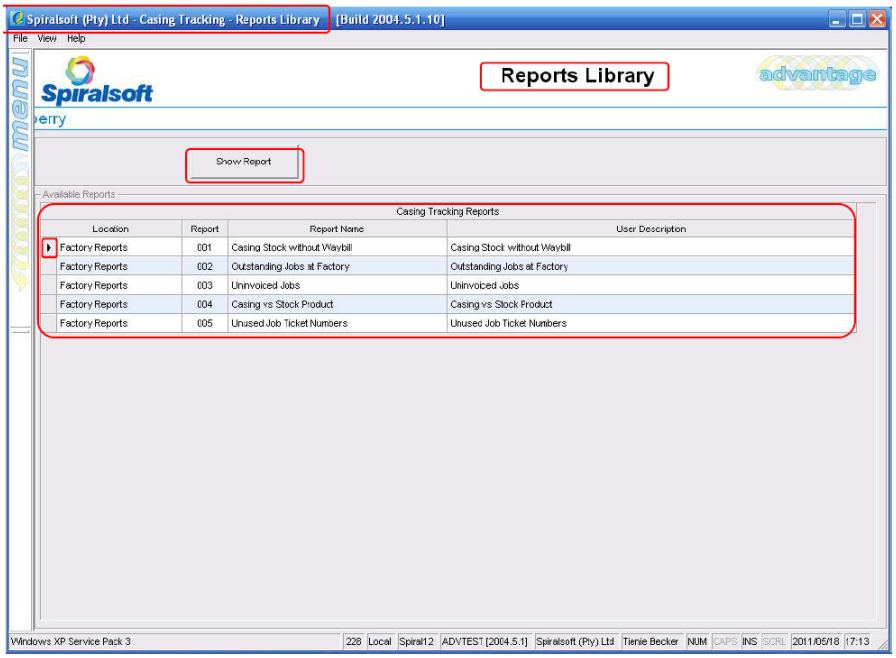
To print a Casing Credit, do the following:

1. Select the row by clicking the row selector on the left of the row. The row is highlighted as in the example above, its product items are displayed in the list below, and the printer button is enabled.
2. The 'Print as a copy' check box determines whether to print the Casing Credit as a 'Copy' or not.
3. Select the number of copies required.
4. Click the printer button. The Casing Credit will be printed.

Reports Library

Purpose: Explains the functionality and procedure to print reports in the Factory system.

Where to find it: Click Menu . Casing Tracking . Reports Library



How to select and print reports

To print a report, do the following:

1. Click on the report row in the list and click the 'Show Report' button. The report will be opened.
2. Select the options required, and click the 'Fetch' button.
3. If data is found for the options selected, the report will be formatted and displayed in the print viewer.
4. Click the 'Print' button in the print viewer to print the report.

5. To close the report, click the Windows Close button at the top right-hand corner of the window.