

AIMS Software, Inc.

Customers & Sales Procedures

Table of Contents

<u>Procedure</u>	<u>Page</u>
Customer Service - Orders	2
Customer Service - Order Releasing and Unreleasing.....	9
Inventory/Warehouse - Receiving Purchased Items	10
Inventory/Warehouse - Receiver Move to Stock.....	12
Inventory/Warehouse - Customer Order Pick/Pack/Ship Process.....	14
Accounts Receivable - Customer Information Maintenance.....	18
Accounts Receivable - Processing Cash Receipts Procedure	20
Accounts Receivable - Generating Statements & Aging Reports	22
General Ledger Interface & Month-End Guidelines /Procedure	23

Customer Service - Orders

Summary - This procedure describes how to handle and enter incoming orders from customer for products and to authorize returns/repairs. The source information for a customer order may be a written or faxed customer purchase order, a via phone. AIMS/ERP will process orders for any of the defined types of customer and retain the ground rules inherent in these types. Before attempting to define the procedure's steps, your ability to perform this critical task will be improved by understanding how AIMS/ERP handles customer names and customer orders. The two central concepts used are the Type codes assigned to names in the PROCUS table, and Order Types identifying each kind of customer order, as explained below:

PROCUS Type Codes - a given name in the PROCUS ("Prospects & Customers") table can have one or more Type codes. These type codes indicate to AIMS/ERP what rules are to be used in handling other activities where this entity name is involved. The degree to which the system has built-in rules pertaining to a type varies. The chief types with major functional logic tied to them are:

- **Dealer** - main customer type, may have open account relationship, may have sub-entities called Stores, can order any type of Customer Order. Buys finished good (main) products directly for resale.
- **Distributor** - also open account relationship enabled, but no sub-entities, can order any type of Customer Order. Buys finished good (main) products directly for resale.
- **User** - End customer/user of a product, which he/she purchased through a Dealer or Distributor. Typically may not purchase main "finished good" products directly.

These Type codes, which include Vendors, and the relationships between what Customer Order types can be accepted, and name of linked Profile windows and tables are defined in the Customer Types window, which is accessed from the System Control option on the Maintenance menu. This window's entries should not be modified unless one is very well trained in AIMS/ERP functions.

Order Type Codes - AIMS/ERP currently supports 4 types of Customer Orders, each with different logic, and which may be allowed with different customer types, as entered in the Customer Type code window. Each type has its own product catalog table, which in turn has its own prices. The order types correspond roughly to separate sales channels. The order types currently supported are:

- **Finished Good** - the company's main products, typically sold through a dealer or distributor for resale to end customers/users who actually use the product.
- **Spare Parts** - separate products, usually components or subassemblies of the main (finished good) products sold to support use and repair of these main products.
- **Merchandise** - separate products, sold or given away as promotional items, including hats and t-shirts, for example.
- **Return/Repair Orders** - This type of Customer Order is AIMS/ERP's product return method, also providing a full tracking of what has been authorized to be returned and its disposition after return, including full repair. Pricing of items sold under Repair Orders uses the Spare Parts Price/catalog table, and for services performed uses the Services Master table's defined services and prices.

The AIMS/ERP Customer Order environment is designed to support high-volume, high-productivity customer service and uses the following main steps:

1. Access the Order Entry environment from the menu. This places you in the Order Header portion of the process where a number of actions are performed.
2. Identification of callers, using the PROCUS Search Engine's window
3. Call Logging & communication history.
4. Once identified, responding to a variety of request for information, including status of units in repair, status of other, previously placed customer orders, printing of shipping labels for ad hoc item mailing,
5. Updating of the customer's name & address information, including adding of new User type customer names & use immediately.
6. Initiation of entry of an actual new Customer Order, by selecting an option from the Detail, or Order Type, which initiates the generation/assignment of a new customer order number and displays the order detail window for the order type.
7. Entry of the Order Detail information, which may be for product to be shipped, or to authorize return of a previously shipped product.

This set of functions can be used in a wide variety of ways, from straightforward entry of orders for sale of products to a full customer service environment. The sections below summarize the steps in each type, starting from the point where the Order Header window has been accessed: The steps below describe how to enter and use the AIMS/ERP order entry functions. Unless indicated by the word "Manual", all steps refer to actions taken in a window on the computer.

Finished Goods orders:

1. Manual - if the order has been faxed, review it to make sure all information is present to allow the order to be entered, including items desired, quantities and dates. If the order is being entered during a phone conversation, this information can be gathered during the phone call.
2. Initiate a new Order by pressing Enter, which starts the process. A Customer Order that is still in the NEW status can be accessed with this window and changed by entering the order number. If this is desired, the F2 key will bring the Order Search window
3. Identify the customer - use Customer Search window, entering a name or the actual PROCUS ID on the ID line of its window. If appropriate, select one from a returned list of names.
4. If appropriate, select the Store. The store selection popup will display if the customer you have selected has more than one Store linked to it.
5. The program will retrieve the customer's information and partially complete the Order header. The Bill To address is the main PROCUS window's name and address information, while the Ship To address is generated as follows:
 - No other address is present - same as Bill To address
 - Stores are present - is the selected Store's address
 - Alternate Addresses are present - will appear in the popup to be selected from along with Stores, and if selected, will be the Ship To address in the window

6. Complete the Order Header information:
 - Customer PO - optional
 - Ship Via - Select default or press F2 to get the available options
 - Call Tags - select No
 - Shipping Information - leave as is, with the default contract name & phone number.
 - Optional - Internal & external notes. External notes print on the Packing List & Invoice, while internal notes do not.
 - Modify the Ship To Address if needed. The Order's Ship To Address is initially copied as described above, but if changed, if for this order only.
7. Order Detail entry - Press Shift + F4 to call the Order Detail selection popup, then select the Finished Goods Order Type option. This causes the program to assign an Order Number and bring up the detail entry window.
8. Line Item data -
 - Part Number - enter either a known part number of the exact item the customer wants, or Press F2 to get the search window. Enter all or part of a word describing the product(s) you are looking for and it will retrieve all part numbers in the Finished Goods Price table that contain words starting with what you type. When the part number is retrieved or entered in the Finished Goods Order Entry window, the cursor will move to the Description field so that, if needed, you can press the F3 key to see the full description for the item.
 - Quantity - enter the total quantity of the item that the customer wants
 - Ship Date - enter the desired ship date the customer wants the items, or the date which they will be available for shipment, if currently not in stock. The Shift + F1 keys will bring up the Shipment Schedule window, which allows you to break the total ordered quantity down into several delivery dates. At this time we do not recommend using this function, since AIMS/ERP currently lacks the ability to modify partly shipped order's shipment dates and quantities. If multiple shipment dates are entered, they will word correctly, be released and appear on pick lists at the appropriate dates, but if the order needs to be changed, it would have to be cancelled with remaining items, with these entered in a new order number.
 - To Check Inventory Status - with the cursor in the line in question, press the Shift + F2 keys to see a summary of available inventory and total needed by other orders.
 - Unit Price - If the option has been activated, the cursor will move through the Unit Price field. This field is populated when the cursor moves through the Part Number field. If you have access to the field, it can be changed to another price. However, be careful not to overwrite your changed unit price by moving the cursor through that line's Part Number field again, which will cause your change to be overwritten with the standard price.
 - To Adjust the total order - Shift + F3 brings the Order Adjustments window. Press F2 in the Reason field to select a reason for the adjustment. Multiple adjustments can be entered, all of which appear on the Invoice. The amount must be not zero, and may be either negative (to subtract from the order total) or positive (to add to the order total). Be careful to enter the minus sign for the amount if you wish to reduce the total order amount. The invoicing logic in AIMS/ERP will apply the Adjustments only to the first Invoice for the order, with subsequent invoices not

including the adjustments.

- When all line items have been entered, pressing the Enter key again moves the cursor to the Ship charge field. Enter the shipping charge for the order, referring to a FedEx or other shipper reference table. AIMS/ERP does not calculate shipping charges. When invoiced, the Shipment charge you enter here will be applied only to the first shipment and its invoice.
- Continue through the line items until all items ordered are entered, then press F9 to save the order detail window. A message will appear. Press Enter to clear it which will return you to the Order Header window.
- Payment Terms - The cursor returns to this field after the detail window has been saved. One of the following will determine the payment terms for the order:
 - The customer is an open account customer and has only one payment term available - it will be entered in this field. Press Enter to accept it.
 - The customer is an open account customer and has multiple payment term options available - Press F2 to view them and select the appropriate one. If the Accommodation option is selected, the following additional steps will be prompted for:
 - Select the reason for the Accommodation in the Select Specific Item popup.
 - Complete the Internal Charge Data - this window indicates which department and GL account will “pay” for the accommodation. Press F2 to get a popup containing department numbers that can be used for Accommodations, and again for the GL number field. The Authorization field requires a valid AIMS/ERP user name, which may be yours, or that of the person authorizing the accommodation. The F2 key will bring a popup containing the full names of all AIMS/ERP users. One can be selected with the Enter key to complete the window. Press F9 to save it and return to the Order header window, completing the Payment Terms process.\
- Press F9 to save the Order Header window, completing the Order Entry process.

Spare Parts Orders - all steps are the same as for the Finished Good order type except as follows:

- Items available for sale - come from the Spare Parts Price table
- Prices - also come from the Spare Parts Price table. The multiple customer type codes are applicable to the selected customer, the program will automatically return the lowest price from those available for the selected item to the Order Detail window’s Unit Price field.
- Unit Price field is not accessible and so prices cannot be changed for a single order.
- Unit/Product field - this field is optional. To use it, enter the customer’s product serial number for which the Spare Part item is being shipped. This is especially useful if the product is under warranty. AIMS/ERP will add the spare parts order, to the Unit History for that serial number, so customer service technical support staff can see that the spare part was shipped to the customer for installation.

Merchandise Orders - all steps are the same as for the Finished Goods order type, except that the Unit Price field cannot be accessed or changed.

Return/Repair Orders -

- Order Header - steps are the same as for all customer Orders. Once the customer has been identified, retrieval of information and status of previously entered Repair Orders is available.
- Manual - Obtain key information from the customer - determine the product, sale date if possible, serial number and why the customer wants to either return it or have it replaced or repaired. This information is used to complete the Repair Order detail window.
- Detail Window - the Return/Repair Order window is entirely different from the other Order Types. Once the Return/Repair Order option has been selected, the Repair Order entry window is displayed and the following steps are performed:
 - RO Reason - press F2 to get the available RO reason code options, selecting one with the enter key. The Unit Exchange option activates a number of functions in AIMS/ERP designed to allow advance shipment of a replacement unit, prior to receipt of the defective unit. Not all functions may work correctly at this time, or the way you want them to.
 - D or C - Dealer or Customer Unit - D means that the warranty checking logic is suspended, since the dealer is not the end user of the unit. C is entered if the unit belongs to an end user
 - Part - optional - this field is used if the item being returned is not serial numbered, such as a Spare Part. There is currently no separate quantity field to identify the quantity of a spare part being returned. The entry may be any part number in the Part Master table.
 - S/N - enter the serial number of the product being returned. This is especially important if the customer believe it is under warranty. If the number entered is not in the Unit History table, it will confirm that you wish to add a new Unit History record, and proceed. If it is not in the Unit History table, the program will provide an option popup:
 - Re-Enter - typing error - if this applies and is selected, the program will return you to the entry field for another try.
 - Create another RO - this will continue the entry process, creating a new RO number for the same unit, in addition to the previous one(s).
 - Review the Other RO(s) - selecting this option will cause the program to retrieve all information for all RO's for this serial number and display it in a message format. You can scroll through it to review them. Press the Escape key to return to the selection popup.
 - SvCntr (Service Center) - if your AIMS/ERP installation is setup for off-site service center support, the F2 key will bring up a list of available service centers to which the customer can be referred. Otherwise the field is left blank.
 - Disposition - This is the expected action to be taken when the returned unit is received. Press F2 to obtain a popup containing disposition options.
 - Complaints - This field is to indicate, from the customer's point of view, what he/she thinks is wrong with the unit. Pressing the F2 key brings a multi-selection popup that is specific to the product, using the product code that is the initial part of the

product serial number, or part number's product classification code. Select one or more complaints from this popup, using the arrow keys and enter key to select, then F9 when all applicable complaint codes have been selected.

- Est (estimated) Cost - this field is optional. If the practice in your department/company is to give estimates, based on the complaint codes, then complete this field, otherwise leaving it blank.
- NTE (Not To Exceed) Cost - If the unit does not appear to be in warranty, and the customer does not want to spend more than a certain maximum amount having it repaired, enter this amount in this field. Otherwise leave it blank.
- Priority - Must be Yes or No (default). Simply indicates whether repair technicians should attempt to complete repairs on this unit as soon after receiving it as possible, or whether the normal FIFO work flow is to be used.
- At this point, entry of the RO's data is completed and it can be saved with the F9 key.
- Options available from within the Repair Order window:
 - Display Owner Information - Pressing the Shift + F1 keys brings up the PROCUS maintenance function for this customer, allowing review and editing of incorrect information, unless the customer is a Dealer or Distributor.
 - Enter Notes for Receiving - Shift + F2 brings a window in which you can enter special instructions that will display on the RO Receiving window and will print on the traveler that is printed at that time. Enter them and press F9 to save them.
 - View Unit History - Shift + F3 will bring the Unit History inquiry window for the serial number entered. If desired, another serial number can be entered while in the window to see that unit's history. The window shows currently register owner information, and the events related to that serial number. From within the Unit History inquiry, there are other options, including:
 - Display Warranty Status Information - selection will bring a summary message-style list of in/out of warranty information for the unit.
 - Display Owner Information - selection brings a message style window containing name and address only of the registered owner.
 - Display RO Info for RO at cursor - this means that if you move the cursor to an event line containing an RO number, then press Shift + F3, the program will retrieve and display all available information from that Repair Order.
 - Revise Warranty Dates - Shift + F4 starts the warranty revision process. To access, you must enter a special password, which your system administrator will provide if you are authorized to revise warranties for products. Once accepted, the program brings the Warranty Revisions window for the serial number, which allows modifications of warranty dates, including special define warranties for individual components or subassemblies within the product. When saved, the units warranty expiration date(s) will be updated.
- Enter Comments -Shift + F4 will bring up the Comment/text entry window for this RO number. Each comment, which may be of any length, is saved individually and cannot be edited afterward. Any number of comments can

be entered for an RO, all of which are viewable.

- Display Comments - Shift + F5 brings a message-style box containing all comments entered for this RO.
- Save the RO with the F9 key. If the owner has multiple units to be returned at the same time, the Repair Order Entry window can be again accessed with the Shift + F4 keys from within the Order Header window and an incremented dash number will be created for the next RO (e.g., 5014-2). Saving the RO adds it to the Event list for the Unit History record for the serial number.

Customer Service - Order Releasing and Unreleasing

Summary - This procedure explains the AIMS/ERP order releasing process and how to use it correctly.

Steps Performed

Bulk Order Release - If it is on your installation's Order Entry menu, select the Bulk Order Release option and the program will perform the process described below. The program is designed to be run unattended by the Job Server at scheduled intervals automatically.

- Select all Customer Order detail/shipment dates and associated line items and quantities that fall within the Order Release Window. These are candidates to be released
- If an order has a Prepayment or COD type of Payment Terms, it is released.
- If an order has an Open Account type of Payment Terms, the program calculates the expected invoiceable amounts for the items to be released, retrieves all open invoices, all unshipped, previously released items, calculates their invoiceable cost, then compares it to the customer's credit limit and does one of the following:
 - Credit Limit not exceeded - releases the new items by adding them to the To Be Picked table, from which Customer Order Pick Lists are generated.
 - Credit Limit would be exceeded - Adds the order to a list of Unreleased orders that can be overridden by the Credit Manager.

Single Order Release - If you desire to release a single order immediately, select the Single Order Release option from the Order Entry menu. The program will prompt for entry of the order number you wish to release and submit it to the same order release process described above.

Unrelease an Order - If you want to reverse the release process for all or part of an order that has been previously released, select the Unrelease Orders option on the Order Entry menu. This will bring the Unrelease Order Items window, which is used as follows:

- Order Number - enter an order number or press F2 to bring the Order Search window. Enter appropriate search variables, press F9 to search the orders table, then select an order from the returned popup. The returned data will show all items eligible to be unreleased for this order, i.e., items remaining in the To Be Picked table for that order number.
- Undo Qty (quantity) - This is the only updatable field in the window. Enter the desired quantity to be unreleased for each line item shown, which may not exceed the RNP (Released, Not Picked) quantity. Press F9 to perform the unrelase process.

NOTE: If items that have been released previously have been already picked, whether they have been staged only, or shipped, these items are not eligible to be unreleased. If items have been staged, not shipped, and you want to unrelease them, you must first remove them from their Staged status by performing the Return from Staging to Inventory process for the items and removing any carton ID labels that may have been applied to the cartons containing the items, which are returned to perpetual inventory. These may then be Unreleased.

Inventory/Warehouse - Receiving Purchased Items

Summary - This procedure is used to receive incoming items on purchase orders. All steps refer to AIMS/ERP window steps except where indicated by the word "Manual." The AIMS/ERP Receipt to Dock transaction is performed individually for each part number received on a PO. Each results in a unique Receiver Number, a set of records, and updating of the PO.

Steps Performed

1. Manual - obtain the packing list for the received shipment & confirm that the received items are as described on the list. If practical, count the quantities of each item to confirm the packing list quantities, noting any differences by hand on the packing list, prior to entering the Receipt to Dock transactions. Errors here are a very common source of inventory inaccuracy, and once placed in perpetual inventory, are very hard to find, correct and associate with the receipt. The Vendor will be paid based on the received quantities, not the packing list. If there are questions, use the Purchase Order Inquiry window to determine the status of the PO and receipt.
2. Select the Receipt to Dock option from the Receiving Menu - this will generate a new Receiver Number and display the initial Receipt to Dock transaction window. Enter the following:
 - PO Number - enter the PO number, or press F2 to get a popup of PO's, or if installed, the PO Search Window. When a valid PO is entered, its data will be displayed and the window ready for data entry.
 - Packing Slip No. - optional entry, highly recommended, the number shown on the packing slip accompanying the received items.
 - No. of Cartons Received - This may be the total number of items in the shipment, or those that belong only to the line item
 - Deliverr To - leave blank if the PO type is DP, FP, FO, or DO. For expense PO's, this is the person to whom the items are to be delivered within the company.
 - Work Order Number - depending on how your AIMS/ERP installation is setup, this may be optional and can be left blank, or can be left blank. The F2 key will bring a list of work orders. Use this field only if the entire Purchase Order applies to the work order number.
 - Print Receiving Report - enter Yes (default) to have a receiver printed.
 - Next Receiver Same PO Number? - enter yes and the PO and packing data will be retained after the transaction is process. Enter No to have the screen cleared, ready for the next PO and receipt.
 - Comment - optional text entry for information associated with the receipt, such as damaged carton observations, or discrepancies in items counted and the packing list quantities.
 - Select PO Line Item to be received - Shift + F1 brings the line item window,
 - Item No. - press F2 to get a popup containing all line items for the previously entered PO. When selected with the Enter key, the window will display all associated data with that line item, including Delivery Schedule status.
 - Quantity Received - enter the quantity of the item actually received, based on your

physical count, not just what the packing list says, as discussed above. You may receive more than the Quantity Due for a delivery date line, but no more than the total Balance Remaining, plus the PO Receipt quantity filter percent. The receiving quantity filter is a percentage that allows a specified percentage over the total line item to be received, cumulatively. As the Quantity Received field is entered and exited, the Delivery Schedule is updated to show the impact of the Receipt. These quantities are shown in the Quantity Applied column.

- If the PO Type is DP, FP, DE, FE, transaction data entry is complete. Press F9 to save the detail entry window, then F9 again on the initial entry window to initiate the transaction updating process.
- If the PO Type is DO, or FO (outside manufacturing services PO), then an additional window update step is required. Press Shift + F1 to obtain a popup containing two options:
 - Receive to Receiving Inspection - selecting this option will call a the Outside Manufacturing PO detail window, which contains the Completing Work Order Number field. Enter the associated Work Order number, or use the F2 key to get a list. The default value is normally the correct work order to use because it is the work order that the Purchase Order is buying the services for. Enter the work order number, or press Enter to select the default and the work order's data will be displayed. Press F9 to save the screen.
 - Receive Directly to Next Higher Assembly (NHA) Work Order - this option calls a different version of the Outside Mfg PO window, used when entering receipts either to work in process and/or off-site consumption of the items. Enter the completing work order number, which is the one that the work the PO's services were performed for, take the default, or use the F2 key to locate the correct one. This work order must have a quantity completed remaining that is equal or greater than the quantity being received. Next enter the NHA Work Order and Linking Operation Number. This must be a work order and operation that requires the completed/received item.
 - Updating - Press F9 when valid entries have been made, repeating the F9 key for each window including the initial receipt entry window to initiate the transaction updating process, which in this case will also update the work order(s).

Inventory/Warehouse - Receiver Move to Stock

Summary - This procedure describes how to clear receipts to dock and place them into perpetual warehouse/stock locations.

Steps Performed

1. Manual - Obtain the Receiving Report that was generated with the items to be put away. If there is no Receiving Inspection required, the items are, in effect, “pre-approved” and ready to be put away. Otherwise, the Receiving Inspection Acceptance window must be used to indicate acceptance/rejection of the Receiver Number’s items.
2. Select the Receiver Move to Stock transaction option on the Receiving Menu. The program will display the window where the following is done:
 - Receiver Number - enter the Receiver Number of the items to be put away. If the receiver number has been misplaced, the F2 key will bring a popup containing Receiving Lot records that can be searched for the appropriate part and PO numbers.
 - Warehouse Number - enter the warehouse number, or select the correct one from the F2 popup into which the items are to be stored.
 - Location - enter the Location within the selected Warehouse number where the items are to be placed for storage. Typically this is a aisle/row/shelf identifier.
 - Quantity - The quantity on the receiver to be put away is entered here. It may not be greater than the quantity on the receiver indicated as Accepted Quantity Remaining in R/I.
 - Comments - Optional text entry for this transaction.
 - Update/save - Press F9 to process the transaction.

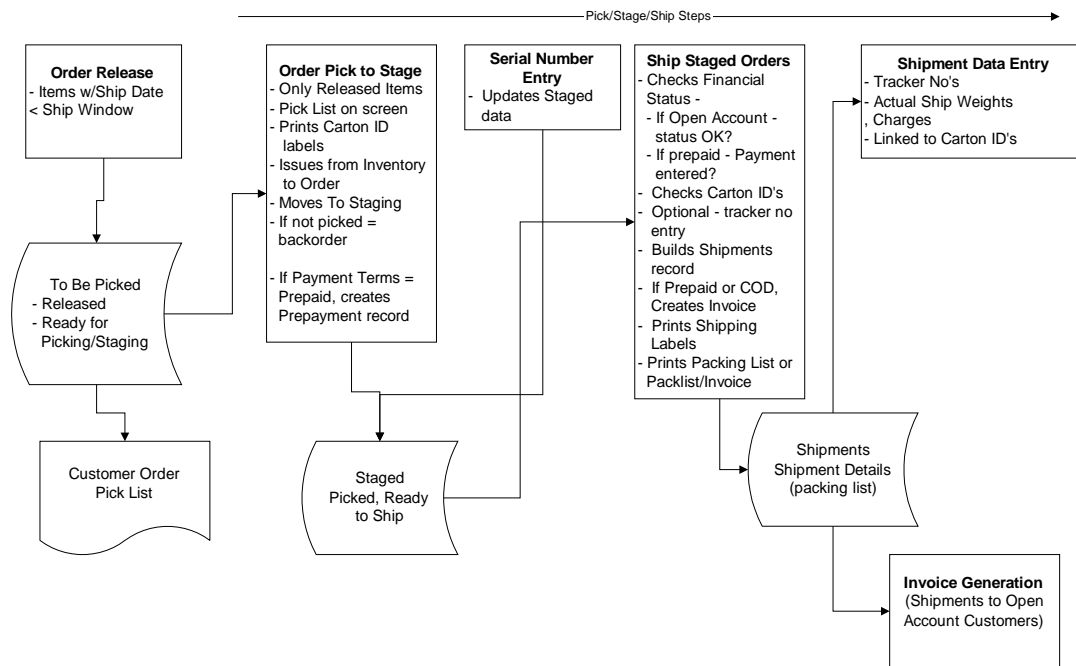
- Inspection of Received Items
- Discrepant Material Reporting (DMR's)
- Reversing an Erroneous Receipt from PO
- Handling Received Damaged Goods

Inventory/Warehouse - Customer Order Pick/Pack/Ship Process

Summary - This process is a set of closely interrelated procedures that begins with the printed customer order pick list and ends with the packed items turned over to the shipping company, UPS, FedEx or a trucking company. The diagram below shows the entire customer order process

AIMS/ERP

Customer Order Pick/Pack Ship Process - Overview



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Main steps in the flow are:

Customer Order Pick List Handling - Print the pick list(s) regularly, such as at 2 hour intervals. Use Report Manager, CIM option, Customer Order Pick List. Pick and stage each order one at a time. This is known as First In First Out work flow. Pick each order in turn and process it all the way through to the final shipping point, ready for the shipper to pick up, rather than bunch them up. It is too easy to apply the wrong label to a carton, or not notice that all items on the pick list are in the shipment that is staged. Process each order as follows:

- Manual - Attempt to pick the items on the pick list from perpetual inventory in warehouse. If there is insufficient quantity of the right configuration to pick, but there is enough of a similar configuration, i.e., domestic configurations are on the shelf, but you are trying to pick an export configuration, then use the Product Conversion/Part Number Change Transaction procedure.
- Manual - Enter the quantity of each item picked on the pick list, making sure that the part

number picked is that on the pick list.

- Manual - Place the items picked in the staging area, leaving the pick list with them.

Picking & Staging Products for Shipment - These steps take the picked items and enter them into the Pick/Staged transaction window in AIMS/ERP and moves them to the Staged, ready for shipment area and status in the system. The steps include:

- Manual - Confirm that the items and quantities staged are as entered on the Pick List.
- Manual - Pack the items in cartons loosely, so you know how many cartons are going to be needed to ship them, but don't seal/tape the cartons yet. Leave the Serial Numbers shown for easy access.
- AIMS/ERP - In the Inventory menu, within the Sales/Customers menu, select the Pick/Stage option. When the window appears, process as follows:
 - Enter the Order number from the Pick List. The window will display the items on the Pick List, whether any was available in stock or not.
 - Enter the quantity picked from the Pick list. If none were picked, enter zero.
 - Enter the warehouse and location from which the items were picked. If the quantity was zero, these entries are left blank.
 - Step through each line in turn, entering either the quantity picked and staged, or zero for each line. An entry is required for each line on the pick list.
 - When the last line is done, the cursor moves to the Customer Notes section at the bottom so that it can be scrolled through to read a long note. Pressing Enter moves the cursor to the Cartons field.
 - Enter the number of cartons you have used to loosely pack the items.
 - Enter any comment associated with the transaction (optional)
 - Press the F9 key and the program will print the number of Carton ID labels required.
- Manual - Remove the labels from the printer and attach to the cartons, making sure that the right labels are attached to cartons belong to the correct order. Keep the pick list with the shipment.
- Manual - Move the cartons to the Serial Number Entry workstation.

Product Serial Number Entry - Perform this step for products that have serial numbers associated with them. Entry is optional in AIMS/ERP, i.e., not required to ship a product. However, this step is required if the serial numbers are to be printed on the shipping documents and invoice, and are to be added to the Unit History table in AIMS/ERP for warranty tracking purposes. Steps are:

- AIMS/ERP - From the Inventory menu, access the Serial Number Entry window. and perform the following for each product being shipped that is to have its serial number entered:
 - Using the bar code scanner if available, scan the Carton ID number on the carton first.
 - Scan the serial number label, or enter manually on the keyboard if unscannable or not available in bar code format.

NOTE: The standard serial number format in AIMS/ERP is a product code as the first 2 or 3 positions, followed by a number, with the product code being in the

PRODUCTS table in AIMS/ERP. If this convention is not met, the program will display a warning message, but allow entry of any serial number data arrangement used.

- After each carton's contents are scanned, press F9 to save the data and repeat for the next carton. Cartons do not have to be processed in any particular sequence, or even for all in the same order at one time.
- Once a carton's products have had their serial numbers scanned or entered and saved, the carton may be final packed and sealed for shipment.

Shipment of Staged Product - This process includes entry of the Order in the Ship/Staged Orders window which prints shipping documents and labels.

IMPORTANT NOTE: DO NOT PERFORM THIS STEP UNTIL THE ORDER IS READY TO BE RELEASED TO THE SHIPPER. ALL DATING ON SHIPPERS AND INVOICES WILL USE THE CURRENT DATE, SO ORDERS SHOULD BE RELEASED AND ACTUALLY SHIPPED THE SAME DAY THIS TRANSACTION IS ENTERED.

Steps include:

- Manual - Using the pick list as a reference, confirm that all items and cartons belonging to the order are staged and physically present, ready to be shipped. Make sure that you have the right cartons with the right order numbers. This step provides an opportunity for major shipment and invoicing errors, so it is an important control/check point.
- AIMS/ERP - From the Shipping menu, access the Ship Staged Orders option. When the window appears, perform the following:
 - Either scan the barcoded order number on one of the carton ID labels, or enter it from the pick list. The program will then do several things to accept the Order number as ready for shipment:
 - If the Order has a payment terms type of Prepayment, the payment must be already entered in AIMS, typically via the Prepayments window. If the payment is too small, or not entered, the order cannot be shipped.
 - If the Order has a payment terms type of COD, the program will consider it ready to be shipped.
 - If the Order has a payment terms type of Open Account, the program will confirm that the customer's financial status is not on HOLD or terminated. If it is not, the order number will not be accepted for shipment.
 - Scan or manually key the carton ID numbers on the labels on the cartons into the screen.
 - Entry of the Tracker number associated with each is optional. Either enter the tracker number, scan it, or press the Enter key to continue to the next Carton ID number in the window.
 - When all cartons have been scanned, press the F9 key and the program will confirm that you have entered all the Carton ID's previously printed.
 - If there is a difference, it will ask if you want to discard the missing numbers. Respond yes if this is correct, that is, one or more carton label(s) were not needed, or No to return to entry of Carton ID's.

- If all is correct, the program will then proceed to generate either a Pack List, or a combined Pack List/Invoice format report, and will print one Shipping Address label for each Carton ID entered.
- Manual - affix the Shipping Address labels to the cartons, and fold the Packing List and put it in the plastic envelope so the address shows.
- If a tracker number is still to be generated, move the cartons to the work station provided by the shipping company, i.e., UPS or FedEx.
- Generate the Tracking Labels with the shipping workstation. Enter the Carton ID label numbers as reference numbers in the FedEx or UPS screen.
- Attach the tracker number labels to the cartons and move the completed items to the area designated as the Shipper pick up area.

Entry of Tracking Numbers & Shipping Data - There are two ways this process can be performed. The most efficient way will depend on how many workstations are available. The two methods are:

- Use the bar-code scanner to scan the Carton ID label numbers, then the associated Tracker Number into the Shipping Data Entry window in AIMS/ERP for each order, each carton in turn, consistent with the FIFO concept and flow.
- At the end of the day, print an activity report from the shipper's workstation and enter the Carton ID and associated tracker numbers and shipment information (weight, cost, etc.) in the Shipping Data Entry window.

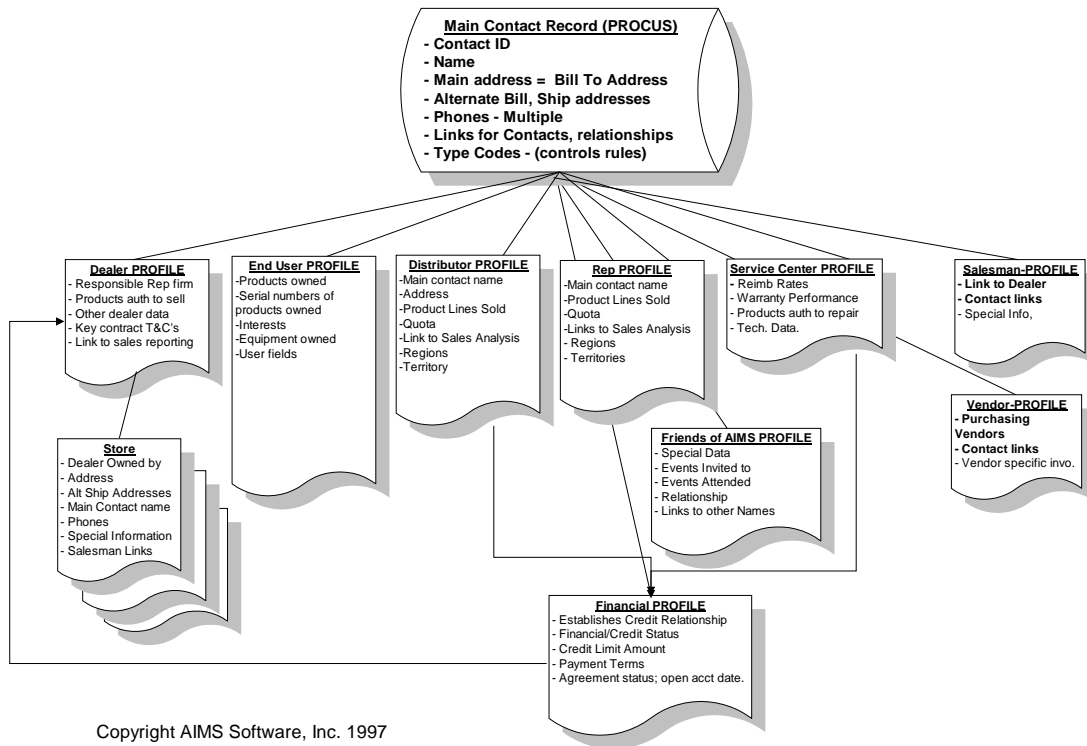
Accounts Receivable - Customer Information Maintenance

Summary - This procedure describes how to maintain customer data. Customers are some of the name/contact types that can be managed in AIMS/ERP. Virtually any person or business entity that you want to maintain name, address and phone information for can be stored and accessed in the PROCUS table.

The diagram below illustrates the currently supported name types in AIMS/ERP and how they relate. Key points:

- All names are in the PROCUS table, or Prospects, Vendors, and Customers.
- The PROCUS table is the “root” or main record, and serves as the main, or Bill-To address if it is a customer.
- Each name/contact in the PROCUS table can must have at least one type code
- A name/contact can have several type codes, each indicating that the company has this type of relationship. Example - a name can be a Dealer and User both, if the Dealer owns the company’s products directly. Or, a name/contact can be a Vendor and End User if we buy things from him and he owns product.
- Credit and open account payment term data is carried in the linked Financial Profile record. This record determines the Payment Terms that you want to use when conducting business with this particular customer.
- Currently, only Dealers and Distributor types can have open account relationships.
- For non-open account customers, such as User types that we wish to sell spare parts and promotional merchandise to, AIMS/ERP will use the entries in the TERMS table with a type of PREPAY, COD, or NOCHG as options.
- Profile records are always accessed either through small summary window that first appears, or from the main name and address window

Prospects, Vendors & Customer Data Tables & Structure **AIMS/ERP**



Steps Performed

1. Manual - Assemble the customer data to be entered, including name and address(s), any legal agreement dates, and if the new customer is to have an open account relationship, financial data such as credit limit and payment terms to be granted.
2. From the Maintenance menu, select the Customer option. This will bring up the PROCUS Search Engine, which can be used to search the PROCUS table. Searches use the “starts with” logic, so you do not have to type the entire company name, for example, to locate it. The Search Engine will return either a popup listing containing the results of the search, if more than one PROCUS record meets the search variable entered, or will shift directly to the summary window if only one matched. If the popup is returned, select one from the list by pressing the Enter key and the summary window will be displayed.
3. Summary window - Use the Enter key to move in succession between the option fields at the bottom of the Summary window. Once the cursor is positioned at an option, press the Space bar to activate the option. Or, you can use the mouse to click on the field that you want to access.

Accounts Receivable - Processing Cash Receipts Procedure

Summary - This procedure outlines how to prepare and correctly enter payments received from customers within AIMS/ERP for all payments other than handling prepaid orders, which utilizes the Prepayments window and is order-specific, most commonly used for credit card payments.

AIMS/ERP uses a batch control process to handle payments. The intent is that the deposit date on the receipts window is to match the date those items were deposited in the bank. The control on the dates is the bank reconciliation that should occur as part of each month's closing. All items in the same batch will, in AIMS/ERP, have the same Deposit Date, and will be applied to invoices as of this date. The date the transactions are entered and posted is maintained separately to provide a full audit-trail.

Steps Performed

1. Manual - Gather one or more checks, notices of wire transfer, or other payments and group into a batch.
2. Manual - With a printing calculator, run a printed total of the items in the batch and paper clip together.
3. AIMS/ERP - In the Receivables menu, select the Cash Receipts option.
4. AIMS/ERP - Cash Receipts - Batch Entry window:
 - Enter a new batch number, or if available, press Enter to get a new batch number assigned. Write the batch number on the printed tape, or batch control ticket/form if one is in use (recommended).
 - Access a previously entered batch number by pressing the F2 key to get a list of existing batch numbers, or enter it directly if it is known.
 - Enter Deposit Date, and form of payments in the batch (all items in the same batch must be of the same payment form).
 - For each item, enter the amount shown on the item, the associated check or other document identifier number, and the Customer Number to which the payment is to be credited. This may or may not be the same as that on the check.
 - Continue until all items in the batch are entered. The Batch Total field increments as each item is entered. When all items are entered, compare to the total on the tape. If the two agree, the items in the batch were entered with the correct amounts. If not, find your error and correct it.
 - Press F9 to save the batch.
5. AIMS/ERP - Apply payments entered by performing the following:
 - First making sure the correct batch number is showing on the screen.
 - Place the cursor on the first line in the batch.
 - Press the Shift & F1 keys at the same time to cause the program to display the Payment Entry & Application Window. Confirm that this is the payment you wish to apply.
 - Several options are available here -
 - Shift F1 brings up the transaction comments window
 - Shift F2 brings the Detailed Customer Balance Inquiry window
 - Shift F3 brings the Order Inquiry window

- Select Yes or Now to the Apply? field.
 - No - enters the payment into the Customer Balance table for this customer, but does not apply it to any open invoices or debit memos. It may be applied later.
 - Yes - apply this payment to open items.
- Press F9 to either post the payment as unapplied, or bring up the Application window, which lists all open items for application.
- The window will contain all invoices or debit memos with a balance remaining.
- Press Enter to step through each invoice in sequence to apply the payment, selecting either the default application amount, or entering a different amount if desired. (
- Application Options:
 - Shift F1 - do NOT accept late discount payments
 - Shift F2 - Accept late discount paymentOther Softkeys available in this window:
 - Shift F3 - Enter a custom GL Distribution
 - Shift F4 - Customer Balance Inquiry
 - Shift F5 - Order Inquiry
- When the payment has been applied to the items in the window, press F9 to post the payment and its applied to information.
- The program should return to the Cash Receipts - Batch Entry window for processing of the next item in the batch. When all items in the window are entered and applied, press F9 to complete the update process and start on the next batch.

Accounts Receivable - Generating Statements & Aging Reports

Summary - this procedure explains how to generate the AIMS/ERP STATEMENTS table, from which aged customer statements are printed and from which the Summary Aging report is printed. It generates the table for a complete month, and can be regenerated for a past month.

Steps Performed

1. Manual - make sure all payments have been entered for the month for which the aging is to be generated. If deposits were entered for one day and should be posted to this month, use the Deposit Date Change window to select a batch with a different deposit date and repost/apply it to the month in question.
2. AIMS/ERP - in the Receivable menu, select the Generate Statement Date option. Select the desired month from the popup window by moving the cursor to the desired month and pressing the Enter key. The program will then select all data for that month from the Customer Balance table and create a new STATEMENTS table. Items that have payment dates that span multiple months will have their application recalculated as of the end of the selected month. Open items from previous months are included.
3. AIMS/ERP - To print Statements - run the Report manager, selecting the Credit report option, and then the Statements option, which is Report Number 216.
AIMS/ERP - To print a Summary Aging report, run the Report Manager, selecting the Accounts Receivable option, then select the Summary Aging option, which is Report Number 222.

General Ledger Interface & Month-End Guidelines /Procedure

Summary - This guideline/procedure describes how to run the appropriate AIMS/ERP reports to collect data for preparation of journal entries, typically as part of the month-end process. Journal entries, however, can be prepared on a weekly basis. For each GL entry associated with information that is maintained in AIMS/ERP, there is an appropriate report with date range selection that retrieves and prints the detail information and totals it for the date range, so that journal entries can be quickly prepared.

GL Category	AIMS/ERP Report - data source
Sales	Sales Register - Report #229 A/R menu - includes: <ul style="list-style-type: none"> • Sales Tax • Total Shipping charges on invoices • Total Adjustments • Invoice Totals booked to A/R • Cost of Goods Sold - at current standard cost
Discounts Earned	Discounts Taken/Earned - Report #230 A/R Menu
Adjustments on Invoices	Invoice Adjustments for Date range - Report #235 A/R Menu
Cash Reconciliation Cash Received/deposited/batched	Cash Receipts Deposit Batch Listing - Report 238 - A/R menu
Payments applied to open invoices	Applied Payments by Batch for Date Range - Report 196 - A/R Menu
Payments with unapplied amounts remaining	Unapplied Payments - Report 203 - A/R Menu
Prepayments (credit cards, checks) (not handled through regular remittance processing)	Prepayments Received Between Dates - Report 237 - A/R Menu
Cost of Goods Sold - Items shipped/invoiced to customers	Sales Register #229 - includes COGS_PM column which pulls standard cost data from the Part Master & extends by the invoiced quantity for the part numbers on the invoice.
Inventory Reconciliation Receipts - from PO's	
Purchase Price Variance - PO vs std cost	Two groups of reports: <ul style="list-style-type: none"> • Receiving Purchase Price Variance - Rpt #22, on COST menu • Receiving Variance Summary Reports (5 report family) Rpt # 69 FIN Menu, includes: <ul style="list-style-type: none"> - Descending Variance

	<p>Percentage (PO type)</p> <ul style="list-style-type: none"> - Descending Variance Dollar Value - Receiving History Detail <p>NOTE: Reports in the report 69 family require running the Build Receiving Detail table process, which is on the Financial Interface menu under the Manufacturing Main menu, where standard cost data is managed.</p>
<p>Purchase Price Variance - Outside Mfg PO vs std cost (when Custom Craft work orders & PO's are used)</p>	<p>Outside Mfg Receiving Variances - Rpt #40, FIN Menu</p>
<p>Internal consumption - removed from or returned to perpetual inventory</p>	<p>Inter-departmental Inventory Moves - Report #50 - FIN Menu Shows Misc. Issues & Return transactions, between date range, totaled by department & GL.</p>
<p>Internal consumption - specific department</p>	<p>Parts Usage for Specific Department - Report 175 - FIN Menu</p>
<p>Part Number Changes - (conversion from NA to EX configurations)</p>	<p>Part Number Change Standard Cost - Rpt 51, FIN Menu</p>
<p>Inventory Valuation</p>	<p>Perpetual FG Inventory at Standard Cost Rpt #45, COST Menu - this report uses current standard cost data in Part Master.- by cost elements w/totals</p>