

# User's Guide for Maintenance Sales Order Control (RMA & Depot Repair)

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# About this document

## Objectives

This document is a User's Guide that is designed to meet the following objectives:

### Understand the following concepts

- Maintenance sales orders
- Sales order status
- Sales order line status

### To perform the following tasks

- To create maintenance sales orders
- To close maintenance sales orders
- To cancel maintenance sales orders

In this document, the reader is assumed to already have an understanding of Infor ERP LN Service.

## Document summary

This User's Guide describes the various concepts and process available in the Maintenance Sales Order module.

## How to read this document

This document is assembled from online Help topics. As a result, references to other sections in the manual are presented as shown in the following example:

For details, refer to the Infor ERP LN Service Online Help.

To locate a section referenced in this document, refer to the table of contents.

Underlined terms indicate a link to a glossary definition. If you view this document online, you click on underlined text to jump to the glossary definition at the end of this document.

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This chapter provides a brief introduction to the Maintenance Sales Order functionality available in the RMA & Depot Repair module.

### Introduction

The Maintenance Sales Control (MSC) module covers the functionality to register the request made by customers to the service provider. In case of requests related to repair of parts, the Work Control System (WCS) module controls the actual work implementation. You can also handle the receipt and delivery of spares, replacements or loaners with the Maintenance Sales Orders.

For Depot Repair, the Maintenance Sales Control (MSC) module has a close relationship with the Work Control System (WCS) module, which controls the work implementation. The Maintenance Sales Control procedures manage the R.A. processes and other maintenance sales processes.

You can handle four types of item transactions in any maintenance sales order:

- **Part maintenance**

If a part comes back for repairs, this process can be handled as a part-repair transaction. At this point, you must receive the part into a service customer owned warehouse to successfully carry out repair activities as a part of depot repair. A linked work order is required when the repairs are carried out through work orders, which you do using the WCS module. The part lines must await completion of work orders and further delivery into a planned warehouse, from which the item can be returned to the customer.
  - **Part delivery**

If parts must be delivered to a customer, this delivery is performed through a parts delivery line. The customers might possibly require new or upgrade type subassemblies or additional parts. The parts delivery lines enable you to deliver these parts to the customers.
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- **Part receipt**

You can use the part receipt lines to return defective or parts in good condition. Parts can be returned due to rejections or outdated parts can be sold back at reduced prices. By combining parts receipt and parts delivery lines, parts exchange is carried out. As a result, the customer receives a repaired or new part, while the service company owns the defective part. The opposite is true for part maintenance, for which the same part is returned to the customer.
  - **Part loan**

During the absence of the part due to repair or due to the temporary nature of part use, the customer would require a loaner for short time which the customer can use for a limited amount of time and then return the part back.
  - **Convert to part delivery**

In case the service department thinks that the loaned part need not be returned by the customer, for that item the **Convert part loan to part delivery** option is used. You can invoice the customer for the delivered part.
  - **Convert to part receipt**

In case the service department thinks that the part under maintenance cannot be returned to the customer ( Example not able to repair the part ), the **Convert part maintenance to part receipt** option can be used. While costing, a credit note is generated.
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This chapter provides a brief description of the concepts available in a maintenance sales order.

## Maintenance Sales Orders

Maintenance sales orders are sales agreements that specify the customer to whom the services are offered and other relevant details of the sales. Maintenance sales orders can consist of multiple line items. Information about the ship-to business partner are must for the delivery of repaired, loan, or replacement goods. Similarly, the details of invoice-to and pay-by business partners are required for invoicing the business partner.

Maintenance sales orders can be entered directly upon receipt of a customer request or can result from a transferred call, which can happen if the Call Management module registers the customer request. The first set of processes in regard to RMA tracking is to enter and provide details in the maintenance sales orders.

The following modules are closely related to the functioning within the Maintenance Sales Orders module:

- **Call Management (CLM)**  
Maintenance sales orders can originate from a transferred call. A call can be transferred to an existing maintenance sales order or can result in a new maintenance sales order.
  - **Work Control System (WCS)**  
All maintenance sales orders with Part Maintenance lines will result in a work order. Work order execution is closely linked with the costing or invoicing of the maintenance sales order.
  - **Configuration Management (CFG)**  
Maintenance sales order lines contain the details of the parts defined in the configuration details, in the form of serialized items and clusters.
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- **Master Data Management (MDM)**  
Maintenance sales order and lines contain the service department responsible for processing the order, the service type, and the coverage type, as well as the items that are handled in the order.
- **Contract Management (CTM)**  
Maintenance sales order lines can be covered by contracts and warranties, if applicable.
- **Central Invoicing (CI)**  
Processed maintenance sales orders can be sent to Central Invoicing for billing.
- **General Ledger (GLD)**  
All costs and revenues of the maintenance sales orders are posted to general ledger.

## Sales order status

### **Free**

The order has been entered either manually or by means of a call transfer.

### **In Process**

The status of the first line under the order has changed to **In Process**.

### **Completed**

The status of the last line under the order has changed to **Completed**.

### **Costed**

All order lines and coverage lines for the order are costed.

### **Closed**

Indicates closure of the order.

### **Canceled**

The order is not executed and is canceled for the reasons indicated under the order line cancel reasons.

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## Sales order line status

### **Free**

Status during order line entry.

### **In Process**

Depending on the line procedure, either the receipt or the delivery confirmation changes the order line status from **Free** to **In Process**.

### **Completed**

Depending on the line procedure, either the delivery or the receipt confirmation changes the order line status from **Free** to **Completed**, or from **In Process** to **Completed**.

### **Costed**

All coverage lines related to the order line are costed.

### **Closed**

Indicates the closure of maintenance activities on the order line.

### **Canceled**

The work on the order line is canceled and the reason and date of cancellation are recorded in ERP LN. Cancellation can be immediate or postponed. In case of postponed cancellation, the order is initiated for cancellation and receives the **Canceled** status after you close the order.

## Alternative Item

Alternative items serve as a substitute for the standard item when the standard item cannot be delivered or is being replaced. If several items can be substituted for a standard item, you can assign a priority code to each alternative item.

You can specify alternative items for the components in an item breakdown under different parent items. You can select the correct alternative item based on the parent item

When you delete an item breakdown relation then the corresponding alternative items are also deleted. When there is a change in the item breakdown then the corresponding item in the alternative items must be updated.

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## ATP

An item master plan contains ATP (ATP ) information. You can use the ATP information to determine the quantity available and to support order acceptance.

You can use the information to :

- Determine the availability of the stock of the spare part.
- Identify warehouse in which it is available
- Determine the date when the spare part can be promised to determine the service execution dates and service delivery dates.

## Impact of ATP Date

When an ATP check is performed successfully there is an impact of the ATP date on Earliest Start Time(EST), Planned Start Time(PST) , Planned Finish Time(PFT), Latest Finish Time (LFT) and Planned Delivery Date(PDD ).

The below table displays the Earliest Start Time(EST), Planned Start Time(PST) , Planned Finish Time(PFT), Latest Finish Time (LFT) and Planned Delivery Date(PDD ), when the ATP check is not performed:

EST	PST	PDD	PFT	LFT
5-Apr-07	7-Apr-07	7-Apr-07	10-Apr-07	11-Apr-07

When the ATP check is performed and in case the ATP Date is greater than the Planned Delivery Date then following is the impact of the ATP date:

- The EST date is reset to the ATP date.
- The LFT date increases by the same number of days as the difference between the EST and the new EST as shown in the table below:

ATP Date	EST	New EST	PST	New PST	PDD	New PDD	PFT	New PFT	LFT	New LFT
8-Apr-07	5-Apr-07	8-Apr-07	7-Apr-07	8-Apr-07	7-Apr-07	8-Apr-07	10-Apr-07	9-Apr-07	11-Apr-07	14-Apr-07

When the ATP check is performed and ATP is greater than PDD and the new EST is greater than PST date then following is the impact :

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- The EST date is reset to the ATP date.
- The PST date is reset to the ATP date.
- The PDD also reset to the ATP date.
- The PFT date increases by the same number of days as the difference between the PST and the new PST.
- The LFT date increases by the same number of days as the difference between the EST and the new EST as shown in the table below:

ATP Date	EST	New EST	PST	New PST	PDD	New PDD	PFT	New PFT	LFT	New LFT
8-Apr-07	5-Apr-07	8-Apr-07	7-Apr-07	8-Apr-07	7-Apr-07	8-Apr-07	10-Apr-07	11-Apr-07	11-Apr-07	14-Apr-07

#### Note

The delivery date on the Maintenance Sales Order line is updated with the ATP date when an ATP check is performed successfully.



This chapter describes the steps you must follow to set up master data for the Maintenance Sales Order module.

### Maintenance Sales Control Parameters

To use maintenance sales order, you must first set up parameters in the **Maintenance Sales Control Parameters (tsmsc0100m000)** session.

The settings in these parameters affect the way in which maintenance sales orders function and are set once, therefore, you must ensure that your parameters are set properly, according to your business functions.

#### To set up maintenance sales control parameters

To set up maintenance sales control parameters, take the following steps:

##### **Step 1: Number Group**

Enter the code of the number group used to identify sales orders.

##### **Step 2: Defaults**

ERP LN use the following default values:

- Coverage type used when coverage lines are created.
  - **Default service origin calls** is used when a maintenance sales order is created from a call.
  - **Default service type** is used when a maintenance sales order is entered manually.
  - The service type is used to identify if the repaired item is covered under warranty.
-

### **Step 3: Maintenance sales order history**

If this check box is selected, ERP LN updates the maintenance sales order history.

### **Step 4: Signal and Block**

ERP LN signals or blocks you from proceeding further if the following parameters are set:

- **If Credit Limit is Exceeded**  
If this check box is selected, ERP LN signals or blocks you if the credit limit of an invoice-to business partner is exceeded.
  - **If Credit Review is Overdue**  
If this check box is selected, ERP LN signals or blocks you if the credit review of an invoice-to business partner is overdue.
  - **If Invoice is Overdue**  
If this check box is selected, ERP LN signals or blocks you if the invoice-to business partner has an overdue invoice.
  - **If business partner is Doubtful**  
If this check box is selected, ERP LN signals or blocks you if the invoice-to business partner is doubtful.
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# Chapter 4

## Maintenance Sales Order Procedures

# 4

This chapter describes the Maintenance Sales Order procedures.

### To create maintenance sales orders

The process to create maintenance sales order includes the following activities:

- Create maintenance sales order header
- Create maintenance sales order lines
- Add or modify coverage lines to the maintenance sales order

### To create maintenance sales orders

Take the following steps to create maintenance sales orders:

#### **Step 1: Create maintenance sales order header**

You can create maintenance sales order headers to identify the general and financial details of your business partner. You can define, modify, or view maintenance sales orders in the **Maintenance Sales Orders (tsmsc1100m000)** session.

#### **Step 2: Create Maintenance sales order lines**

You can create and modify maintenance sales orders lines for sales orders in the **Maintenance Sales Orders – Lines (tsmsc1100m100)** session.

You can also define maintenance sales order lines on the serialized items, generic items, or on labels. Labels enable you to handle the repair of items not listed in the application's data. The incoming defect item is assigned a label, which is stored in the maintenance sales order line in the label field. The label can then be used to identify the item throughout the maintenance work cycle.

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### Step 3: Add or modify coverage lines to the maintenance sales order

Coverage lines are the lines that store the information on the costs incurred, amounts to be invoiced, and the amounts covered by the applicable contract and/or warranty. Most coverage lines are added through the maintenance sales order process, but can also be entered manually to register additional costs.

You can view, modify, and enter coverage lines directly in the **Coverage Lines (tsmsc1120m000)** session. You can also access the coverage lines from the Specific menu of the **Maintenance Sales Orders (tsmsc1100m000)** or **Part Lines (tsmsc1110m000)** sessions, or from the Coverage Lines tab of the **Maintenance Sales Orders – Lines (tsmsc1100m100)** session.

## To close maintenance sales orders

Run the Close Maintenance Sales Orders (tsmsc1200m000) session to close a maintenance sales order. ERP LN changes the status of the order, the related item lines, and the related coverage lines to **Closed**, and the order itself and all related lines are posted to history. If you select the **Copy Closed Orders to History** check box, the specified range of orders is also removed from the Maintenance Sales Orders (tsmsc1100m000) session.

Only orders that have a **Costed** or **Canceled** status can be processed. When these orders and related lines are posted to history, the following history sessions are updated:

- Maintenance Sales Order - History (tsmsc8100m000)
- Maintenance Sales Order - Item Line History (tsmsc8110m000)
- Maintenance Sales Order Line - Coverage Lines History (tsmsc8120m000)

When you close an order, ERP LN carries out the following checks:

- The order must not be blocked.
- All the order cost lines must have a **Posted to Finance** status.
- If tools are required to carry out the order, all tools must be returned. The tool requirements must have been deleted from the Estimated Tool Requirements (titrp0511m000) session.

If one of these conditions is not met, the order will not be closed and cannot be posted to history.

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## To cancel maintenance sales orders

Use the Cancel Maintenance Sales Order - Item Line (tsmsc1210m000) session to cancel a maintenance sales order, including all the order's order lines, or a single maintenance sales order lines. You must enter a cancel reason and cancel date. Additional cancel text is optional.

To cancel a sales order (line) you must make sure that:

- No actual costs and revenues are recorded on this sales order or sales order line.
- The status of the order and the related item lines must be **Free** or **In Process**.
- The status of all item lines must be **Canceled**.
- The reason code, cancel text, and cancel date are filled on the sales order.

If you cancel a maintenance sales order, the following applies:

- ERP LN changes the status of the sales order activity to **Canceled**.
- ERP LN cancels the materials that are allocated for the sales order.
- ERP LN cancels the warehouse orders that are created for the sales order, if the items/materials are not issued or received yet. If the items/materials are issued or received, return deliveries are created (warehouse orders of type **Transfer** ).
- If you create the sales order from a call, ERP LN changes the status of the call to **Solved**.
- If tools are required to carry out the sales order, the tool requirements are removed from the Estimated Tool Requirements (titrp0511m000) session.

### Note

Sales orders that are blocked, cannot be canceled.

## To unblock calls, service orders, and sales orders

To unblock calls, service orders, and maintenance sales orders, you can use the Blocking Reasons (tsmdm1101m000) session.

To unblock:

1. Select the blocking line in the Blocking Reasons (tsmdm1101m000) session.
2. On the **Specific** menu, click **Release**, or press CTRL+SHIFT+R. ERP LN ERP fills in the **Time of Release** field automatically.

The call or order is unblocked and you can continue processing the call or order.



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# Appendix A

## Glossary



# A

### ATP

The item quantity that is available to be promised for a customer either immediately, or at a specific time in the future.

### ATP check

A check on the quantity that can be promised to a customer based on the allowed demand. The main purpose of the ATP check is to reserve a certain quantity of the spare part or item.

### business partner

A party with whom you carry out business transactions, for example, a customer or a supplier. You can also define departments within your organization that act as customers or suppliers to your own department as business partners.

The business partner definition includes:

- The organization's name and main address.
- The language and currency used.
- Taxation and legal identification data.

You address the business partner in the person of the business partner's contact. The business-partner status determines if you can carry out transactions. The transactions type (sales orders, invoices, payments, shipments) is defined by the business partner's role.

### coverage lines

Lines that store the information on the costs incurred, amounts to be invoiced, and the amounts covered by the applicable contract and/or warranty. Most coverage lines are added through the maintenance sales order process, but can also be manually entered.

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coverage type

A financial classification that indicates to what extent work is covered under warranty or contract, and what part of the activities can be charged.

maintenance sales order

Orders that are used to plan, carry out, and control the maintenance on customer-owned components, products and the logistic handling of spare parts.

maintenance sales order lines

Lines that store all details of the items that must be maintained, loaned, replaced, delivered, or received.

service order

Orders that are used to plan, carry out, and control all repair and maintenance on configurations as present on customer sites or as present with the company.

service type

The service classification that service providers offer. The service type determines which availability type applies to a service order header, and provides a default order procedure and coverage type.

work order

Orders that are used to plan, carry out, and control all maintenance on items in a maintenance shop or in a repair shop. A work order consists of at least one work order header, and can have a number of activities that must be carried out on a repairable service item.

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