Infor LN DEM Content Pack Content Description

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About this guide

This document is a user guide that describes the content of the DEM Content Pack for the Infor LN release 10.3 (I10_030S1). The DEM Content Pack is a generic DEM model in which several business scenarios such as ‘Engineer to Order (ETO) – Product Design’ or ‘Product Life Cycle Management’ is combined to form a functionally rich model that can be configured using options to match the company’s needs.

Intended audience

The intended audience is DEM consultants and DEM system administrators.

Related documents

You can find the documents in the product documentation section of the Infor Xtreme Support portal, as described in "Contacting Infor" on page 6

- *Infor LN DEM Content Pack – User Guide (U9774).*
- *Infor LN DEM Content Pack Naming and Building Conventions (U9778).*
- *Infor Enterprise Modeler – User guide (U7169).*

Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal at http://www.infor.com/inforxtreme.

If we update this product or document after the product release, we will post the new version on this Web site. We recommend that you check this Web site periodically for updates.

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Introduction

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The different components of the DEM Content Pack are described here. It will help you understand:

- 33 Scenarios (business control diagrams)
- 84 Main Business Processes
- 2 End to End Processes
- 232 Options (static conditions)
- Roles, Employees and Standard Project Model
- 12 Wizards

Briefly is described what is meant with a scenario, business process or option some background information is provided.

Scenarios

A Scenario is a graphical overview of the relationship between business functions. For example the relationships between Purchase, Inventory Control and Inbound Planning & Handling. The scenarios are cross functional and set up in the Dynamic Enterprise Modeler as business control diagrams. The scenarios are based on the Supply-chain operations reference-model (SCOR). The SCOR® model is the global standard model for supply chain management and the world's most widely accepted framework for evaluating and comparing supply chain activities and their performance. The SCOR model is based on three major "pillars":

- Process modeling.
- Performance measurements.
- Best practices.

Based on the SCOR® model we have distinguished eleven management processes and used them to categorize the DEM Content Pack Scenarios.

SCOR Business Process	Description
Product Life Cycle Mgt.	Processes that provide enough qualified product specification to serve the product data communication within the supply chain.

SCOR Business Process	Description
Customer Relationship Management	Processes that provide the qualification of addresses and potential customers, and to transform them on an efficient way into customers.
Plan	Processes that balance aggregate demand and supply to develop a course of action which best meets sourcing, production and delivery requirements.
Source	Processes that procure goods and services to meet planned or actual demand.
Make	Processes that transform products to a finished state to meet planned or actual demand.
Deliver	Processes that provide finished goods and services to meet planned or actual demand, typically including order management, transportation management and distribution management.
Return	Processes associated with returning or receiving returned products for any reason. These processes extend into post-delivery customer support.
Service	Processes that services a product / tool or asset from a (potential) dis-functional state in to a functional state required for the function it is made for.
Quality	Processes that control the supply chain activities to increase predictability on the activities within the supply chain.
Enterprise IT	Processes that services an information system to guarantee reliability.
Financials	Processes that control the cash flow of the companies owned supply chain, and the reporting to the shareholders and the local government and tax service.

The business functions in the scenarios are colored to indicate:

- light blue represents commercial / customer focused related business functions.
- orange represents goods supply related business functions.
- blue represents financial controlling related business functions.
- yellow represents internal stock movement within a warehouse.
- light grey is an external actor in a scenario.
- dark grey represents a set of (mandatory) master data processes necessary to implement a scenario.
- red represents project management related business functions.
- green are quality controlling business functions.
- purple represents the support and maintenance on the information system configuration.

Business Processes

A business process is a graphical view of the steps to take to realize a business objective. The business processes are set up according to best practices and are made configurable using options.

In this document, we have listed the main business processes that are linked to the business functions used in the scenario. There are 84 main business processes.

Currently there are also two end-to-end processes in the DEM Content Pack. These processes provide an overview of activities that can be taken from start to end, using not only LN functionality but also other Infor products. In the help text of those activities you will find instructions how you can setup a link to the other products. The intention of these processes is not to be complete, but per micro vertical show the most relevant activities. The processes are set up using swim lanes and can be used for instance in pre-sales demos and kicking of a training session.

There will be more end-to-end processes for other micro verticals added in the future.

Options

An option is a static condition that controls the flow of information in a business process. And can result in activating/deactivating parts of that business process.

Wizards

Some options are more complex to set up then others. In some cases you must set parameters and set up master data that cross the functional boundaries. To speed up the demo, train or test process of these complex situations, wizards are created.

Wizards are linked to certain business functions and therefor will only become available if you have selected scenarios in your project model in which these business functions are used.

SCOR Business Process: Product Life Cycle Management

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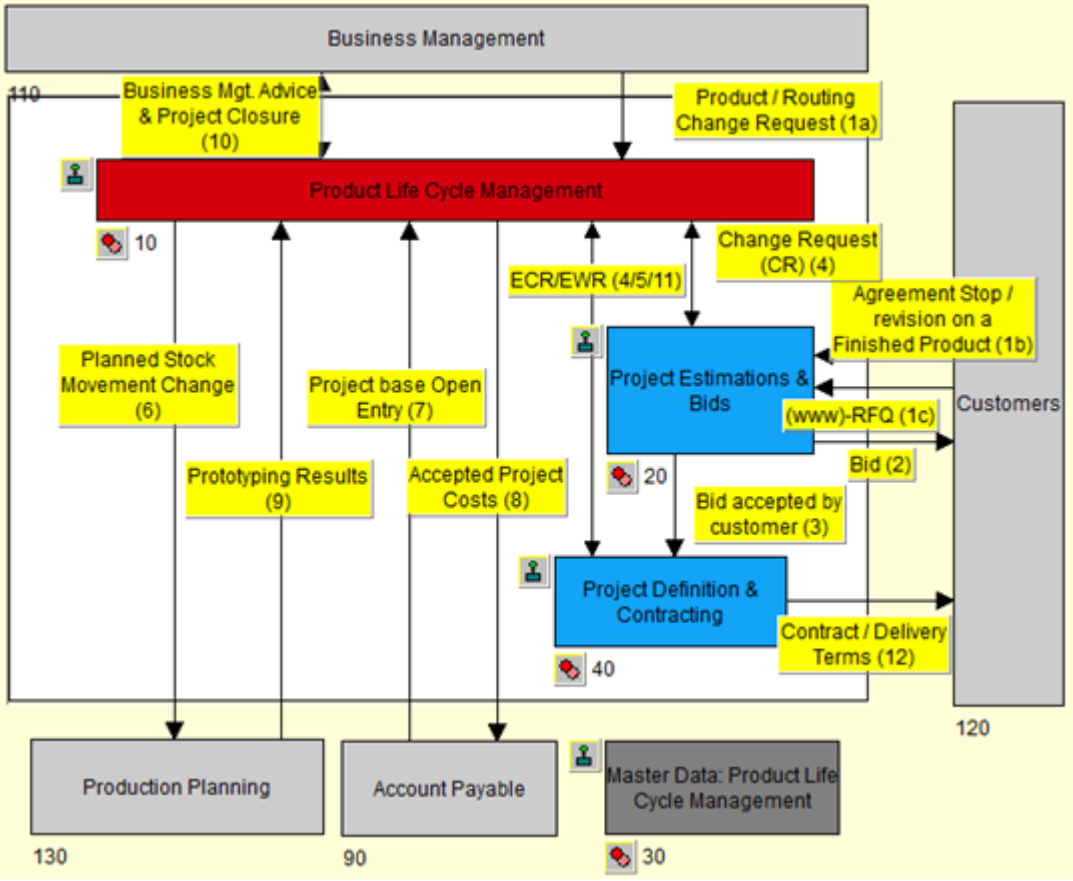
Scenario 101000 – Product Life Cycle Management



This RFQ fulfillment scenario contains the business processes to stop / change / introduce a new revision of a component, a tool to assemble the component or an asset within the company. The source of the RFQ is a www-bid or it has a company owned source. An estimate is created for the (www-)RFQ. An Engineering Change Request for the component or tool is raised for this (4) where the current revision of the component / tool is potentially in a running logistic environment. Potentially a productive

task or a change in the asset at the production plant to supply the component has to be redefined. A Work Change Request is raised for this (4).

When prototyping or a 0-serie is required, a manufacturing project with the BOM and routing to test is created. The estimated and actual costs spent for this test is booked on this manufacturing project.

The bid potentially will lead to a contract with long term forecasts and corresponding delivery terms for configuration components.

Line of Business

- Discrete and Semi Process / Food process Manufacturers.
- Automotive Industries (OEM & Tier).

Business Characteristics

Sales of high volume standard / configurable finished products.

Business Triggers

- Product related Change Request from the company owned Business Management (1a) or an existing Customer (1b) to stop or revise a running component on Form / Fit / Function.
- Product related (Internet) Request for Quotation from a prospect or customer (1c).

Description

1a/1b Create a Change Request (= a Manufacturing Project in LN) to stop / introduce a new / changed revision for a running component (or the tasks to supply it), or to change the related tool at the production plant directly (4/5).

1c Create an estimate (= a Capital Project in LN) based on comparable running production tasks. Send the (www-)bid to the requested customer (2). If the bid is accepted by the customer the estimate is copied to a capital Project for the prototyping for a Manufacturing Project (3).

New / changed Bill of materials and Routing operations are modeled for this prototype. The prototype is planned; scheduled and run in collaboration with the normal production tasks at the various departments (6). All estimated and actual costs of the prototyping related to the new / stopped / changed part of the product structure are booked against the Manufacturing Project (9), so also the accepted project costs in relation to the purchased new components (7/8). The Manufacturing Project is evaluated. After a positive result of the prototyping the BOM and Routing are copied from the Manufacturing Project to the running logistic environment to run into volume assembly / production. The Manufacturing Project is closed (10). The price results and the supplying risks are input to setup the contract and the delivery terms for the customer (11/12).

Main Business Processes

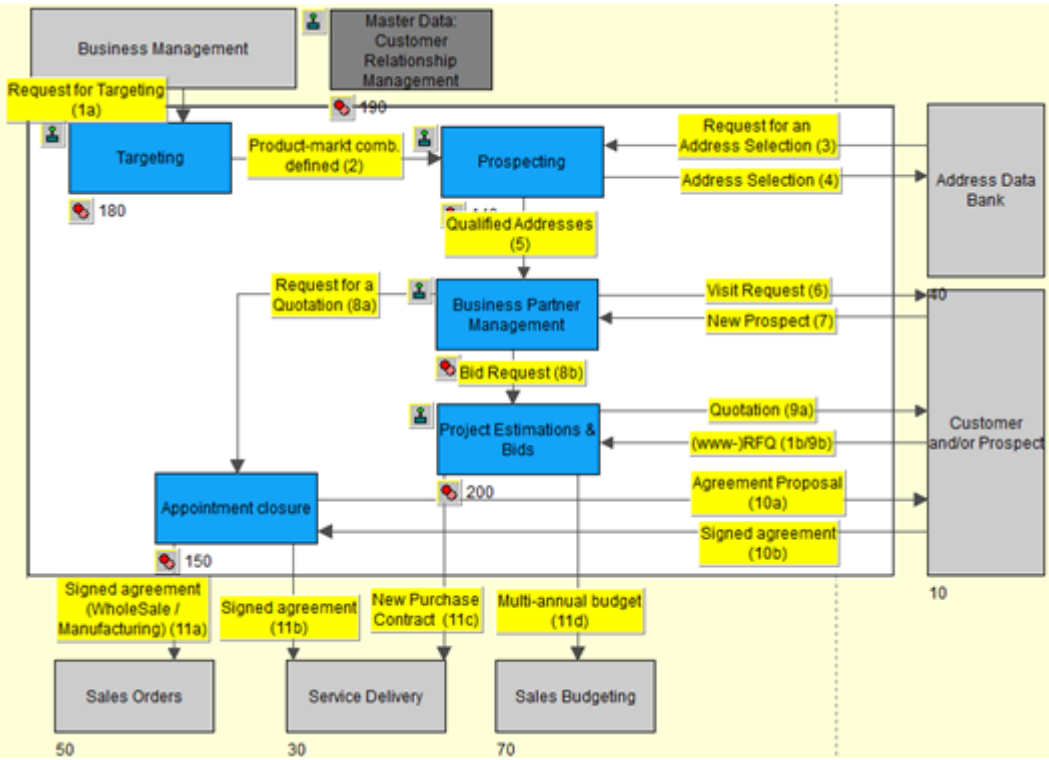
- Engineering Change Request / Engineering Work Requests (MEN003)
- Manufacturing Projects Management (MPR010)
- Project Estimation & Bids (MPR210)
- Project Definition & Contracting (MPR100)
- Project Budgeting (MPR230)
- Parameters / Master Data (Common) (MCO510)
- Parameters / Master Data (Product Control) (MPA510)

- Product (revision) Management (MPA014)

SCOR Business Process: Customer Relationship Management

3

Scenario 102900 – Customer Relationship Management



This customer qualifying scenario contains the business processes to create new projects / orders out of available (internet based)bid requests / suspects and/or new addresses.

Line of Business

- Product / service selling companies with markets to be edited.

Business Characteristics

- Sales of products and/or services.
- One or more markets with unfulfilled company owned product / service needs and which are by nature not interested directly in buying those products / services.

Business Triggers

- The Business Management decides on a certain targeting on one of more markets (1a).
- Prospects are searching for a supplier, potentially through an internet based bid request (www-) / Request for Quotation (1b).

Description

A plan is made on how to approach / target the market on an efficient and cost effective way (2). The market is edited (3/4) to create a list of new potential customers / prospects with their potential (product / project / services) needs (5). The qualified suspects and/or the contacts on potential new projects are edited / visited (6) to interest them on selling the product assortment and/or services and/or projects what the company can offer (7). Activities; notes and contact data are administrated. Product related quotations are offered (9a). For project related (www-)Request for Quotations (1b/8b), estimates are created first on the predefined scope / blueprint of the RFQ. The quotation / bid is generated from this estimate and send to the prospect(s) (9a). This results in an intention to agree upon the proposal or an unsuccessful bidder letter (9b).

In case of success, product related quotations are evaluated and copied to a sales order (8a11a). Negotiated sales and/or discount price agreements are booked (8a11b).

Capital project & services related quotations are evaluated and the corresponding estimate is copied to the budget to run the capital project. The capital project and/or service agreement is signed off (10a/10b). The corresponding estimate is copied to the budget to run the capital project. Capital project related Purchase contracts are created (11c). The sales forecast is updated (11d).

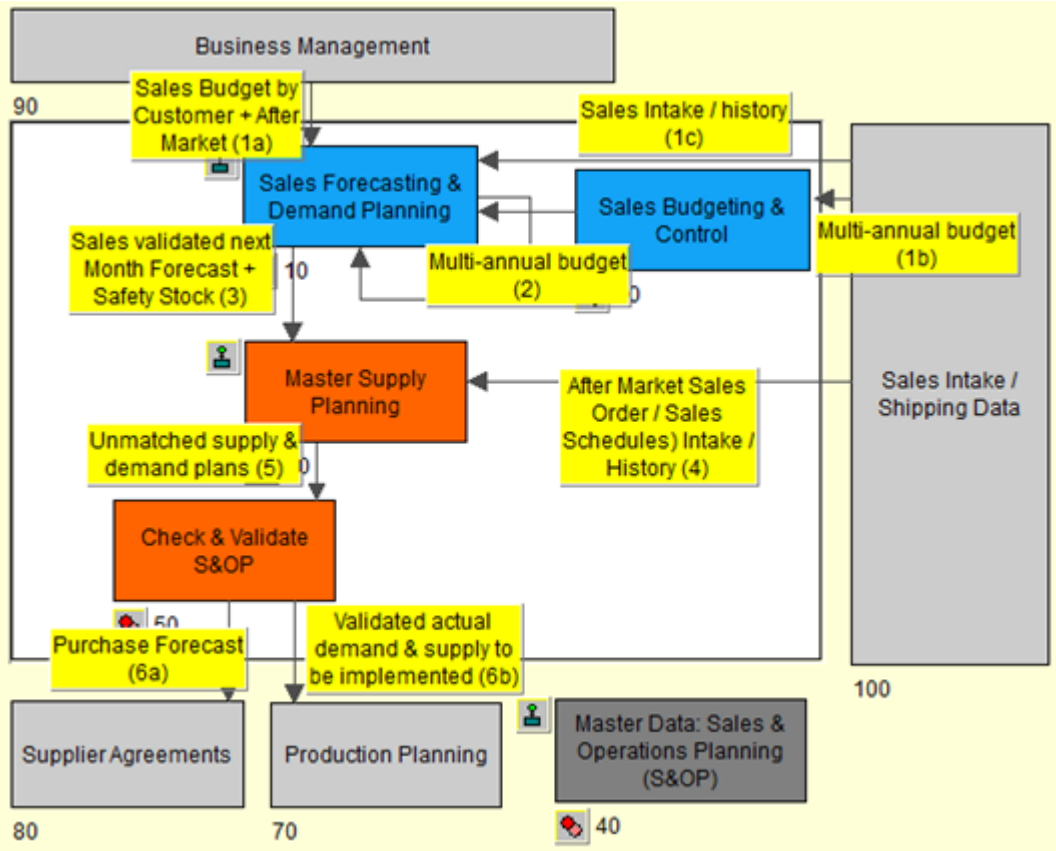
Main Business Processes

- Operational CRM (MAM003)
- Customer Management (MCO020)
- Project Estimation & Bids (MPR210)
- Product(revision) Management (MPA014)
- Parameters / Master Data (Marketing) (MAM510)

SCOR Business Process: Plan

4

Scenario 201000 – Demand and Supply Planning



This scenario contains the business processes to qualify next periods finished products forecasts against the available production capacity. This results in actual purchase forecast data to validate actual purchase contracts and actual planned production orders.

Line of Business

- Discrete and Semi Process / Food Process Manufacturers.
- Automotive Industries (OEM & Tier).
- Sales of Office Supplies for small Enterprises.

- Sales of Spare Parts (potentially not on stock) like Hardware Vendors.

Business Characteristics

- Sales of medium and high volume standard / configurable finished products.

Business Triggers

- Start of a new cross company planning cycle of finished products. For strategic purposes this cycle is on a quarterly or yearly basis. This serves the decisions for buying for example new expensive production tools and/or assets. For tactical purposes this cycle is on a monthly basis. This serves the decisions to start purchase, distribution and production of products based on customer's budgets and after market forecasts.

Description

The Finished Products Forecasts are calculated in Infor LN from the sales budget by (family) item (1b/2) and /or sales order history (1c), changed manually in case required and accepted within the organization. The capacity plan by critical work center, the ATP for Sales and Supply Plan, is calculated in the Master Supply Planning to fulfill this accepted Forecast (3). The match between demand and supply is created through the Inventory Plan. If this is not possible the match is found through financial considerations. Supplying departments are informed with the latest purchase forecasts (6a). The implementation of the Master Supply Plan starts by running the MRP (6b).

Main Business Processes

- Demand Planning (MPL006)
- Master Planning (MPL020)
- Product(revision) Management (MPA014)
- Parameters / Master Data (Planning) (MPL510)
- Parameters / Master Data (Warehousing) (MWH510)

SCOR Business Process: Source

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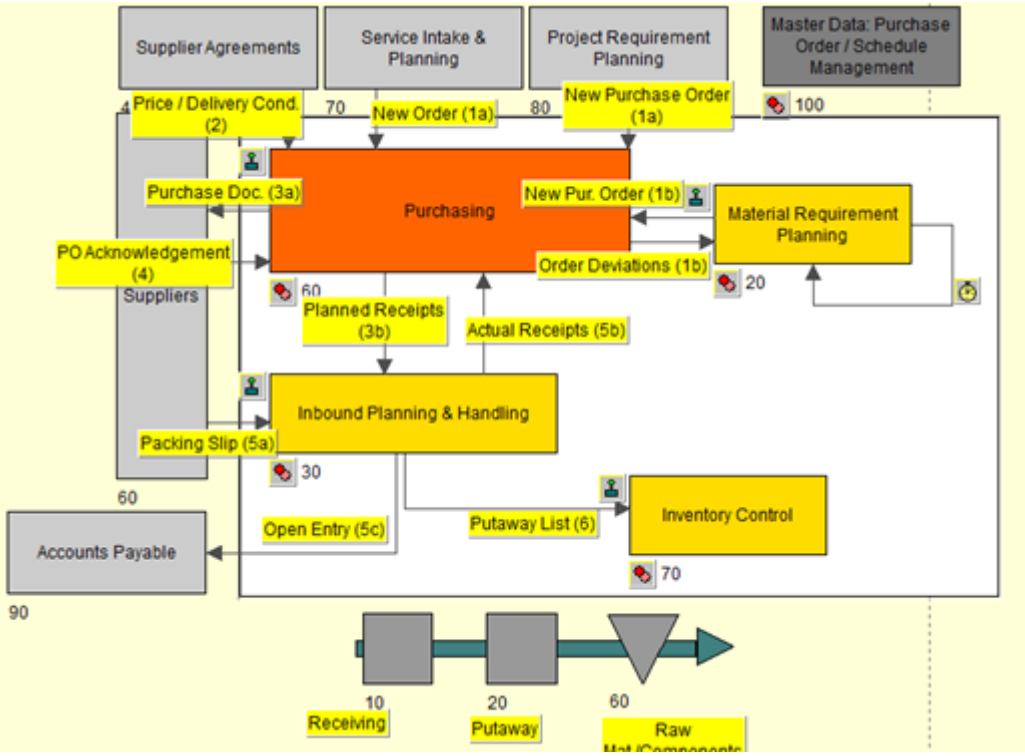
Scenario 105000 – Purchase Order / Schedule Management



This procurement scenario contains the business processes to purchase materials and services.

Line of Business

- Any physical products trading and/or transforming company.

Business Characteristics

- Purchase of direct materials, indirect materials (like office supplies) and/or the subcontracting of tasks for small and medium sized buying organizations.

Business Triggers

- Planned Stock movement below the safety stock.
- Directly delivery request from Sales.
- Subcontracting request from Production or Service Planning.

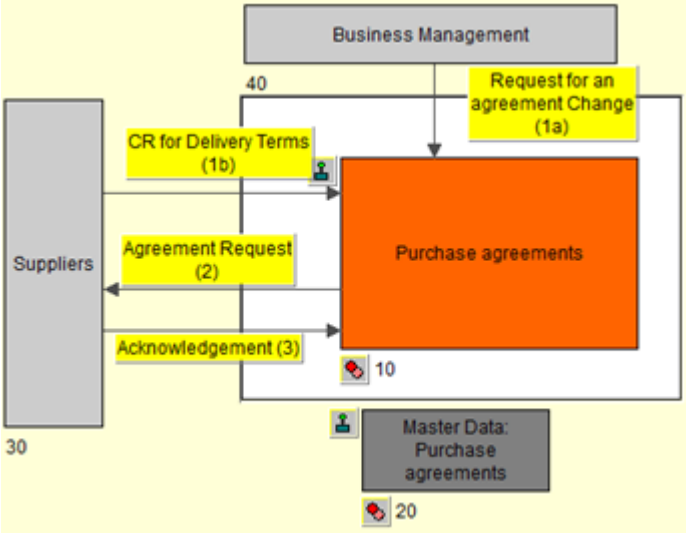
Description

Check / change the ordered quantity; planned start/finish date and the supplier of Planned Purchase Orders for direct material, and transfer these Planned Purchase Orders to Purchase Orders (1b) or Purchase Schedule for EDI/XML messaging (1b). The actual supplier agreements are used (2). Confirmed purchase orders are sent by EDI/XML, fax or e-mail to the supplier (3a). The warehouse is informed (3b) for the planned purchase order receipt. Register the Order Acknowledgment from the Supplier within the Purchase Order (4). Receive (and potentially inspect) the incoming goods and/or performed services (5a) and update the purchase order with the received quantity (5b).

Main Business Processes

- Order Planning (MRP) (MPL010)
- Purchase Orders and/or Schedules (MPU003)
- Goods Inbound Planning and/or Handling (MWH010)
- Stock Control (MWH002)
- Supplier Management (MCO030)
- Product(revision) Management (MPA014)
- Parameters / Master Data (Purchase) (MPU510)
- Parameters / Master Data (Warehousing) (MWH510)

Scenario 106000 – Purchase Agreements



This Terms of Delivery scenario contains the business processes to maintain purchase prices and discounts.

Line of Business

Any physical products trading and/or transforming company.

Business Characteristics

- Purchase of medium and high volume standard products.

Business Triggers

- Change Request on Terms of Deliveries from the company owned Business Management (1a) or existing Supplier (1b).

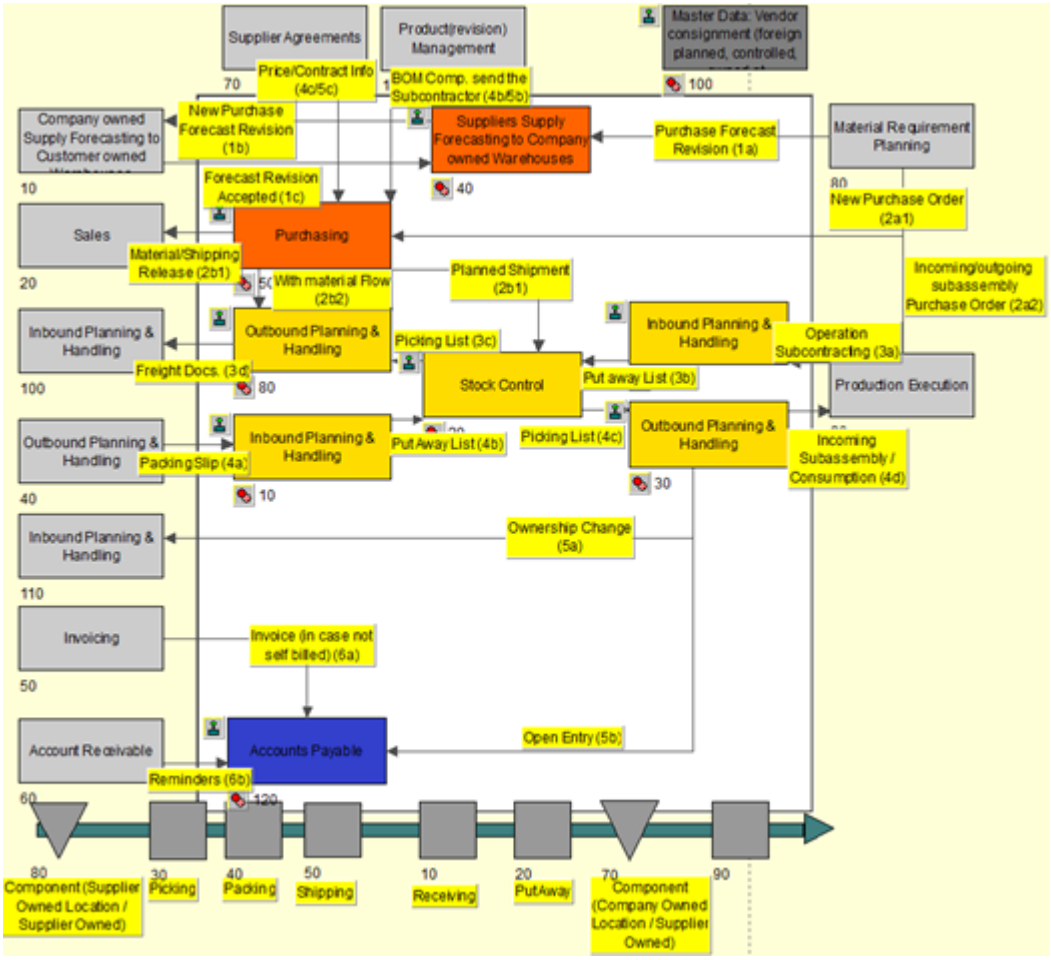
Description

The Business Management or an existing Supplier requests for a purchase price and discount change. After negotiation the purchase price and/or discounts are actualized and confirmed to the requester.

Main Business Processes

- Supplier Management (MCO030)
- Purchase agreements (MPU010)
- Product(revision) Management (MPA014)
- Parameters / Master Data (Common) (MCO510)
- Parameters / Master Data (Product Data) (MPA510)

Scenario 111000 – Inventory Management – Supplier Consignment Inventory



This procurement scenario contains the business processes to purchase materials potentially with component supply to the supplier and to subcontract production (tasks) potentially with component supply too.

Line of Business

- Automotive Industries (OEM & Tier).
- Discrete and Semi Process / Food Process Manufacturers.

Business Characteristics

- Predictable purchase of medium and high volume standard components / raw materials.

Business Triggers

- Planned stock movement below the safety stock in a component and/or raw material warehouse which is supplier owned and/or supplier planned (1).
- Subcontracting request from Production (7).

Description

- The INTERNAL warehouse within the company = completely company owned, or supplier owned and/or planned.
- The EXTERNAL warehouse at the supplier site = completely company owned, or supplier owned and/or planned.

A new customer EDI/XML/manual purchase forecast revision of (subassembly) items (1a) is approved. This approval is sent back to the customer (1b). This forecast for the EXTERNAL warehouse is part of the demand of the company owned MRP (1c).

Business function: Suppliers Supply Forecasting to Company owned Warehouses

- The MRP results in new suppliers EDI/XML/manual purchase forecast revision of (subassembly) items which are assembled at the supplier site (1a). This forecast revision is sent to the supplier (1b) and confirmed by the supplier (1c).

Business function: Purchasing

- The MRP creates also new EDI/XML/manual Purchase Orders and/or Purchase Schedule Revisions to supply the INTERNAL warehouse (2a1).
- New Purchase Orders for outgoing production operation subassemblies are also generated where these operations are subcontracted (2a2). The additional material supply lines to ship to the EXTERNAL warehouse are present in the purchase order. These supply lines are the components to assemble the purchased manufactured item at the supplier site. The supplier (2b1) and the INTERNAL warehouse employees are informed (2b1/2b2).

Business function: Inbound Planning & Handling

- The production order outgoing operation subassembly item is sent from the production WIP (3a) to the INTERNAL warehouse ready for shipping to the supplier (3b).

Business function: Outbound Planning & Handling

- The material supply lines from the company are picked; packed and shipped to the EXTERNAL warehouse (3c/3d). This is done for these type of purchase orders:
  - Subcontracted manufactured items.
  - Purchased items with material supply requirements.
  - Subcontracted production order operation outgoing subassembly items.

Business function: Inbound Planning & Handling

- The purchase order is received from the supplier into the INTERNAL warehouse (4a/4b). The item is a manufactured item or a purchased item or a production order operation incoming subassembly items. During the receipt the right components of the purchased item are back flushed in the EXTERNAL warehouse.

Business function: Outbound Planning & Handling

- Production order incoming operation subassembly items are shipped from the INTERNAL Warehouse to the location of the next production operation in case a next operation is required (4c/4d).

Business function: Outbound Planning & Handling (Consumption INTERNAL warehouse)

- The item is consumed in the INTERNAL warehouse. The ownership of the item is changing now. The company sends the EDI/XML/manual consumption document from the INTERNAL warehouse to the supplier (5a). An open entry is posted to the Account Payable (5b).

Business function: Invoicing

- The supplier sends the EDI/XML/manual invoice for the consumption in the INTERNAL warehouse (6a). Alternative the self-billed supplier invoicing is used.

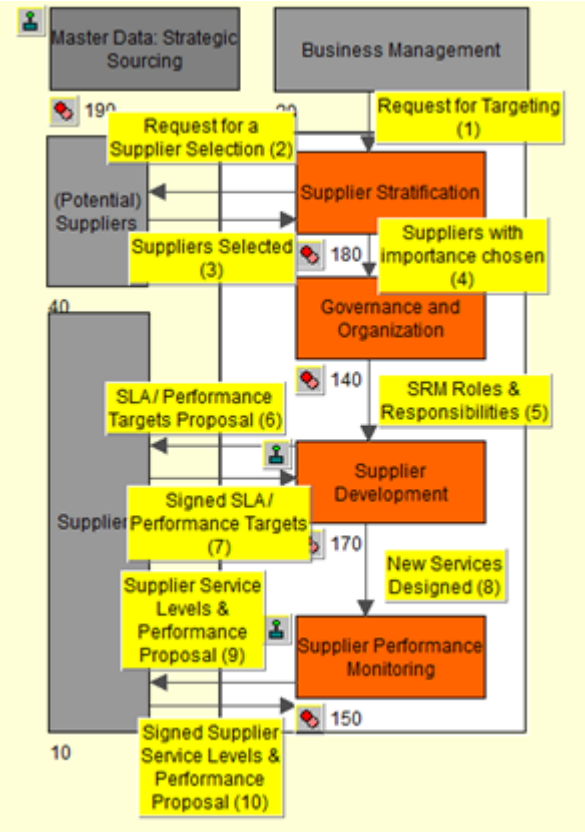
Business function: Account Payable

- Payments to the supplier are under control of the Account Payable Department. The suppliers invoice to be paid is created in the account payable; verified; the payment is authorized in respect to the consumption in the INTERNAL warehouse and matched with the open entry (5a/6a).
- In case the payment is overdue a reminder letter is send to the customer (6b).

Main Business Processes

- Suppliers Supply Forecasting to Company owned WH (MPL003)
- Purchase Orders and/or Schedules (MPU003)
- Goods Inbound Planning and/or Handling (MWH010)
- Goods Outbound Planning and/or Handling (MWH020)
- Stock Control (MWH002)
- Register/approval of purchase invoices (MAP010)
- Customer Management (MCO020)
- Product(revision) Management (MPA014)
- Parameters / Master Data (Purchase) (MPU510)
- Parameters / Master Data (Warehousing) (MWH510)
- Parameters / Master Data (Controlling) (MFI510)

Scenario 112000 – Strategic Sourcing



This supplier qualifying scenario contains the business processes to qualify potential suppliers for the sourcing of a certain product assortment which results in purchase contracts. The historical performance of active suppliers is monitored.

Business Goals

Maximization of the relationship value of suppliers and minimize the risk and management overhead over the entire supplier relationship lifecycle. This will result in lower costs, increased profits, and a better-run business. It will maximize the value of your supplier base.

Line of Business

- Automotive Industries (OEM & Tier)
- Semi Process / Food Process Manufacturers.

Business Characteristics

- Companies with a predictable medium and high volume procurement of standard components / raw materials at a small range of suppliers.
- Central purchase contracting business unit within a multi-site procurement company.

Business Triggers

- The Business Management decides to evaluate, enable, and engage your suppliers to be more effectively for a certain product assortment (1).

Description

The most strategic suppliers to the organization are selected by listing the A-suppliers on which the organization spends the most (80%), are business critical and/or have a certain expected value on operational / technical integration and long-term fit with the organization (2/3).

A set of common definitions of how suppliers in strategic and non-strategic tiers must be managed is defined (4).

The relationship touch-points and processes are streamlined to eliminate non-value-added work and reduce associated FTE's. The governance structure and process for internal and supplier interactions across the lifecycle of the supplier relationship is developed. Formal processes, roles, responsibilities and tasks to involve management in the relationship are defined. A process to effectively manage performance and develop supplier capabilities to continuously improve value is put in place (5).

Contracts are negotiated with suppliers on the basis of an RFQ (6). Once terms and conditions have been agreed upon (7), the strategic purchaser can create a central contract and transfer this to all applications to be considered during planning and execution.

At this point, the regular procurement process starts (8).

The following day-to-day governance activities are started to maximize the relationship lifetime value and gaining competitive advantage by effectively managing suppliers that are truly strategic (9/10):

- Contract (renewal) -, Performance -, Action Item -, Financial – and Requirement Management.
- Issue Resolution & Negotiation
- Market Analysis.

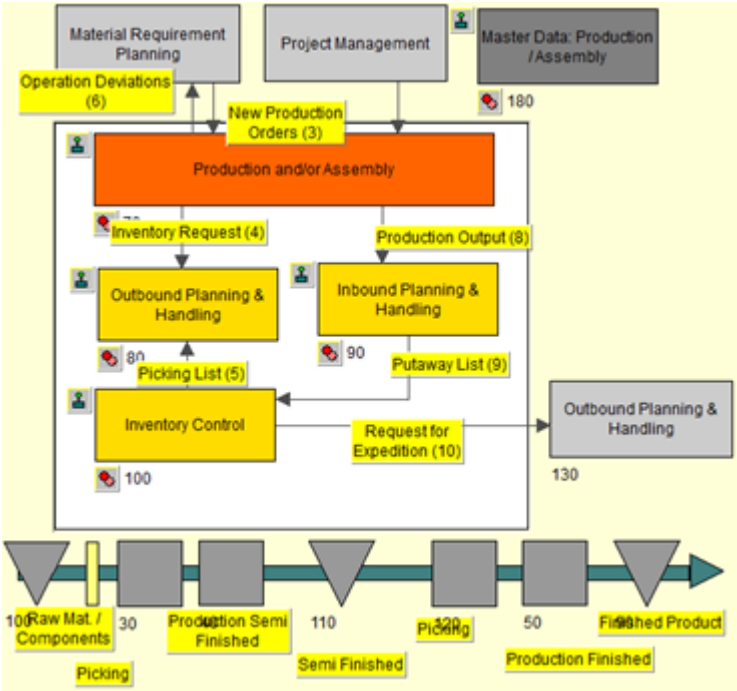
Main Business Processes

- Pre-Purchase Order activities (MPU020)
- Purchase agreements (MPU010)
- Supplier Performance Monitoring (MPU001)
- Product(revision) Management (MPA014)
- Supplier Management (MCO030)
- Parameters / Master Data (Purchase) (MPU510)

SCOR Business Process: Make

6

Scenario 102350 – Production / Assembly



This scenario to transform products contains the business processes to produce a Sales Order and/or Schedule with the right specifications on the right time and with the right quality level and invoiced price(s) from the company owned warehouse to the customer delivery address.

Line of Business

- Discrete and Semi Process / Food Process Manufacturers.
- Automotive Industries (OEM & Tier).
- High-end Motor Vehicles and Aircraft Industries.
- Sales of Office Supplies for small Enterprises.
- Sales of Spare Parts (potentially not on stock) like Hardware Vendors.
- Complex Machine Builders.

- Large Construction Projects Builders.

Business Characteristics

- Transformation process of components and/or raw materials into another physical product.

Business Triggers

- Planned stock movements from demanding orders like:
- Sales quotations with a scoring percentage above a certain level.
- Sales order lines and/or Schedules (1a).
- The required components in a production order or planned production order.
- The required components in a service order.
- The required assembly parts in an assembly order.
- Warehouse order lines and planned distribution orders.
- The module to produce present in the activity plan of a project (2).

Description

A planned stock movement is below the safety stock for a certain manufactured item. This creates:

- One or more planned production orders to fulfill this demand.
- A capacity plan by work center which runs tasks for the planned production orders.
- Planning signals on already running production orders like rescheduling in/out/cancel.
- Up and down stream order pegging relations between the supply and the demanding orders.

Check the proposed Planned Production Orders and capacity and transfer these Planned Production Orders to Production Orders (3). Print and release this production order documents.

Request the components for every production order (4). Pick (5) the components from stock (5). Perform the tasks of the routing lines of every production order. Complete the quantities on routing step level and/or on production order level (8). Receive (and potentially inspect) the incoming (semi)finished goods (9). Actual stock is present to ship on time to the requesting demanding orders (10).

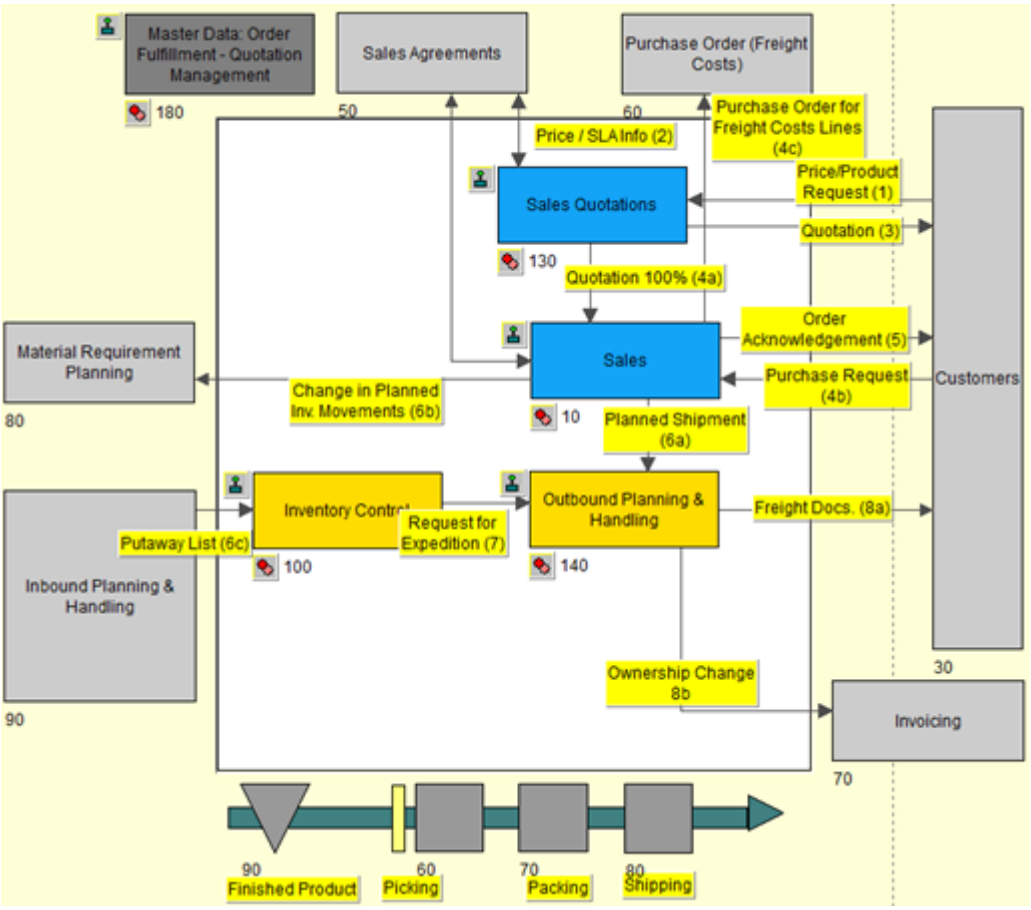
Main Business Processes

- Production Order dispatching (MPL011)
- Request for Components / Labor to WIP (MWH005)
- Goods Outbound Planning and/or Handling (MWH020)
- Production Order (operation) Completion / Closure (MMN010)
- Goods Inbound Planning and/or Handling (MWH010)
- Stock Control (MWH002)
- Product(revision) Management (MPA014)
- Parameters / Master Data (Hours Accounting) (MME510)
- Parameters / Master Data (Production) (MMN510)
- Parameters / Master Data (Planning) (MPL510)
- Parameters / Master Data (Warehousing) (MWH510)

SCOR Business Process: Deliver

7

Scenario 102100 – Order Fulfillment – Quotation Management



This order fulfillment scenario contains the business processes to order, ship and invoice a Sales Order and/or Schedule with the right specifications on the right time and with the right quality level and invoiced price(s) from the company owned Warehouse to the customer delivery address.

Line of Business

- Discrete and Semi Process / Food Process Manufacturers.
- Automotive Industries (OEM & Tier).
- High-end Motor Vehicles and Aircraft Industries.
- Sales of Office Supplies for small Enterprises.
- Sales of Spare Parts (potentially not on stock) like Hardware Vendors.

Business Characteristics

- Make to Stock.
  - The Finished Product is based on a standard product design.
  - The Customer requested Order Lead Time is equal to the expedition and transport time of the customer order.
  - Predictable demand on standard Finished Products.
  - Low Volume discrete Assembly.
- The supply of the Finished Product is triggered against planned stock movements below safety stocks and sold to the customer from finished goods stock.
- Monitoring of excessive inventory.
- Make to Order or Build to Order.
  - The Finished Product is based on an (almost) standard product design.
  - The Customer requested Order Lead Time is larger than the total supply time of the Finished Product.
  - Not predictable demand on standard Finished Products.
  - Low Volume discrete Assembly.
  - The supply of the Finished Product is triggered against the Customer Order.

Business Triggers

- Prospects are requesting Sales Quotations (1).
- Customers are requesting Sales Orders (4b).

Description

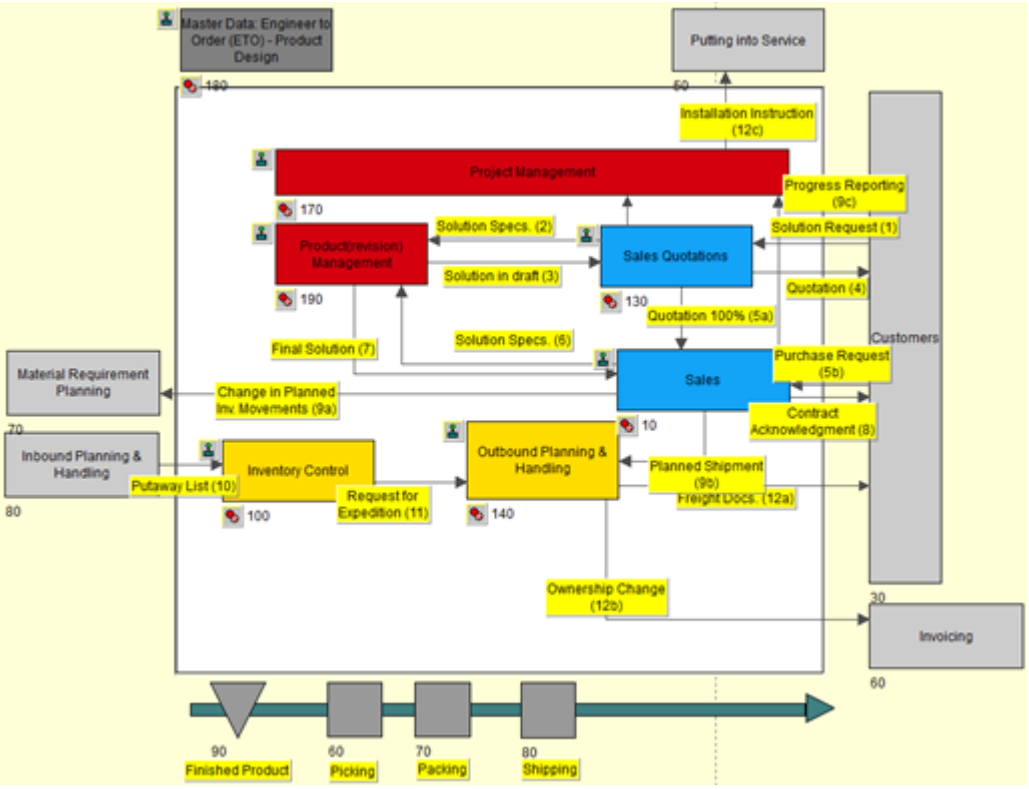
The Sales Quotation is entered with the (special) Finished Product requirements added to the Quotation Lines. The default prices and discounts are requested from the Sales agreements (2). The Quotation is printed and send to the Prospect (3). The progress on Quotations is monitored. Quotations are canceled; redefined or copied to a Sales Order (4a), or the Sales Order or Sales Schedule for EDI messaging is entered (4b). Stock requests are send to the Material Requirement Planning (6b) which facilitates for new stock to ship on time (6c). The Finished Product is picked; packed and shipped to the Customer (7/8a).

Main Business Processes

- Operational CRM (MAM003)
- Sales Orders and/or Schedules (MSL020)
- Stock Control (MWH002)

- Goods Outbound Planning and/or Handling (MWH020)
- Customer Management (MCO020)
- Product(revision) Management (MPA014)
- Parameters / Master Data (Sales) (MSL510)
- Parameters / Master Data (Warehousing) (MWH510)

Scenario 102150 – Engineer to Order (ETO) – Product Design



This order fulfillment scenario contains the business processes to design, supply, produce (handled in another scenario), ship and invoice a Sales Order with the right specifications on the right time and with the right quality level and invoiced price(s) from the company owned warehouse to the customer delivery address.

Line of Business

- Complex Machine Builders.
- Large Construction Projects Builders.

Business Characteristics

- Assemble to Order.
  - The Finished Product is built on Customer specifications of a standard product design of modules.
  - The Customer requested Order Lead Time is shorter than the total supply time of the Finished Product.
  - Not predictable demand on standard Finished Products. Predictable demand on standard modules within the Finished Products.
  - Low Volume discrete Assembly.
  - The supply of the Finished Product is triggered against Customer Order. The supply of the Semi-Finished Product and components are triggered against planned stock movements below safety stocks potentially zero.
  - Mass customization strategies to mitigate the impact of product variety like modularity.
- Sales of high complexity configurable Goods to Cash
  - The Finished Product is built on a standard product design of modules.
  - The Customer requested Order Lead Time is shorter than the total supply time of the Finished Product.
  - Not predictable demand on standard Finished Products. Predictable demand on standard modules within the Finished Products.
  - High Volume discrete Assembly / Multi Model Flow(s) for Assembly.
  - The supply of the Finished Product is triggered against Customer Order. The supply of the Semi-Finished Product and components are triggered against planned stock movements below safety stocks potentially zero.
  - Mass customization strategies to mitigate the impact of product variety like option bundling and late configuration.
  - Managed Supply Contract with Suppliers (not in this scenario).
- Engineer to Order.
  - The Product is (party or fully) designed and build on Customer specifications.
  - The Customer requested Order Lead Time is much larger than the total supply time of the Finished Product.
  - Not predictable demand on any level of the Finished Products.
  - One-off product and discrete Assembly in a Job Shop environment.
  - The supply of the Finished / Semi Product components are triggered against Customer Order.
  - Winning a contract by Make / Buy decisions.

Business Triggers

- Prospects are requesting for Sales Quotations (1).
- Customers are requesting for Sales Orders (5b).

Description

The sales department informs the engineering department on the required specs of the product under design (2/6). The required form, fit, function of the Finished Product is designed and the cost price of

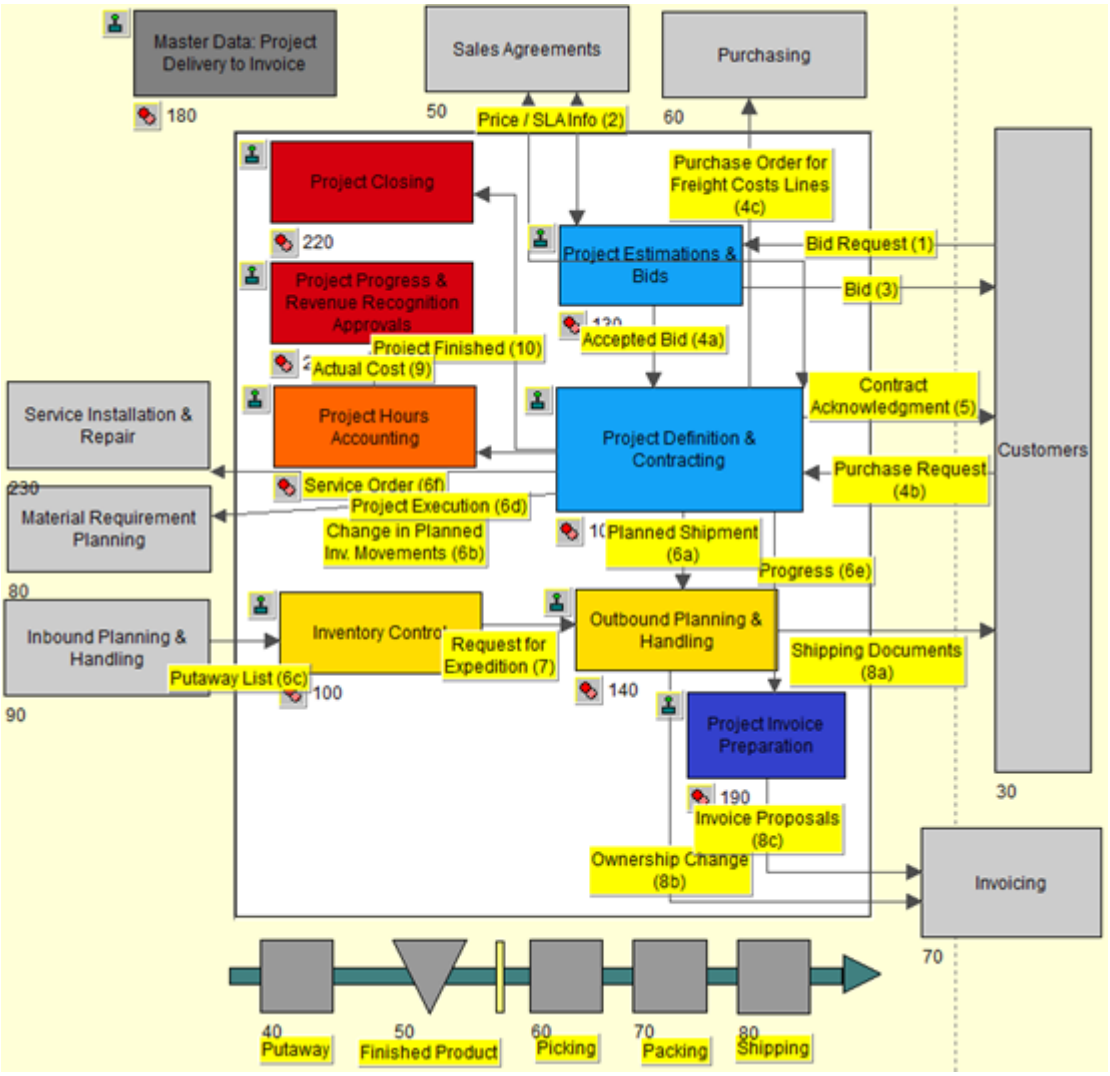
the bill of materials; routings and surcharges is estimated. The required item specifications are sent back to the sales department (3/7).

The Sales Quotation is entered; printed and send to the prospect (4). The progress on Quotations is monitored. Quotations are canceled; redefined or copied to a Sales Order (5a), or the Sales Order is entered directly (5b). Each Sales Order requires a unique set of part numbers, bills of material and routings. The negative planned stock movement of the new design product is input for the Material Requirement Planning (9a) which organizes the supply to fulfill the required stock levels on time (10) to pick; pack and ship to the customer (11/12b). After the shipment the invoice is printed because an ownership change has taken place (12b).

Main Business Processes

- Operational CRM (MAM003)
- Sales Orders and/or Schedules (MSL020)
- Product(revision) Management (MPA014)
- Stock Control (MWH002)
- Goods Outbound Planning and/or Handling (MWH020)
- Customer Management (MCO020)
- Parameters / Master Data (Sales) (MSL510)
- Parameters / Master Data (Warehousing) (MWH510)
- Parameters / Master Data (Hours Accounting) (MME510)

Scenario 102175 – Capital Project Management and Delivery



This Project Delivery scenario contains the business processes to handle bids or a tender, define, plan and run the project and to ship the deliverable from the company's warehouse to the customer location. It also provides tools to monitor the progress and actual costs spent. The Financials are triggered by invoicing, hours accounting and revenue recognition.

Line of Business

- Aerospace & Defense.
- Complex Equipment Builders.
- Large Construction Projects Builders.

Business Characteristics

- Long-term project requiring relatively large sums to acquire, develop, improve, and/or maintain a capital asset.
- Main- and subcontractors.
- Invoicing and revenue recognition based on deliverables.
- Shipping of capital assets to customer locations.

Business Triggers

- Bid Request or tender from a prospect (1).
- Project Purchase Request from a customer (4b).

Description

Create a Capital Project Estimate for the bid or tender (1) with the components (estimated material, equipment, labor, subcontracting and other costs usage). For the material, equipment and subcontracting resource usage the sales price agreements is used (2). All lines are linked to normal or extra work codes for reporting purposes.

Send the bid to the customer concerned (3). If the bid is accepted by the customer, the estimate is copied to a budget within a capital project to start prototyping (4a).

Alternatively a purchase order or contract from the customer is coming in to repeat the project of a previous produced prototype asset/tool and to ship this again to the customer (4b).

Potentially a budget is created. The financial capital project contract agreement for one or more business partners and the project scope (in potentially multi-level elements and/or activity structures), and the list of milestones are setup. The contract acknowledgement is sent to the customer(s) (5).

Planned shipments for components and asset/tools are entered in contract lines ready for shipping to the customer location and/or the project address (6a).

As soon as the project is active these capital project actuals are booked:

- The planned stock movement is the input for the material planning (6b), which results in production; purchase and distribution orders to supply the requested components and asset/tools from the operations management (6c). The actual used materials; labor and other costs are booked through the production / purchase and/or distribution order to the progress of the capital project (6c).
- Potentially capital project related service orders are planned, executed. The actual used materials; labor and other costs are booked through the service order to the progress of the capital project (6f).
- Hours are booked on the capital project (6d).
- The capital project actual costs (hours, materials, invoices of subcontractors) will be calculated and compared with the definition. This will lead to the revenue recognition and progress reports (9).

The components and asset/tools is picked; packed and shipped to the Customer (7/8a).

The invoice request will commence based on a combination of contract or project deliverables (8b) and project progress (8c).

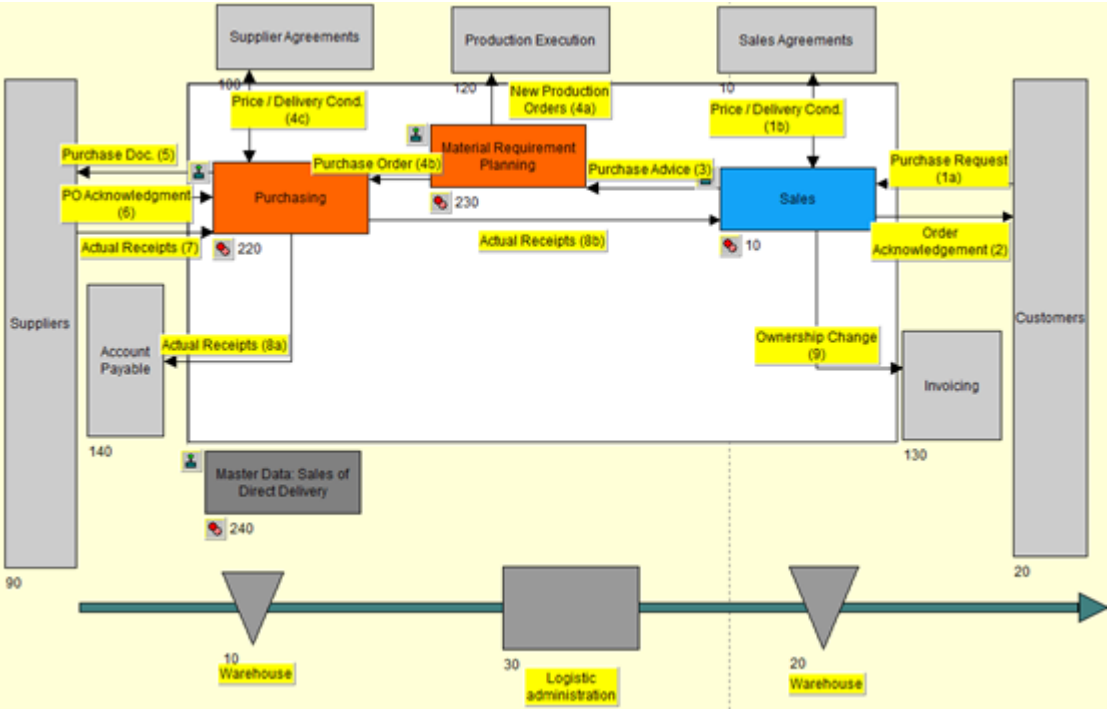
The project is evaluated and closed (10).

Main Business Processes

- Project Estimation & Bids (MPR210)

- Project Definition & Contracting (MPR100)
- Project Budgeting (MPR230)
- Request for Components / Labor to WIP (MWH005)
- Project Progress / Approvals (MPR300)
- Stock Control (MWH002)
- Goods Outbound Planning and/or Handling (MWH020)
- Invoice Preparation (MPR270)
- Project Closing (MPR310)
- Customer Management (MCO020)
- Parameters / Master Data (Controlling) (MFI510)
- Parameters / Master Data (Hours Accounting) (MME510)
- Product(revision) Management (MPA014)
- Parameters / Master Data (Project Delivery) (MPR510)

Scenario 102200 – Product Sales (discrete Sales Orders) with Direct Delivery



This order fulfillment scenario contains the business processes where a company owned Sales Order is shipped from the Supplier to the customer. Alternatively a company owned Production Order is created.

Line of Business

- Sales of medium and high volume standard / configurable finished products.

Business Characteristics

- Production capacity driven organization in combination with challenging customer requested order lead times.

Business Triggers

- Customers are requesting a Sales Order (1a).

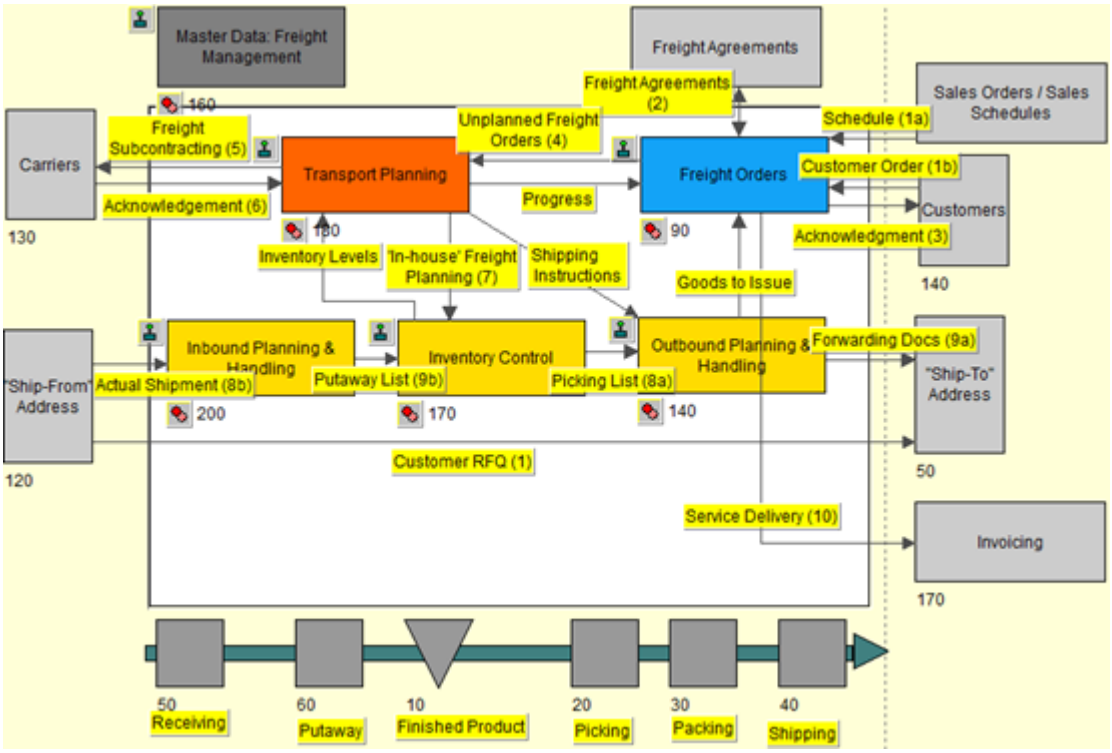
Description

A Sales Order is entered, acknowledged (1b/2) and transferred from the Sales Order as direct delivery to a Purchase Order advice (3). In the Purchase Advice the preferred supplier is checked, potentially changed and accepted. Alternatively in the Sales Order it is decided to create a company owned Production Order to supply the Sales Order (4a). The Purchase advice is transferred to a Purchase Order (4b/4c). This Purchase Order is (XML/EDI) copied to a Sales Order at the Supplier side with the instruction to ship from the Supplier direct to the customer of the company owned sales order (5). The Sales Order at the Supplier side is acknowledged (6). After the shipment message of the goods at the supplier side (7), the receipt is confirmed (8a/8b). This receipt does not have consequences on the company owned stock movements. The invoice is ready for printing (9).

Main Business Processes

- Sales Orders and/or Schedules (MSL020)
- Order Planning (MRP) (MPL010)
- Purchase Orders and/or Schedules (MPU003)
- Invoicing (MAR009)
- Customer Management (MCO020)
- Product(revision) Management (MPA014)
- Parameters / Master Data (Purchase) (MPU510)
- Parameters / Master Data (Sales) (MSL510)
- Parameters / Master Data (Warehousing) (MWH510)

Scenario 102700 – Freight Management



This Freight scenario contains the business processes to handle the complete external transportation process.

Line of Business

- Freight Delivery Companies.

Business Characteristics

- Company owned and/or subcontracted transport service through medium and high volume standard routes.

Business Triggers

- Sales orders and/or schedules where the company is responsible for the shipment to the ship-to location of the customer (1a).
- (EDI) Purchase order from a customer with a shipping instruction from a ship-from address to a ship-to address (1b). Potential the freight companies organize a stop in between in the company owned warehouse.

Description

The freight order is generated (1a, 1b/EDI) or created manually (1b) where freight agreements are used to create a price for the planned service (2). The freight order is planned ‘in house’ (4) where the goods received and/or expedition warehouse is informed about the planned load and shipment characteristics (7). Alternatively the freight order is subcontracted to a freight subcontractor (5) with a predefined subcontracted price for the service (2).

The subcontractor acknowledges the planned load characteristics; the price and load date (6).

Freight service scenario: Ship-from Ship-to: The freight orders is set to completed when the subcontractor informs the company that the service is completed, or when the company itself has completed the service.

Freight service scenario: Ship-from Company owned Warehouse Ship-to: The warehouses inbound (8b/9b) and warehouses outbound material handling (8a/9a) are run. During the outbound the corresponding expedition documents for shipping purposes are printed.

Freight service scenario: Ship-from Company owned Warehouse: The warehouses inbound material handling (8b/9b) are run.

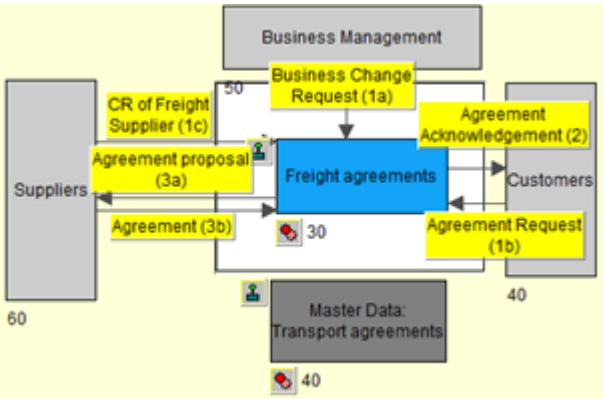
Freight service scenario: Company owned Warehouse Ship-to: The warehouses outbound material handling (8a/9a) is run. During the outbound the corresponding expedition documents for shipping purposes are printed.

The freight orders is set to completed when the subcontractor informs the company that the service is completed, or when the company itself has completed the service. The invoice request for the service is generated (10). The freight subcontractor sends the invoice to the company ready for invoice matching the account payable. The progress during the physical transport is monitored ().

Main Business Processes

- Transport Orders (MFM020)
- Transport Planning/Subcontracting (MFM04a)
- Transport Progress Control & Closure (MFM050)
- Goods Inbound Planning and/or Handling (MWH010)
- Goods Outbound Planning and/or Handling (MWH020)
- Stock Control (MWH002)
- Product(revision) Management (MPA014)
- Customer Management (MCO020)
- Parameters / Master Data (Common) (MCO510)
- Parameters / Master Data (Freight) (MFM510)
- Parameters / Master Data (Warehousing) (MWH510)

Scenario 102800 – Transport Agreements



This Terms of Delivery scenario contains the business processes to maintain sales for customers and purchase prices for the freight suppliers.

Line of Business

- Discrete and Semi Process / Food Process Manufacturers.
- Automotive Industries (OEM & Tier).
- High-end Motor Vehicles and Aircraft Industries.
- Sales of Office Supplies for small Enterprises.
- Sales of Spare Parts (potentially not on stock) like Hardware Vendors.

Business Characteristics

- Transport through medium and high volume standard routes.

Business Triggers

- Change Request on Terms of Deliveries from the company owned Business Management (1a) or an existing Customer (1b) or Freight Supplier (1c).

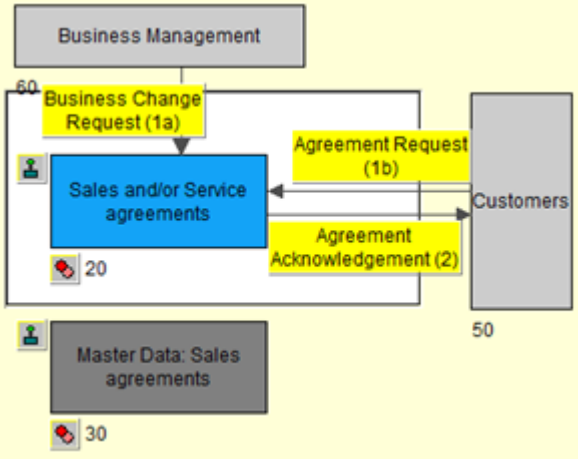
Description

The Business Management or an existing Customer or Freight Supplier requests for a sales or purchase price change. After negotiation (1b) the sales or purchase prices are actualized and confirmed to the requester (2/3a/3b).

Main Business Processes

- Sales and/or Service agreements (MSL010)
- Product(revision) Management (MPA014)
- Customer Management (MCO020)
- Parameters / Master Data (Freight) (MFM510)

Scenario 103000 – Sales Agreements



This Terms of Delivery scenario contains the business processes to maintain sales prices, discounts and contract terms.

Line of Business

- Discrete and Semi Process / Food Process Manufacturers.
- Automotive Industries (OEM & Tier).
- High-end motor Vehicles and Aircraft Industries.
- Sales of Office Supplies for small Enterprises.
- Sales of Spare Parts (potentially not on stock) like Hardware Vendors.

Business Characteristics

- Sales of medium and high volume standard / configurable finished products.

Business Triggers

The Business Management or an existing Customer requests for a (changed) sales price, discount or contract terms (2).

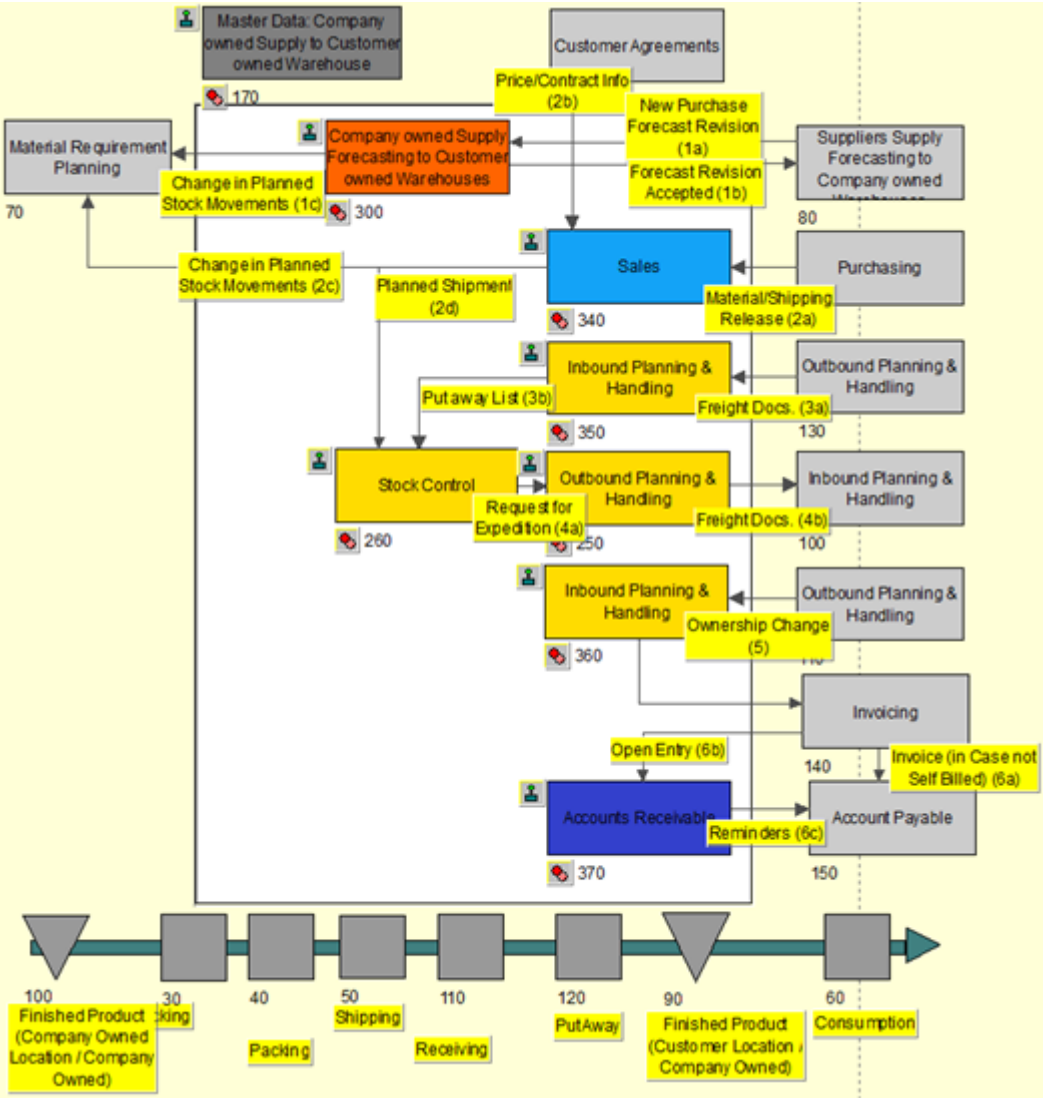
Description

After negotiation the sales price, discount and/or contract terms are actualized and confirmed to the requester (2).

Main Business Processes

- Sales and/or Service agreements (MSL010)
- Product(revision) Management (MPA014)
- Customer Management (MCO020)
- Parameters / Master Data (Common) (MCO510)
- Parameters / Master Data (Product Data) (MPA510)

Scenario 110000 – Demand Fulfillment – Customer Consignment Inventory



This order fulfillment scenario contains the business processes to ship materials to a company owned / planned warehouse at the customer site and to invoice the Sales Order / Schedule revision after consumption out of this warehouse.

Line of Business

- Automotive Industries (Tier).
- Discrete and Semi Process / Food Process Manufacturers.

Business Characteristics

- Predictable Sales of medium and high volume standard materials.

Business Triggers

- New Purchase forecast revision (1a)
- New purchase order and/or material/shipping release (2a)

Description

- The INTERNAL warehouse within the company = completely company owned, or customer owned and/or planned.
- The EXTERNAL warehouse at the customer site = completely company owned, or customer owned and/or planned.

Business function: Company owned Supply Forecasting to Customer owned Warehouses

- A new customer EDI/XML/manual purchase forecast revision of (subassembly) items (1a) is approved. This approval is e-sent back to the customer (1b). This forecast for the EXTERNAL warehouse is part of the demand of the company owned MRP (1c).

Business function: Sales

- The customers creates new EDI/XML/manual Purchase Orders and/or Purchase Schedule Revisions to replenish the EXTERNAL warehouse and sends this to the company (2a) where it is translated into purchase orders and/or schedule with the contracted sales price (2b). Also this is a part of the demand of the company owned MRP (2c). The INTERNAL warehouse employees are informed (2d).

Business function: Inbound Planning & Handling (Customer components to INTERNAL warehouse)

- The additional material demand lines to ship from the customer to the INTERNAL warehouse are present in the sales order. These demand lines are the components to assemble the sold manufactured item. These material demand lines in the sales order are received, inspected and stored in the INTERNAL warehouse of the company (3a/3b).

Business function: Outbound Planning & Handling

- The sold assembled manufactured item is picked, packed and shipped from the INTERNAL warehouse to the EXERNAL warehouse (4a/4b).

Business function: Inbound Planning & Handling (Consumption EXTERNAL warehouse)

- The item is consumed in the EXTERNAL warehouse. The ownership of the item is changing now. The customer sends the EDI/XML/manual consumption document from the EXTERNAL warehouse to the company (5).

Business function: Invoicing

- The customer sends the EDI/XML/manual invoice (6a). Alternative self-billed customer invoicing is used.

Business function: Account Receivable

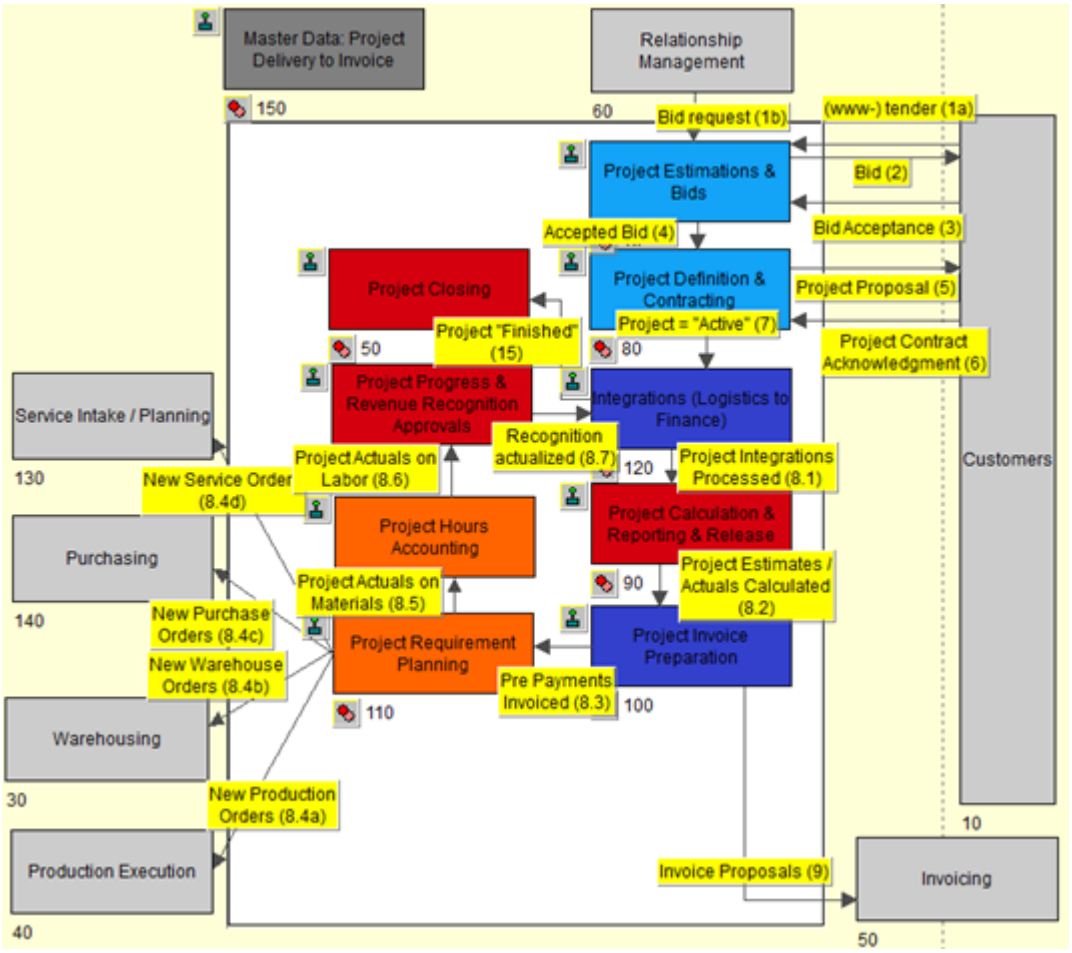
- Payments from the customers are under control of the Account Receivable Department. The open entry of the invoice to be paid is created in the account receivable (6b).
- In case the payment is overdue a reminder letter is send to the customer (6c).

Main Business Processes

- Company owned Supply Forecasting to Customer owned WH (MPL001)

- Sales Orders and/or Schedules (MSL020)
- Goods Outbound Planning and/or Handling (MWH020)
- Goods Inbound Planning and/or Handling (MWH010)
- Stock Control (MWH002)
- Invoicing (MAR009)
- Customer Cash Flow Control (MAR001)
- Customer Management (MCO020)
- Sales Orders and/or Schedules (MSL020)
- Product(revision) Management (MPA014)
- Parameters / Master Data (Sales) (MSL510)
- Parameters / Master Data (Warehousing) (MWH510)

Scenario 202000 – Capital Project Management (on Site)



This project delivery scenario contains the business processes to handle bids or a tender, define, plan and run the project. It also provides tools to monitor the progress and actual costs spent. Finance is triggered by invoicing, hours accounting and revenue recognition.

Line of Business

- Project Industries.
- Project Services.
- Ground, Road and Water Construction Industry

Business Characteristics

- Long-term project requiring relatively large sums to acquire, develop, improve, and/or maintain a capital asset.
- Main- and subcontractors.
- Invoicing and revenue recognition based on deliverables.

Business Triggers

- Bid request (1a) or Tender (1b) from a prospect or customer.

Description

Create a Capital Project Estimate for the tender (1a) or bid (1b) with the components (estimated material; equipment; labor; subcontracting and other costs usage). For the resource usage the sales price agreements are used (2).

Send the bid to the requested customer (2). If the bid is accepted by the customer the estimate is copied to a capital Project to start prototyping (3/4).

After definition of the project a project proposal (5) will be sent in order to receive a contract acknowledgement (6). As soon as the project is active the actuals will be calculated and compared with the estimates (7 / 8.1 / 8.2). If applicable internal production orders, purchase orders and service orders are run (8.4). The invoice request will commence based on project deliverables (9). All project costs (hours, materials, invoices of subcontractors) will lead to the revenue recognition and progress reports (8.5 – 8.7). The project is evaluated and closed.

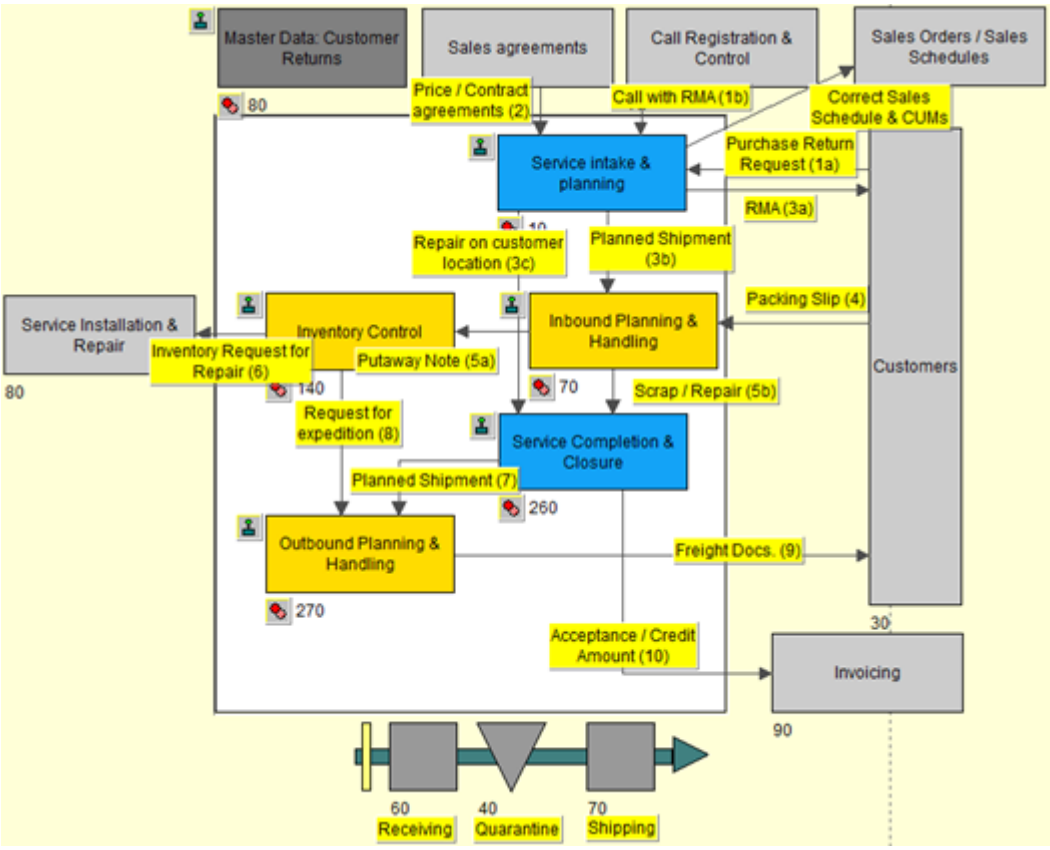
Main Business Processes

- Project Estimation & Bids (MPR210)
- Project Definition & Contracting (MPR100)
- Project Budgeting (MPR230)
- Project Costs Control & Reporting (MPR260)
- Invoice Preparation (MPR270)
- Project Requirement Planning (MPR280)
- Request for Components / Labor to WIP (MWH005)
- Project Progress / Approvals (MPR300)
- Integration Transactions (MFI010)
- Project Closing (MPR310)
- Customer Management (MCO020)
- Product(revision) Management (MPA014)
- Parameters / Master Data (Hours Accounting) (MME510)
- Parameters / Master Data (Controlling) (MFI510)
- Parameters / Master Data (Project Delivery) (MPR510)

SCOR Business Process: Return

8

Scenario 104000 – Reverse Logistics – Customer Returns Management



This sales return scenario contains the business processes to receive goods from the customer back into the Quarantine Warehouse, which were shipped previously to that customer.

Line of Business

- Any commercial products expediting company.

Business Characteristics

- Commercial products which can fail during the usage at the customer site.

Business Triggers

- A product related Customer Complaint (1b) and/or Request to ship a potential broken product back to the Company (1a).
- A potential broken product is shipped to the company accompanied with a customer complaint (4).

Description

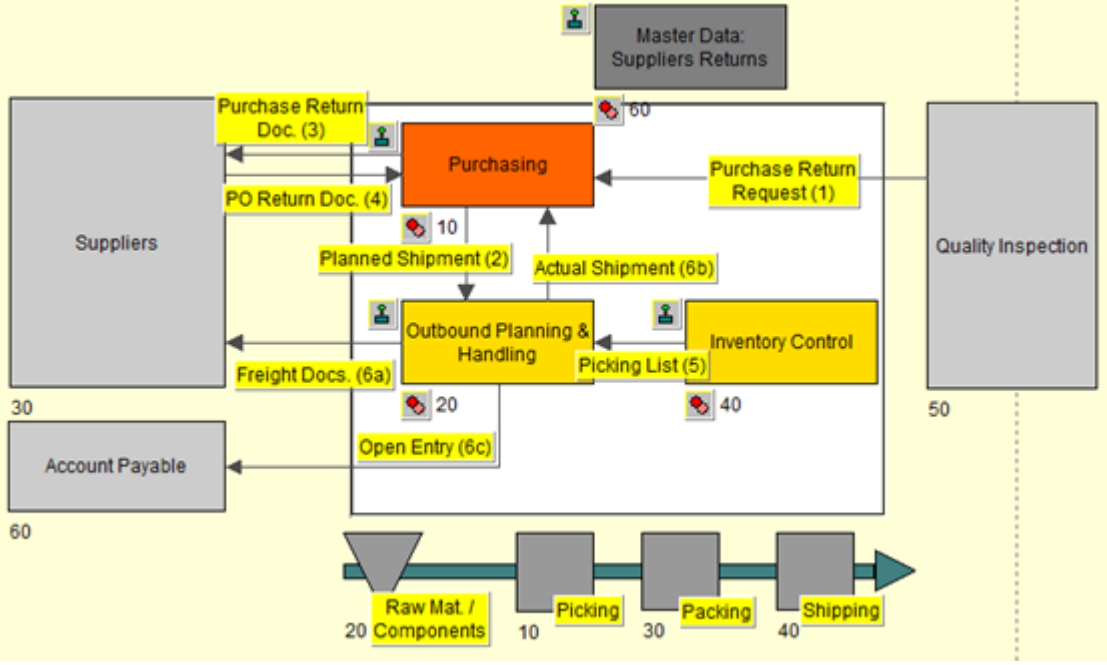
The transferred call generates a service order (1b) or the service order is created manually (1a) and the Return Material Authorization is send to the customer (3a). The warehouse is informed (3b) for the planned service order receipt (3b). The product is received against the service order in the Quarantine Warehouse and Inspected directly (4/5a). A decision is made out of these options where some of these can occur in parallel:

- Scrap the product (5a).
- Customer claim rejected: Bring the product to a commercial products warehouse for new sales (5a).
- Repair it (6).
- Send new product against a certain sales price (7/8/9).

Main Business Processes

- Service Intake & Planning (MSE007)
- Goods Inbound Planning and/or Handling (MWH010)
- Goods Outbound Planning and/or Handling (MWH020)
- Stock Control (MWH002)
- Service Completion & Closure (MSE005)
- Customer Management (MCO020)
- Parameters / Master Data (Common) (MCO510)
- Product(revision) Management (MPA014)
- Parameters / Master Data (Sales) (MSL510)
- Parameters / Master Data (Warehousing) (MWH510)

Scenario 107000 – Reverse Logistics – Return Product to Supplier



This procurement scenario contains the business processes to ship goods from the warehouse back to the supplier, which were received previously from that supplier.

Line of Business

- Any physical products trading and/or transforming company.

Business Characteristics

- Components and raw materials which can fail during the usage within the company itself.

Business Triggers

- Company owned Request to ship a product with characteristics with does not meet the product specification.

Description

The product is isolated from any further usage. The purchase department is informed (1). The company is negotiating with the supplier. One of these decisions is made for:

- Return Supplier: A Return Purchase Order is entered manually against the agreed upon price and the Purchase Document for the supplier is printed and send to the supplier (3). The warehouse is informed for the planned shipment (2) through a warehouse order. The return acknowledgement from the supplier is entered in the return purchase order (4). The product is picked (5) and shipped from the reject location to the supplier (6a). This results in actual shipping info into the Return Purchase Order (6b) and the Open entries present in the Account Payable (6c).
- Scrap: A stock correction on the reject location is performed to scrap the product (Stock Control).

- Repair: A request to repair the stock on the reject location is performed.
- Reuse: A location transfer is performed to bring the isolated stock on a normal packable location for any further logistics (Stock Control).

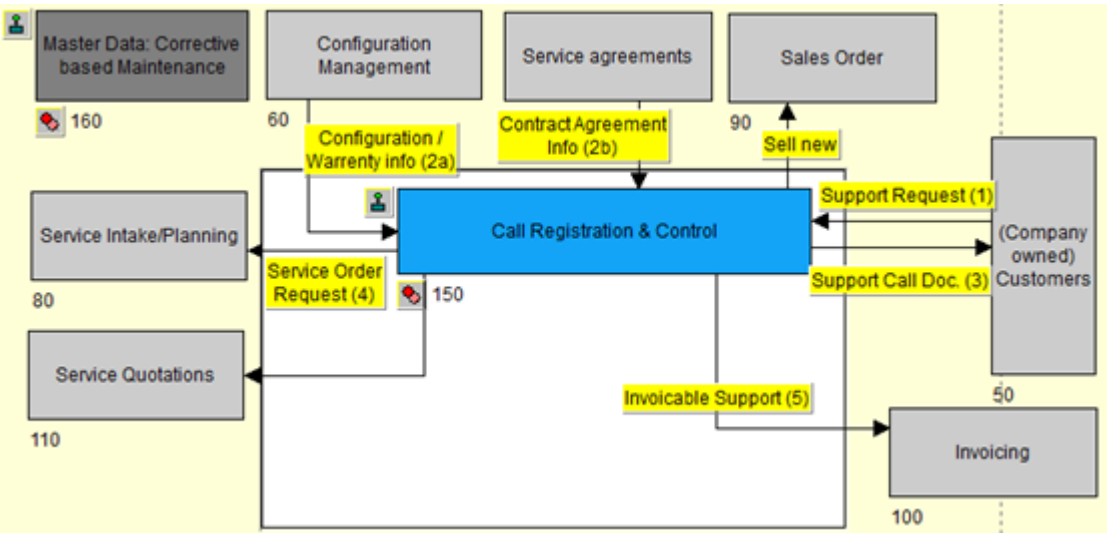
Main Business Processes

- Purchase Orders and/or Schedules (MPU003)
- Goods Outbound Planning and/or Handling (MWH020)
- Stock Control (MWH002)
- Product(revision) Management (MPA014)
- Supplier Management (MCO030)
- Parameters / Master Data (Purchase) (MPU510)
- Parameters / Master Data (Warehousing) (MWH510)
- Parameters / Master Data (Controlling) (MFI510)

SCOR Business Process: Service

9

Scenario 102400 – Corrective Maintenance



This service fulfillment scenario contains the business processes to control product related support requests from customers and/or internally.

Line of Business

- Any reactive service delivery organization.

Business Characteristics

- On-Site Service Companies.

Business Triggers

- Product oriented Support Request from a Customer or company owned department (1).

Description

The Call for this request is entered, where the actual configuration, warranty and contract terms are consulted automatically (2ab). Optional the Call entrance is printed and acknowledgements through a call document send to the customer (3). The reaction date and time and the solving date and time of all Calls are monitored based on the contract agreements (2b). Within respect of the contract term's response time the call is solved on a distance, or a service engineer is solving the call through:

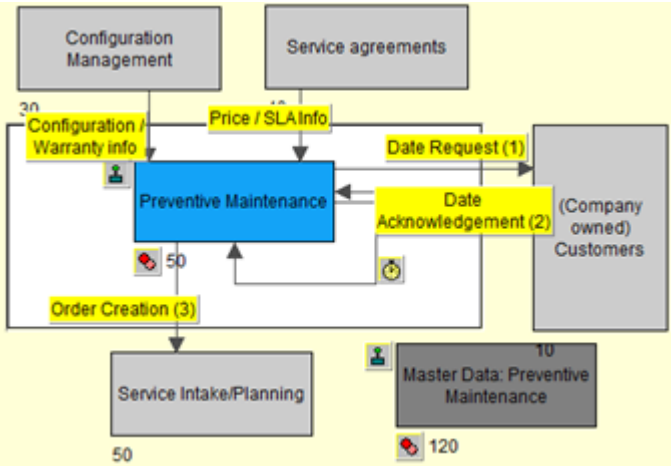
- An ‘On Site’ visit (4) or an ‘In House’ repair (4).
- A Sales Order, entered in case it is decided to sell / ship a new product to the customer apart from the repair of the broken product ().

The call is closed and the Invoice request for the call is done (5). The invoice price is related to the call duration in case the Call is billable (2a).

Main Business Processes

- Calls (MSE002)
- Customer Management (MCO020)
- Parameters / Master Data (Service) (MSE510)

Scenario 102500 – Preventive Maintenance



This service fulfillment scenario contains the business processes to control predictable service on tools and assets both customer owned and company owned.

Business Goals

To increase the profitability of the operation and optimize the total life cycle cost without compromising safety or environmental issues.

Line of Business

- Any proactive service delivery organization.

Business Characteristics

- Risk-based maintenance to integrate reliability with safety and environmental issues.

Business Triggers

- Periodically and/or condition based a maintenance planning risk analysis is performed on service configurations. This to minimize the probability of system failure and its consequences related to safety, economy and environment.

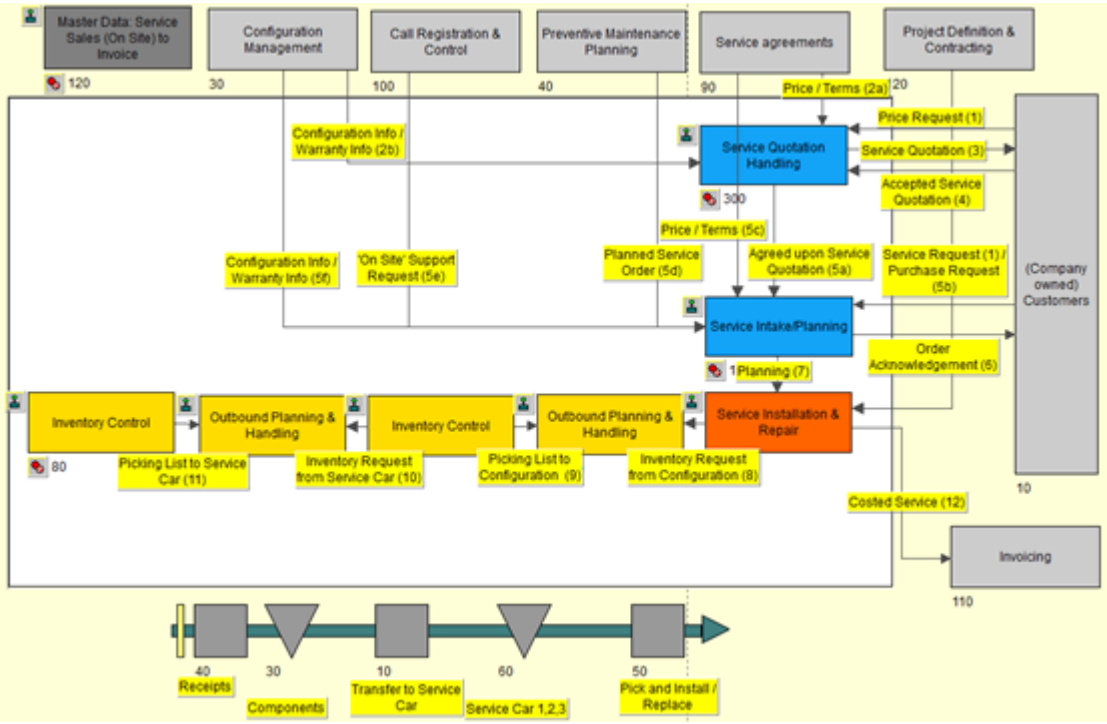
Description

The risk analysis results in a task time, material and tool usage maintenance plan to reduce the estimated risk. The predicted costs for every reference activity within a maintenance plan is time phased calculated as input for the budget for the planned maintenance. The customer or the company owned production planning assistant is requested for a planned date to perform planned service orders (1). The acknowledged date is entered in the planned service order (2). Alternatively the service order is created first (3) before a planned service date is requested and confirmed.

Main Business Processes

- Preventive Maintenance (MSE010)
- Service Configuration (MSE001)
- Customer Management (MCO020)
- Parameters / Master Data (Service) (MSE510)
- Parameters / Master Data (Warehousing) (MWH510)

Scenario 102525 – Field Service Management



This service fulfillment scenario contains the business processes to control Service Requests from customers and/or internally.

Line of Business

- Any proactive service delivery organization.

Business Characteristics

- On-Site Service Companies.

Business Triggers

- Service Quotation Request (1) or Service Purchase Request from a Customer (5b).

Description

The Service Quotation is entered, printed and send to the Prospect (3) where the service agreements are used (2a). The progress on Quotations is monitored. Quotations are canceled, redefined, or copied to a Service Order (5a). It is also possible that the Service Order is entered directly (5b), created from the Preventive Maintenance planning (5d), or from a Call (5e). Potentially one or more activity lines and an estimate of materials, labor and other costs are entered. This service order with the agreed date of service is confirmed to the customer and the service technician (6).

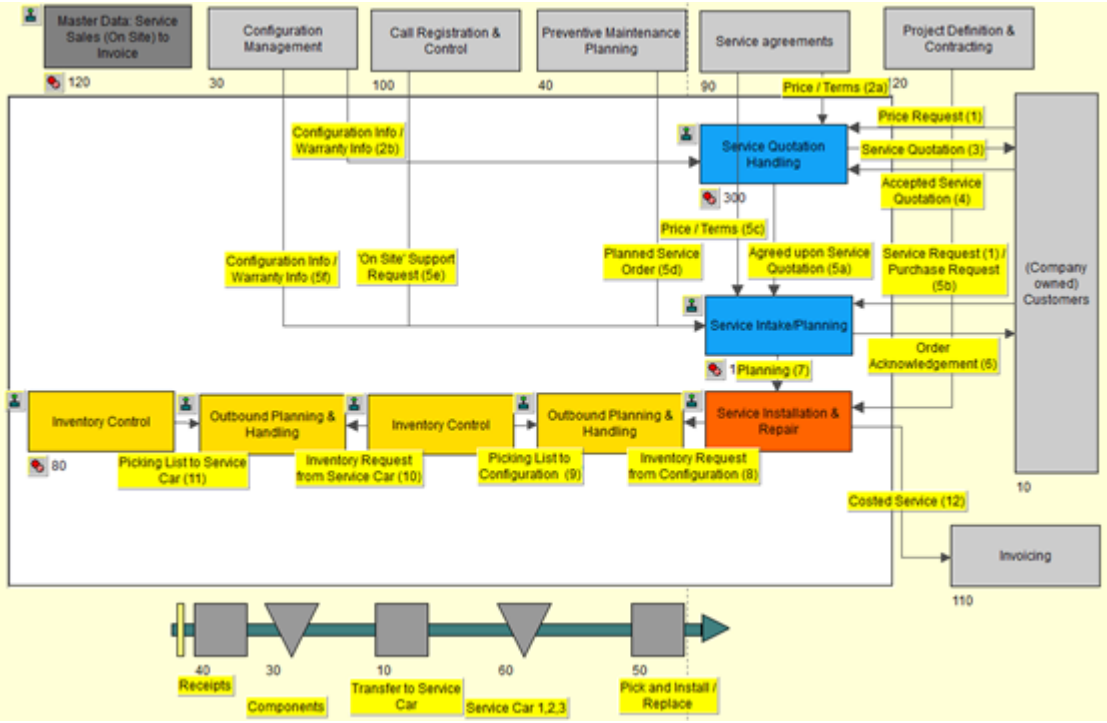
The Service Car (which is a warehouse) is replenished from the Component Warehouse based on planned stock movements below the safety stock level of certain components in this Service Car (10/11). The Service is applied at the customer site.

Spent hours (= actual labor) are booked on the Service Order. Components used to repair the configuration is picked from the Service Cars (= actual materials) (8/9). Finally the service order actuals (labor, material; other) are checked and the service order is closed ready for invoicing (12).

Main Business Processes

- Service Quotation handling (MSE004)
- Service Intake & Planning (MSE007)
- Installation & Repair (MSE008)
- Request for Components / Labor to WIP (MWH005)
- Goods Outbound Planning and/or Handling (MWH020)
- Stock Control (MWH002)
- Service Completion & Closure (MSE005)
- Product(revision) Management (MPA014)
- Service Configuration (MSE001)
- Customer Management (MCO020)
- Parameters / Master Data (Hours Accounting) (MSE510)
- Parameters / Master Data (Service) (MSE510)
- Parameters / Master Data (Warehousing) (MWH510)

Scenario 102550 – Depot-based Maintenance, Repair and Overhaul (MRO)



This service fulfillment scenario contains the business processes to control Service Requests from customers and/or internally.

Line of Business

- In House Maintenance, Repair and Overhaul service delivery organization.

Business Characteristics

- Preventive and corrective based maintenance of customer owned products by routine actions to keep the device in working order.
- Closed loop supply chain where the demand for a product is matched with the supply of a used product.
- Neglecting asset write-offs and exceptional activities the total population of the product between the customer and the service provider remains constant.

Business Triggers

- Service Quotation Request (1) or a Service Purchase Request (4c) via a Call or direct from a Customer or internally.

Description

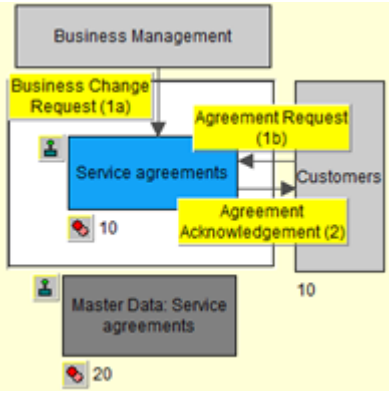
The Service Quotation is entered using the price and terms from the Service Agreement of the business partner (2). The Quotation is printed and send to the Prospect (3a). The progress on Quotations is monitored. Quotations are canceled, redefined or copied to a Maintenance Sales Order (3b). It is also

possible that the Maintenance Sales Order is entered directly, created from a Call (4c) or Preventive Maintenance (4d). Technicians are planned and the Service is confirmed to the customer (6). The tool / asset to repair are shipped to the warehouse (8/9a). The customer is still the owner of the tool / asset. Next it is brought from this warehouse to the repair center to do the repair (10/11). Also component usage is brought to this repair center (10/11). The repaired tool / asset are brought to the warehouse ready for shipment to the customer (12). The repaired tool / asset are shipped back to the customer (13/14).

Main Business Processes

- Service Quotation handling (MSE004)
- Service Intake & Planning (MSE007)
- Goods Inbound Planning and/or Handling (MWH010)
- Stock Control (MWH002)
- Goods Outbound Planning and/or Handling (MWH020)
- Request for Components / Labor to WIP (MWH005)
- Installation & Repair (MSE008)
- Product(revision) Management (MPA014)
- Customer Management (MCO020)
- Service Configuration (MSE001)
- Service Completion & Closure (MSE005)
- Parameters / Master Data (Service) (MSE510)
- Parameters / Master Data (Hours Accounting) (MME510)
- Parameters / Master Data (Warehousing) (MWH510)

Scenario 102600 – Service Agreements



This Terms of Delivery scenario contains the business processes to maintain service prices, discounts and contract and contract quotation terms for configuration components.

Line of Business

- Any service delivery organization.

Business Characteristics

- In-house Service Companies.
- On-Site Service Companies.

Business Triggers

- Change Request on Terms of Deliveries from the company owned Business Management (1a) or an existing Customer (1b).

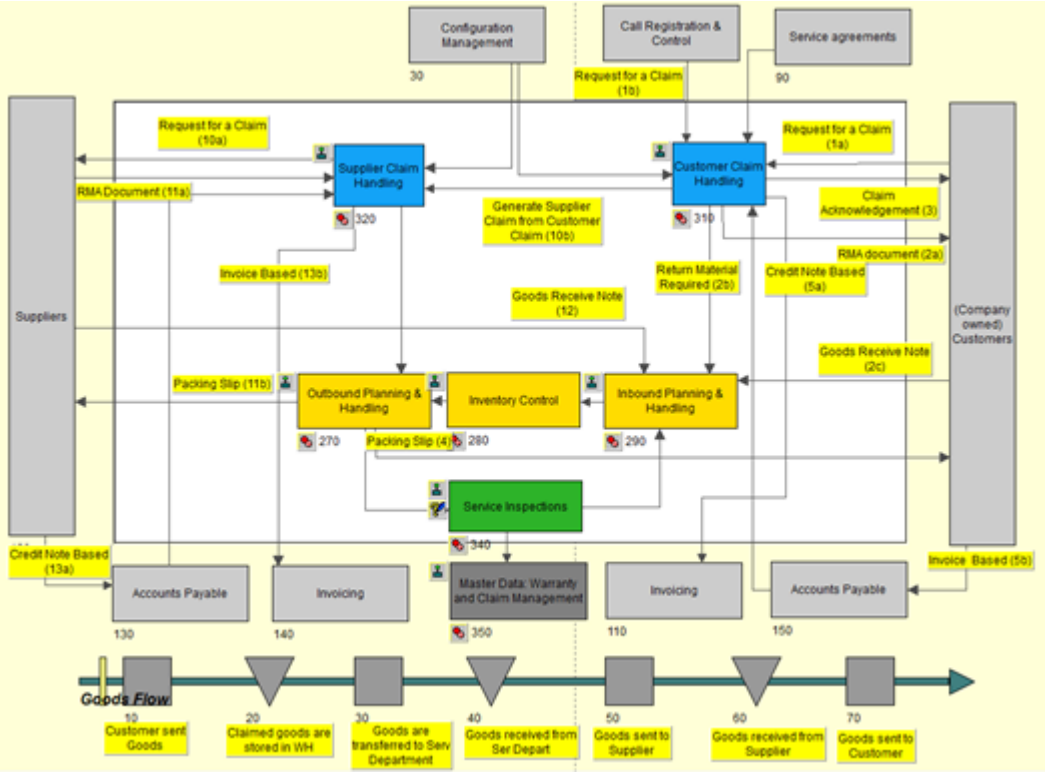
Description

The Business Management or an existing Customer requests for a sales price, discount or contract terms change. After negotiation the service sales price, discount, contract terms and contract term quotations are actualized and confirmed to the requester.

Main Business Processes

- Sales and/or Service agreements (MSL010)
- Product(revision) Management (MPA014)
- Customer Management (MCO020)
- Parameters / Master Data (Common) (MCO510)
- Parameters / Master Data (Product Data) (MPA510)

Scenario 102625 – Warranty and Claim Management



This sales return scenario contains the business processes to claim on received goods from the customer, to inspect, scrap / refurbish and optionally to redirect the customer claim back to the supplier. Approved claims will result in a reimbursement from the supplier to the company and/or from the company to the customer.

Line of Business

- Any commercial products expediting company.

Business Characteristics

- Commercial products which can fail during the usage at customer site.

Business Triggers

- A product related Customer Claim (1a) from the customer or from a call (1b).

Description

The customer claim to reimburse the material or costs is generated from a call (1b) or entered manually (1a). The Claim Acknowledgement (3) and in case required a Return Material Acknowledgement document (2a) is sent to the customer. In that case the goods which were shipped previously to the customer are received back into the Quarantine Warehouse (2b).

A service inspection is performed which results in ():

- Scrap the product or ship the product back to the customer (4).

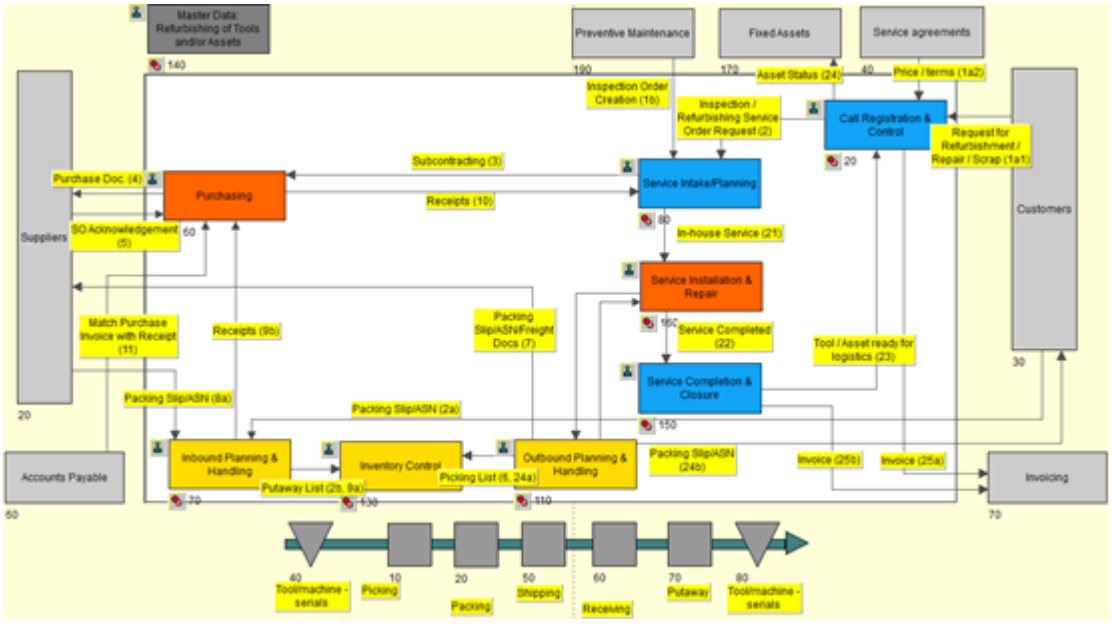
- Accepting / rejecting the claim.
- Optional redirecting the customer claim to a supplier claim (10a) where the product is optional shipped to the supplier (11b). Later on the product is shipped back from the supplier to the company (12).

Approved claims will result in a reimbursement from the supplier to the company through a credit note (13a) and/or from the company to the customer through a credit invoice (5a/5b).

Main Business Processes

- Customer Claim (MSE020)
- Supplier Claim (MSE030)
- Goods Inbound Planning and/or Handling (MWH010)
- Goods Outbound Planning and/or Handling (MWH020)
- Stock Control (MWH002)
- Product(revision) Management (MPA014)
- Service Inspection (MSE009)
- Customer Management (MCO020)
- Supplier Management (MCO030)
- Parameters / Master Data (Service) (MSE510)
- Parameters / Master Data (Warehousing) (MWH510)
- Parameters / Master Data (Product Data) (MPA510)

Scenario 108000 – Refurbishing of Tools and/or Assets



This tools and/or assets refurbishing scenario contains the business processes to inspect; scrap / refurbish objects and potentially invoice this to a customer in case of a customer owned object. Optional the refurbishing service order is subcontracted to a supplier. The service order origin is a customer call or preventive maintenance planning. In case of customer owned inspection and/or refurbishing the customer is paying for this service.

Line of Business

- Discrete and Semi Process / Food Process Manufacturers.
- Automotive Industries (Tier).
- Supplier for the high-end Motor Vehicles and Aircraft Industries.

Business Characteristics

- Production with the usage of (customer owned) costly tools and/or assets resources.
- Tools and/or assets are subject to wear during the usage at production.

Business Triggers

- Customers are requesting for a customer owned tool / asset to inspect / refurbish (1a1).
- New inspection / refurbishing Service Order created (1b).

Description

The call for the inspection and/or refurbishing reference activity request is entered for the tool / asset serial under the commercial service terms agreed upon (1a2). The inspection and/or refurbishing service orders are created from this call (2).

Alternatively inspection and/or refurbishing service orders are created from the preventive maintenance (1b). After physical inspection it is decided to quarantine; scrap or refurbish the tools / asset through a service order or a rework production order.

- In case of a refurbishing with a service order the service engineer is identified and planned or the refurbishing service order is subcontracted to the supplier through purchase order (3/4a/5). The tool / asset serials are shipped to the supplier (6/7) and received again (8/8a/8b/9a).
- In case of an ‘in house’ refurbishing (21) the service order is run, components and labor are booked to the service order actual.

The tool / asset serial is shipped back to the customer (24a/24b).

The service order is completed (22) and, in case the cause of this refurbishing activity was a customer call, the call too (23). The Fixed Asset Assistant is informed about the tools status (24) and the call and/or service order actuals are invoiced in case the service agreement does not cover the run activity for inspection and or refurbishing (25a/25b).

Main Business Processes

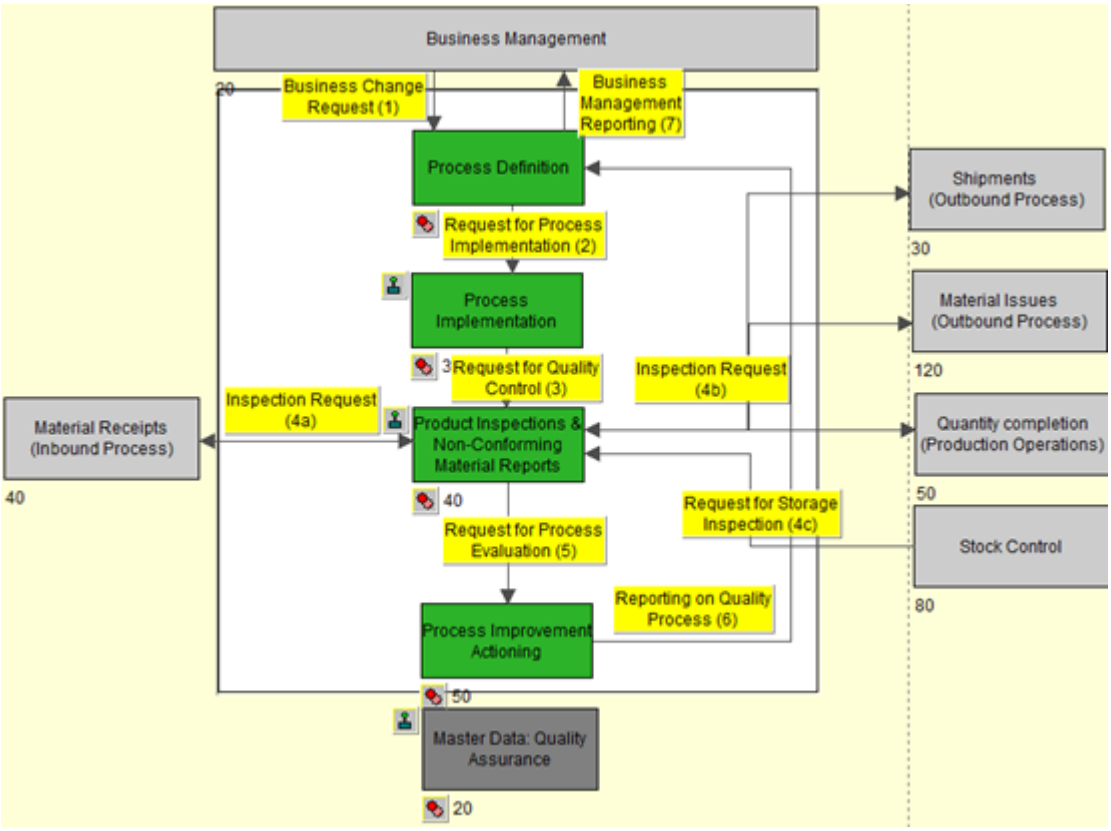
- Calls (MSE002)
- Service Intake & Planning (MSE007)
- Installation & Repair (MSE008)
- Purchase Orders and/or Schedules (MPU003)
- Request for Components / Labor to WIP (MWH005)

- Service Completion & Closure (MSE005)
- Goods Inbound Planning and/or Handling (MWH010)
- Goods Outbound Planning and/or Handling (MWH020)
- Customer Management (MCO020)
- Product(revision) Management (MPA014)
- Parameters / Master Data (Hours Accounting) (MME510)
- Parameters / Master Data (Service) (MSE510)
- Parameters / Master Data (Warehousing) (MWH510)

SCOR Business Process: Quality

10

Scenario 701000 – Quality Assurance



This ‘business process error prevention oriented’ scenario contains the plan, do, check, act cycle to accomplish a Continuous Process Improvement Cycle. It covers the process of verifying or determining whether products or services meet or exceed customer expectations. Quality Assurance is a process-driven approach with specific steps to help define and attain goals related to the principles "Fit for purpose" and "Right first time". This Continuous Process Improvement Cycle considers change request driven quality assurance definition (plan), implementation (do), the inspections itself integrated within the logistics and financial business processes (check), and ad hoc action to improve the customer expectations (act).

Line of Business

- Aerospace & Defense.
- Semi Process / Food Process Manufacturers.

Business Characteristics

- High affect risk if the product is deployed at the customer site.

Business Triggers

The Continuous Process Improvement Cycle to control the operations processes starts after the act phase (6) or when there is business management request for a change (1).

Description

Plan: Process Definition

Define the required process change by evaluating the actual procedures. Objectives are established. Actual procedure tasks are redefined to deliver the desired results. The DEM Business Processes are reviewed and changed at this point as input for the process implementation phase (2). Prerequisites are:

- Negative stock is not allowed.
- It is mandatory to acknowledge orders and contracts to external actors, and to evaluate terminated contracts.
- All logistic and financial transactions in the ERP system are logged in history tables as long as ERP facilitates the logging.
- The approval process for purchase orders is implemented.

Do: Process Implementation

Implement the process developed in the organization through trained supervisory and process operating personnel on the process procedures and usage of tools and/or the environment. This is input for the Product Inspections & Non-conforming Material Reporting phase (3).

Sampling Plans

Industry standard (for example ISO and MIL) sampling plans for certain characteristics to be measured are achieved based on the Acceptable Quality Levels (AQL) principle. This results in potential batch level rejections according the predefined acceptance / rejection criteria.

Automatic in/decrease the frequency of the inspection process on batches based on previous quality results. Too much batch rejections within a certain time frame brings a tighter sampling rule (promote the frequency and sampling plan). Acceptable amounts of consecutive batches results in a demotion of the active sampling rule. The new supplier’s introduction process is accompanied with automatic pro/demotion of sampling rules. Where the sampling of a batch is doubtful to make an acceptance/rejection decision for the total batch, an additional sampling on the same batch is advised.

Non-Conforming Material Reporting (NCMRs) & Disposition Management

A NCMR exists to document a material failure to comply with specified requirements. This report can be created manually or as a result of a formal inspection process. The material disposition decodes and defines the process or processes to be completed in order to resolve the non-conformance of this incident. Electronic documentation is attached to the NCMR.

Where this incident is occurs multiple times within this logistic process, a Corrective Action Plan is defined to comply with the specified requirements. This plan defines the task or tasks to be completed as part of a strategy for correcting/eliminating future instances of non-conformance. This can be a plan which is not related to the original item of Non Conformance.

Check: Product Inspections & Non-conforming Material Reports

Monitor and evaluate the implemented process by testing the results against the predetermined objectives. Qualitative product aspects are inspected from inspection requests from the operations management (4a/4b/4c). This measurement is performed during the quantity completion of production operations and the inbound and outbound of stock. Stock itself is potentially inspected too. The results are evaluated periodically based on measured data. The available Statistical Quality Control reporting is:

- Parts Per Million Report for quality overview.
- Pareto Chart with Pareto Analysis of defects.
- Process Capability Control Charts to measure/control process variability.
- Distribution Histograms to measure process distribution variability.

This all is input for the Process Improvement Actioning phase (5).

Act: Process Improvement Actioning

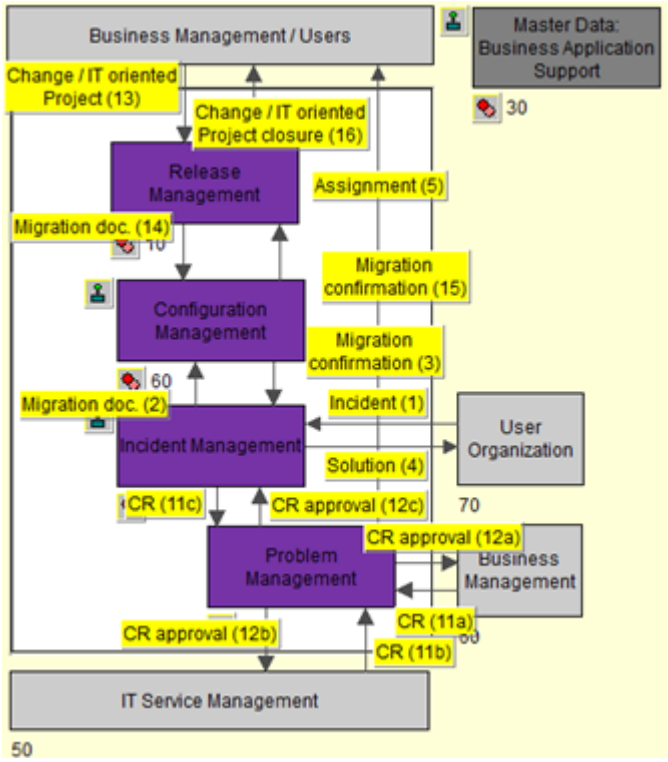
Necessary actions are applied on the process, tools, environment for improvement if the results require changes. This is input for the Process Definition phase (6).

Main Business Processes

- DEM Business Processes Authorization Modeling (MPM020)
- Stock Control (MWH002)
- Goods Inbound Planning and/or Handling (MWH010)
- Goods Outbound Planning and/or Handling (MWH020)
- Product(revision) Management (MPA014)
- Parameters / Master Data (Quality management) (MQM510)

SCOR Business Process: Enterprise IT 11

Scenario 901000 – ERP Application Support



This application support scenario contains the business processes to monitor & control the Infor LN Application Configuration.

Line of Business

- Infor LN Application Support.

Business Characteristics

- Medium and high volume of new Infor LN users and/or authorization requests.

Business Triggers

- New Incident from the Infor LN user organization (1).

- New Change Request from the company owned Business Management (11a) or IT Service Management (11b).
- New Change or IT oriented project from the company owned Business Management which does affect the existing configuration largely (13).

Description

Incident Management

The incident is logged as a Call in the Infor LN system. As long the incident does not affect the configuration potentially (like knowledge related incidents) they approved (or rejected) and solved directly (4) to the originator (4/12b). In any other situation a feasibility study is performed to define a migration document / assignment for the configuration change or to decide on a rejection for the incoming request.

Configuration changes are communicated to the User Organization and the Call is closed (3/4).

Configuration Management

The Configuration exists of the:

- User authorizations & personifications
- Running Business Process activities
- Running hardware & software en related data and databases
- Running Back Ups

This configuration is changed in a controlled way based on the defined migration document for this (2).

Problem Management

Where the same type of incidents is taken places frequently, an additional call is created to action a solution for this type of incidents (5/11c). Next the call for this problem is closed (12a/12c/15).

Release Management

A Change or IT oriented Project is Setup to migrate the existing Infor LN configuration (14). Release Management runs the migration of the Infor LN configuration and confirms the results to the Business Management and closes the change or IT oriented project (16). The Release Management tasks:

- Specify
- Design
- Develop
- Test
- Migration Plan

Main Business Processes

- Calls (MSE002)
- ERP Application Configuration Change (MIT010)
- DEM Business Processes Authorization Modeling (MPM020)
- Business Partner Management (MCO020)
- Parameters / Master Data (Common) (MCO510)
- Parameters / Master Data (ERP Application Configuration) (MIT510)

- Parameters / Master Data (Service) (MSE510)

SCOR Business Process: Financials

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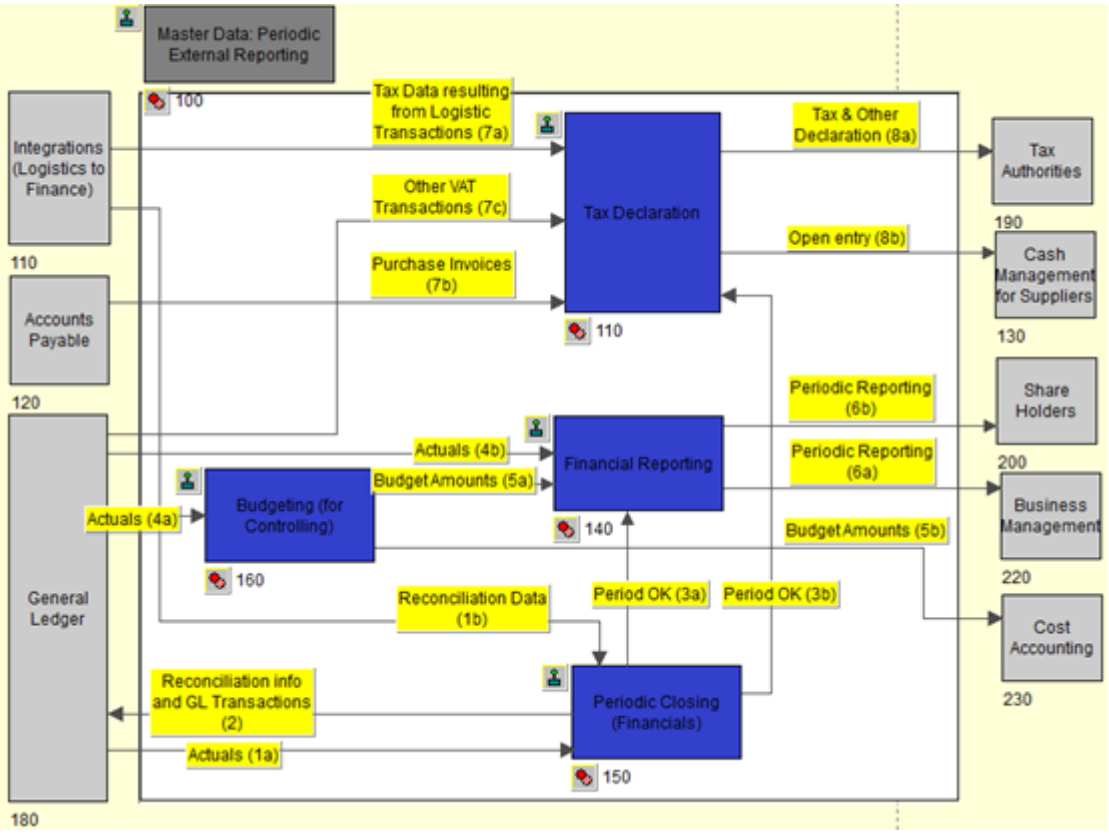
Scenario 502000 – Financial Reporting and Compliance



This financials scenario contains the business processes for all external reporting requirements.

Line of Business

Legal Companies.

Business Characteristics

Legal companies with medium and high volume requirements for tax declaration reporting and/or financial reporting to the business management / shareholders.

Business Triggers

Financial Period End for external Reporting.

Description

Business function: Budgeting (for Controlling)

Periodically the budget to control the financial outcome of the logistics is set up, checked, maintained based budget guidelines resulting from Business Strategy. The budget amounts regularly compared with the actuals from the general ledger (4a).

Both budget amounts (4b) and actuals (5a) are input for the Financial (External) Reporting.

Business function: Period Closing (Financials)

The general ledger actuals are checked (1a). Interim & clearance accounts are matched.

Reconciliation data from Operational Management (1b) is used to reconcile the Ledger accounts used by integration transactions (2). The result of the matching and reconciliation info is brought to the general ledger (2).

The financial period is closed. This is the starting point for the financial reporting and the tax declaration for this closed period for any logistic (3a) and tax related transaction (3b).

Business function: Financial Reporting

The financial period for operations is closed (3a). Periodically the financial reporting is collected and distributed to the business management (6a) and the shareholders (6b) where this information is used as a starting point:

- The actual amounts from the general ledger (4b).
- The budget amounts from the budget by ledger account (5a).

Business function: Tax Declaration

Periodically the tax declaration is collected and distributed to the Tax Authorities (8a) and the open entry of the Tax declaration is published into the Cash Management for the Tax Supplier (8b) where this information is used as a starting point:

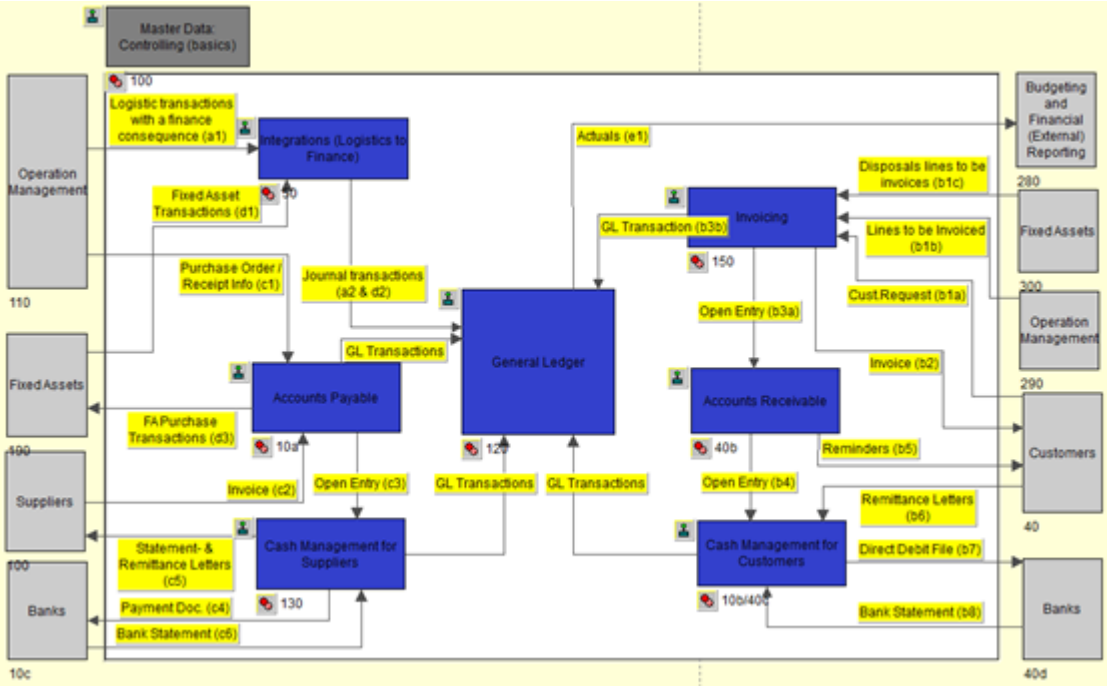
- The Tax Data which results from the Logistic Transactions (7a)
- Purchase (and potentially intercompany Warehouse Order) Invoices (7b)
- Other VAT transactions from the General Ledger without logistic source (7c).
- Sales /service deliveries () and invoices ().

The net tax payments or returns to or from the Tax Authorities are processed (8b).

Main Business Processes

- Financial Declaration (MRA200)
- Financial Reporting (MRA301)
- Periodic Processing (MRA059)
- Parameters / Master Data (External Reporting) (MRA510)

Scenario 503000 – Financial Management



This financials scenario contains the business processes for the Account Payable; Account Receivable; Cash Management and Payments from and to the Banks of Suppliers and Customers.

Line of Business

- Legal Companies.

Business Characteristics

- Medium and high volume of logistic to financial transactions.
- Medium and high volume of supplier invoices to be paid.
- Medium and high volume of customer invoices to preserve.

Business Triggers

- Logistic transactions with a finance consequence (a1).
- Request from a customer to Invoice this customer (b1a).
- Request from operations management to Invoice a customer (b1b).
- Suppliers Invoice (or credit note) to be paid by the company (c1).
- Transaction from fixed assets (d1).
- The business management request for a new budget (e1).

Description

Business function: Integrations (Logistics to Financials) (a and d)

All financial integration transactions from logistics are posted regularly (automatically or manually) into the General Ledger (a1 a2).

All financial transactions related to fixed assets are posted periodically into the General Ledger (d1 d2).

Fixed Assets Purchase Transactions from the Account Payable are the starting point to depreciate the investment (d3).

Business functions: Invoicing and Accounts Receivable (b)

Invoice the customer (or credit note) (b2) results in a general ledger transaction (b3b) and an open entry in the account receivable (b3a), and the cash forecast is updated (b4).

The open entry of the invoice of an asset disposal also results in a general ledger transaction (b1c) and an open entry in account receivable (b3a).

In case the payment is overdue a reminder letter is send to the customer (b5). In case a customer sends you a remittance letter when paying, it is processed in cash management to make sure the open entry is up to date (b6). Received amounts reported on Bank Statements are matched with open invoices in Account Receivable (b8).

Business function: Accounts Payable (c)

Purchase invoices (c2) are registered which results in a “GL Transaction” and an open entry in accounts payable (c3). Operations management receipt information of a product or a service performed by a supplier is used to match with the purchase invoices (c1).

The received product quantities and the price agreed upon can be matched and approved automatically against the invoice of the supplier as long the price differences are within margin. The receipt of a service is verified and the payment is approved by the budget owner before it is matched. Depending on the inventory valuation, accepted price differences are posted to specific price difference ledger accounts or consumed by inventory.

Based on the open entries in accounts receivable, payments can be generated (checks or bank files) (c4) and a remittance letter is printed and send to the supplier. (c5).

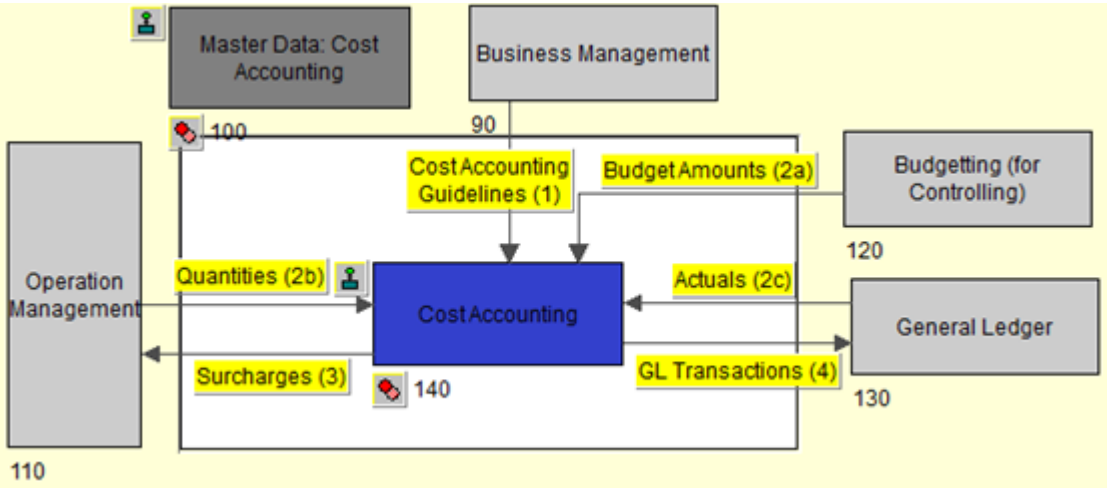
Paid amounts reported on Bank Statements are matched with anticipated payments or open invoices in Accounts Payable (c6).

Main Business Processes

- Invoicing (MAR009)
- Customer Cash Flow Control (MAR001)
- Process Customer Receipts (MCM030)
- Supplier Cash Flow Control (MAP001)
- Register/approval of purchase invoices (MAP010)
- Payments to be created (MCM010)
- Process bank statements (MCM020)
- Reconcile Payments (MCM021)
- Treasury Management (MCM040)
- Transactions Entry (MFI003)
- Integration Transactions (MFI010)
- Customer Management (MCO020)

- Supplier Management (MCO030)
- Parameters / Master Data Controlling (MFI510)

Scenario 504000 – Cost Accounting



This financials scenario contains the business processes to:

- Improve allocation of indirect costs
- Analyze the performance of cost centers
- Calculate and set the surcharges which will be used for the valuation price within logistic transactions.
- Analyze profitability and product mix

Line of Business

- Legal Companies.

Business Characteristics

- Need for of Activity Based Costing and/or internal cost charging.

Business Triggers

- The business management brings guidelines to perform a cost accounting (1).

Description

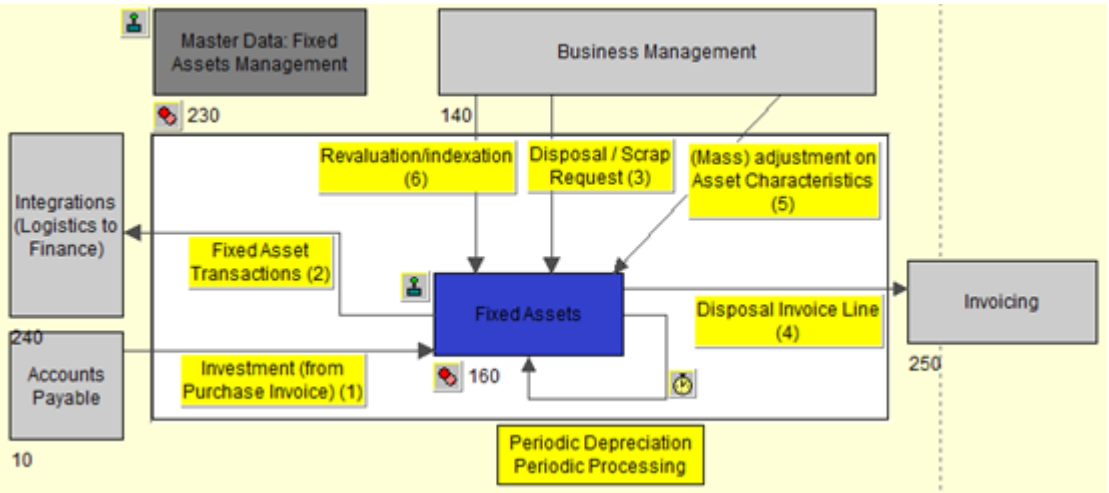
- In Cost Accounting you can setup a cost allocation to allocate cost from one cost center to another based on for instance m², number of employees, fixed percentage for example. You can allocate both budgeted amounts (2a) and actuals (2c) from one cost center to another. After reviewing the allocated cost you are able to post the result of the allocation based on actuals to the General Ledger (4).

- Based on the budgeted amounts (2a), and budgeted quantities entered in Cost Accounting surcharges are calculated. These proposed estimated surcharges by product (or product group) can be transferred to the used cost prices in Operation Management (3) (Activity Based Costing).
- Based on the actuals from the general ledger (2c) and the actual quantities supplied or shipped from operation management (2b) surcharges are calculated. These proposed estimated surcharges by product (or product group) can be transferred to the used cost prices in Operation Management (3) (Activity Based Costing).
- You can set up Performance budgets per work center or machine (reference unit) in Cost Accounting and have deviations calculated based on these budgets and actual costs (2c). These deviations (Occupation Deviation, Consumption Deviation and Over-/Under Coverage) can be posted to the General Ledger also.

Main Business Processes

- Cost Accounting (MPB020)
- Parameters / Master Data (Cost Accounting) (MPM511)

Scenario 505000 – Fixed Assets Management



This financials scenario contains the business processes to (de)preciate (in)tangible and/or financial fixed assets with a substantial value and which are produced / assembled or purchased but not for any logistic consumption, but for sustainable use within the company as work instrument.

Line of Business

- Legal Companies with assets of a substantial value.

Business Characteristics

- Intangible Assets like R&D costs, concessions and patents, licenses, know-how, brands and rights, goodwill.

- Tangible Assets like land areas, buildings, installations, equipment, machinery, furniture, rolling stock, leasing, construction and advance payments.
- Financial Assets like participations and receivables, guarantees paid cash.

Business Triggers

- New produced / assembled (in)tangible and/or financial fixed assets / tool with a substantial value (1).
- New purchased (in)tangible and/or financial fixed assets / tool with a substantial value where the payment to the supplier is authorized (1).

Description

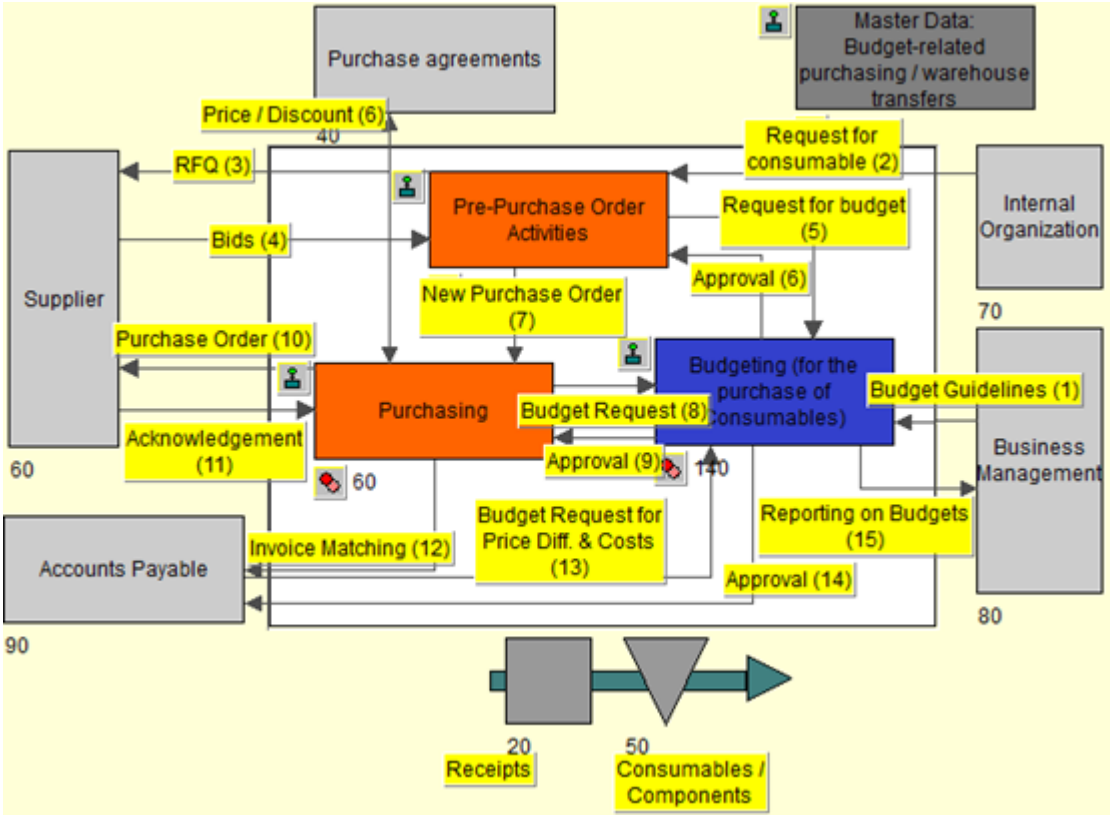
This is the list of actions that influence the value of company owned assets / tools:

- The interim investment transaction that has been created when the purchase invoice was posted (1) is checked and capitalized / rejected.
- Disposal / scrap (3).
- Finally (partly) dispose the asset / tool or sell the potential remaining value to a customer (4).
- (Mass) Adjustments (5).
- Revaluation or an indexation of one or multiple assets / tools (6).
- Periodically the investments are depreciated in relation to the depreciation method ().
- All actions regarding the fixed asset processes that have a financial consequence are posted to the General Ledger using the setup in the Integration Mapping scheme (2). These transactions are posted:
  - Capitalization
  - Depreciation
  - Profit/Loss transactions of disposals
  - Revaluation
  - Depreciation of revaluation
  - Asset transfers
  - Corrections and adjustments
  - Statutory and special depreciation
  - Economic recapture

Main Business Processes

- Fixed Assets Management (MAS010)
- Parameters / Master Data (Fixed Assets) (MAS510)

Scenario 506000 – Budget-related Purchasing / Warehouse Transfers



This pre-ordering scenario contains the business processes to purchase and/or warehouse transfer indirect materials and/or consumables, where the pre-order and order activities of these materials are under control of financial budgets.

Line of Business

- Any physical products trading and/or transforming company.

Business Characteristics

- Internal purchase requests including authorizations across various management-layers.
- Purchase requisitions.
- Purchase of direct materials, indirect materials (like office supplies) and/or the subcontracting of tasks for small and medium sized buying organizations.

Business Triggers

- Request for a budget for indirect materials and/or consumables (1).
- Request for indirect materials / consumable (2).

Description

Periodically budgets are created for the authorization process of the supply of indirect materials and/or consumables. These budgets are used during the authorization process.

Purchase requests are entered and submitted for approval. Approval is allowed as long it does not exceed the maximum amount of the budget (5/6). Otherwise the purchase request is rejected. Approved purchase requests are copied to a purchase Request for Quotations (RFQ), or a purchase order (7).

Alternatively RFQs and/or purchase orders of indirect material and/or consumables are entered manually. For the purchase orders the prices and discounts of the purchase agreements are used (6). The RFQ document is send to one or several suppliers (3) which is invited to answer this with bid information (4). The best bid in a RFQ is input for the purchase agreements and/or is copied to a purchase order (7).

Budget related approval is required for purchase orders on the same way as for the purchase request (8/9). After the approval the purchase document is send to the supplier (10) which brings the acknowledgement of this purchase order in return (11). After the receipt within the purchase order itself the receipt amount is input for the invoice matching (12). Again the price differences within the invoice matching procedure are under control of the budget related authorization process (13/14).

Main Business Processes

- Budget Control Management (MPB100)
- Pre-Purchase Order activities (MPU020)
- Purchase Orders and/or Schedules (MPU003)
- Parameters / Master Data (Budget Control) (MPB510)
- Product(revision) Management (MPA014)
- Supplier Management (MCO030)

Business Processes

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End to End Processes

Code	Description	Explanation
OAU010	**Automotive Supplier**	**Provides an overview of activities for an automotive supplier from creating a new sales schedule to cash**
OAD010	**Defense OEM Contract Award to Payment**	**Provides an overview of activities for an Original Equipment Supplier (OEM) from contract award to processing the payment of the customer.**
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Main Business Processes

Code	Description	Explanation
MAM003	Operational CRM	In this process handles customer requests for information regarding: Sales Opportunities Sales Quotations Service Quotations Customer data (projects, contracts, orders, invoices, history)

Code	Description	Explanation
MAM510	Parameters / Master Data (Marketing Campaigns)	This process you can use to view the parameters or maintain master data regarding marketing campaigns.
MAP001	Supplier Cash Flow Control	This process is used to: Check on business partner statistics Correct open entries. Assign unallocated payments Print supplier statements
MAP010	Register/approval of purchase invoic-es/credit notes	Use this process to register and/or approve invoices and credit notes.
MAR001	Customer Cash Flow Control	This process is used to: Check on business partner statistics Correct open entries. Assign unallocated payments Print supplier statements Check on factored documents Sent reminder letters
MAR009	Invoicing	This process creates and posts invoices from all origins.
MAS010	Fixed Assets Manage-ment	Using this process you can create new assets and capitalize them. You can handle asset depreciation, adjustment, revalu-ation and disposal.
MAS510	Parameters / Master Data (Fixed Assets)	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding Fixed Assets
MCM010	Payments to be creat-ed	This process is used to create payments. It handles file-, checks- and wire payments.
MCM020	Process bank state-ments	This process processes bank statements using electronic banking or manually.
MCM021	Reconcile Payments	Use this process to reconcile payments.
MCM030	Process Customer Receipts	Direct Debits, Check receipts, Factoring and processing of re-mittance advices are addressed in this process.
MCM040	Treasury Manage-ment	In this process you can check and/or maintain: Daily balances General ledger cash flow history Business partner statistics (both customer and supplier Cash forecast

Code	Description	Explanation
MCO020	Customer Management	In this process you can set up and maintain customer data.
MCO030	Supplier Management	In this process you can set up and maintain supplier data.
MCO510	Parameters / Master Data (Common/Business Partners)	In this process you can set up and maintain all the master data that is needed to handle customers and suppliers.
MEN003	Engineering Change Requests / Engineering Work Requests	In this process engineering change requests and/or engineering work requests for existing and new products are handled. It results in a closed project.
MFI003	Transactions Entry	This process contains activities to key in and finalize financial transactions.
MFI010	Integration Transactions / Reconciliation	This process is used to map and post integration transactions.
MFI510	Parameters / Master Data (Controlling)	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding financial management.
MFM020	Transport Orders	Use this process to create, maintain freight orders.
MFM040	Transport Planning/Subcontracting	Use this process to create and maintain a freight plan (automatically or manual).
MFM050	Transport Progress Control & Closure	In this process you can process and close freight orders, track load and shipments.
MFM510	Parameters / Master Data (Freight)	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding Freight management.
MIT010	ERP Application Configuration Change	Use this process for: ERP user management Hardware maintenance Software maintenance Data and database maintenance Financial process restarting Periodic backups Session personalization
MIT510	Parameters / Master Data (ERP Application Configuration)	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding ERP Application Configuration.
MME510	Parameters / Master Data (Hours Accounting)	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding hours accounting.

Code	Description	Explanation
MMN010	Production Order (operation) Completion / Closure	Use this session to process, close or reopen productions orders.
MMN510	Parameters / Master Data (Production{lines})	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding production.
MPA014	Product(revision) Management	In this process you can setup and maintain items, item data, BOM's, with or without a change procedure.
MPA510	Parameters / Master Data (Product Control)	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding product control.
MPB010	Budgeting (Financials)	In this process you can setup and maintain budgets for both Labor and General Ledger Accounts/Dimensions.
MPB020	Cost Accounting	In this process you can manage cost accounting budgets, perform costs allocation and optionally decide on updating the cost price surcharges which can result in an inventory revaluation.
MPB100	Budget Control Management	In this process you can: Setup a budget Maintain and process budget exceptions Maintain and budget amendments Maintain budget transfers Maintain budget adjustments Perform budget inquiries on balances, to-do list, transactions
MPB510	Parameters / Master Data (Budget Control)	In this process you can view parameters and maintain all master data that is necessary to control budgets.
MPB511	Parameters / Master Data (Cost Accounting)	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding cost accounting.
MPL001	Company owned Supply Forecasting to Customer owned WH	This process results in a supplying forecast that is actualized and committed to the customer.
MPL003	Suppliers Supply Forecasting to Company owned WH	This process results in a committed planned supply for the warehouse of a customer.
MPL006	Demand Planning	In this process the demand is planned: Forecast source: Sales budget by item Manual change (+/-) on extra demand by item

Code	Description	Explanation
		Forecast by plan item/distribution channel combination Planned extra incidental sales forecast volume Forecast/Inventory plan source by sales history
MPL010	Order Planning (MRP)	This process results in a transferred order planning. Several options are possible: Cumulative order lead time calculations Assembly line planning Material supply signals planning Planning on shop floor capacity constraints Repetitive manufacturing Purchase order advices direct from sales orders
MPL011	Production Order dispatching	This process results in dispatched production orders.
MPL020	Master Planning (MPS)	This process results in a sales plan. These options are possible: • Forecast by plan item/distribution channel combination • Aggregate items into families for planning purposes • Safety stock/EOQ/Expected annual Issue calculations • Forecast driven safety stocks • Planning of cumulative ATP and/or CTP • Purchase forecast to define purchase contracts
MPL510	Parameters / Master Data (Planning)	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding planning.
MPM020	DEM Business Processes Authorization Modeling	In this process you can set up and maintain: • Warehouse procedures • Warehouse, sales and purchase order types • DEM Content Pack components • Setup, maintain, review DEM authorizations
MPM510	Parameters / Master Data (Business Process Management)	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding business process management.
MPR010	Manufacturing Projects Management	In this process you can maintain, plan, process and close projects.
MPR100	Project Definition and Contracting	Use this process to setup a project: • Contract agreements • Project structure

Code	Description	Explanation
		• Additional project information • Project mapping with Service • Project status
MPR210	Project Estimation and Bids	This process results in an actualized project estimate and/or bid.
MPR230	Project Budgeting	In this process you can perform both Top Down and Bottom Up budgeting for a project. It is possible to copy the estimate to a budget.
MPR260	Project Costs Control and Reporting	In this process you can monitor project costs, perform a project performance measurement and view cost and revenue transactions.
MPR270	Invoice Preparation	In this process you can prepare invoice lines for projects: Advance payment requests Installments Cost plus You can add texts to invoice lines and transfer the lines to invoicing.
MPR280	Project Requirement Planning	In this process you can generate and maintain the project requirements planning (PRP) orders.
MPR300	Project Progress / Approvals	In this process you can check on project progress. Calculate and post overhead and revenue recognition.
MPR310	Project Closing	This process results in a closed project and generated transactions for the general ledger.
MPR510	Parameters / Master data (Project Delivery)	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding project delivery.
MPU001	Supplier Performance Monitoring	This process supplier rating is run.
MPU003	Purchase Orders and/or Schedules	In this process you can create and maintain purchase orders and schedules, and perform progress control.
MPU010	Purchase Agreements	In this process you can setup and maintain purchase contracts, prices and discounts agreed upon with you suppliers.
MPU020	Pre-Purchase Order activities	In this process purchase requests and purchase requests for quotations are handled.
MPU510	Parameters / Master Data (Purchase)	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding purchase.

Code	Description	Explanation
MQM510	Parameters / Master Data (Quality Management)	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding quality management.
MRA059	Periodic Processing	In this process you can run all steps that are necessary to close a financial period. Amongst others: Calculate and post overhead to capital projects Calculate and post revenue recognition for both capital and manufacturing projects Process currency and payment differences Account matching Reconciliation of integration transactions
MRA200	Tax Declaration	This process you can use to create tax declarations. You can also use it to do Intrastat reporting, EU sales listing or 1099 reporting.
MRA301	Financial Reporting	Use this process to create financial statements.
MRA510	Parameters / Master Data (External Periodic Reporting)	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding financial reporting and compliance
MSE001	Service Configuration	In this process you can setup and maintain service configurations.
MSE002	Calls	Use this process to register and process calls.
MSE004	Service Quotation Handling	In this process you register and maintain quotations for: Maintenance Sales Service Contracts Service Orders
MSE005	Service Completion & Closure	At the end of this process service (In-house repair/On-site service) is handled.
MSE007	Service Intake & Planning	Use this process to register and plan requests for service (In-house or On-site). The result can be: Service order Field change order Maintenance sales order Production order
MSE008	Installation & Repair	Use this process to run the planned requests for service (In-house or On-site), registered as: • Service order • Field change order

Code	Description	Explanation
		• Maintenance sales order • Production order
MSE009	Service Inspection	This process handles service inspections. The maintenance notifications can be transferred to: • Planned activities • Service order (quote) • Maintenance sales order (quote) • Internal work order
MSE010	Preventive Maintenance	This process results in orders based on the preventive maintenance plan.
MSE020	Customer Claim	This process results in a handled customer claim.
MSE030	Supplier Claim	This process results in a handled supplier claim.
MSE510	Parameters / Master Data (Service)	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding service.
MSL010	Sales and/or Service agreements	In this process you can setup and maintain sales and service contracts, prices and discounts agreed upon with your customers.
MSL020	Sales Orders and/or Schedules	In this process you can create and maintain sales orders and schedules, and perform progress control.
MSL510	Parameters / Master Data (Sales)	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding sales.
MWH002	Inventory Control	Use this process for: • Cycle counting • Storage inspection • (Un)block zones/locations/inventory • Inventory adjustments • Inventory movements • Maintaining project pegged inventory
MWH005	Request for Components / Labor to WIP	This process results into raw material/components from inventory issued to WIP and labor posted to WIP.
MWH010	Goods Inbound Planning and/or Handling	All activities to plan and handle inbound goods are addressed here. Optional activities are: • Advance ship notice sent by the supplier • Supplier managed inventory

Code	Description	Explanation
		• Handling units • Cross Docking • Warehouse locations • Quality inspections & Non-Conforming Material Report
MWH020	Goods Outbound Planning and/or Handling	All activities to plan and handle inbound goods are addressed here. Optional activities are: • Vendor managed inventory • Quality inspections & Non-Conforming Material Report • Handling units • Inventory consumptions from external warehouse/LSP
MWH510	Parameters / Master Data (Warehousing)	In this process you can view parameters and maintain all master data that is necessary to run the processes regarding warehousing.

Options

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The DEM Content Pack defines a fixed list of options. These options enrich the functionality within the described scenarios and business processes.

Code	Description	Explanation
AA0000	Logistic Multi Site	If multiple Enterprise Units use the same logistic company number (multiple financial entities into one logistic company) and if there are logistic flows between the Enterprise Units with respect to distribution orders, then the logistics and financial settlement between the Enterprise Units has to be set up. The data tables to set up this business function can be filled in.
AA0005	Financial Multi Site	This functionality allows financially integrating a number of sites into one organizational structure (into one Logistic Company). Central invoicing, central purchasing and central sales are made possible using Financials Multi Site capabilities. The data tables to set up this business function can be filled in.
AA0007	Multiple Group Companies	This functionality allows general ledger transactions between multiple group companies.
AA0010	Logistics	Both customer and vendor data may include logistical and financial data. If the company number is only a financial company then it is not necessary and also not possible to define logistical data for the customer or vendor. The data tables to set up this business function can be filled in.
AA0100	Vendor Managed Inventory	Vendor managed inventory is applicable if goods are sent to the warehouse of the customer and the invoices are paid by the customer after consumption of the goods. These mutual agreements (SLA) can be modeled.
AA0200	Supplier Managed Inventory	Supplier managed inventory applies when goods are received from the supplier and the invoices are paid after consumption of the goods. These mutual agreements (SLA) can be modeled.
AA1000	System Parameters Published in Master Data (read only)	The system parameters are published in read only mode within the appropriate user menu. If this option is not selected parameters are not visible at all from the user menus.

Code	Description	Explanation
AA1100	Usage of 360 (Dashboard) Purchase / Sales / Warehouse Orders	360 Sessions provide access to multiple entities and sessions from a central point. They show summary information associated with a selected entity. A dashboard session shows summary information. Additional details related to the entity are available and their presence is indicated by a checkmark next to a button which gives access to the detailed information.
AA1101	Usage of 360 (Dashboard) Product Data	Usage of a 360 (dashboard) to maintain product (related) data.
AA1102	Usage of 360 (Dashboard) Financials	Usage of a 360 (dashboard) to maintain Account Payable and Account Receivable (related) data.
AA1103	Usage of 360 (Dashboard) Projects	Usage of a 360 (dashboard) to maintain Manufacturing Projects and Capital Projects (related) data.
AA1104	Usage of 360 (Dashboard) Employees	Usage of a 360 (dashboard) to maintain employee (related) data.
AA1105	Usage of 360 (Dashboard) CRM	Usage of a 360 (dashboard) to maintain (potential) customer (related) data.
AA1106	Usage of 360 (Dashboard) Calls	Usage of a 360 (dashboard) to maintain call (related) data.
AA1107	Usage of 360 (Dashboard) Invoicing	Usage of a 360 (dashboard) to maintain invoices (related) data.
AA8000	Usage of Business Object Documents (ION)	Business object documents (BODs) are XML messages used to exchange data between enterprises or enterprise applications. An event-driven and XML-based messaging engine such as Infor ION works as standard message bus. The message bus and its message standards provide the infrastructure for transporting messages to other application modules in a secure way. The BODs are sent to Infor ION. Business Object Documents (BODs) are used if there is at least one application with an integration/interface supported via BODs besides the ERP application. The data tables to set up this business function can be specified.
AA9000	Archiving	Moving historical data from the operational environment to a special archive environment. In terms of electronic data in your ERP system, archiving means moving historic data from the operational company to a special archive company. ERP contains standard archiving sessions in all major modules. These sessions are designed to copy historical data to the archive company, and then delete the data from the operational company.

Code	Description	Explanation
BP1000	Hours Accounting for Production Order Operations	Hours registration (and a build of historical data) for employees; a team of employees and machines to collect the spent hours on production operations. There is also the possibility to handle hours and expenses by employee.
BP1010	Hours Accounting for Capital Projects	Hours registration (and a build of historical data) for employees to collect the spent hours on elements or activities of Capital Projects.
BP1020	Hours Accounting for Services	Hours registration (and a build of historical data) for employees to collect the spent hours on service orders.
BP1030	Hours Accounting for Manufacturing Projects	Hours registration (and a build of historical data) for employees to collect the spent hours on activities of Manufacturing Projects.
BP1040	Hours Accounting for the Inspections of Goods / Tools / Assets	Hours registration (and a build of historical data) for employees to collect the spent hours on inspections.
CI0010	Interest Invoices	Billing the interest on outstanding invoices for which the last payment date has expired.
CI0030	Invoicing Sets of Billing Request	A set of one or more billing requests can be set up for recurring processing.
CI0050	Self-Billing for customer invoices (sales side)	Typically used when the company has an agreement or a contract with a supplier with a predefined price or in situations where no invoice is required from the supplier. The self-billing procedure can be used to automatically generate invoices for the purchased goods.
CO0110	Revision Controlled Items	Revision Controlled Items are items which specifications can and may change during the lifecycle of the item. Each revision of an item has a corresponding item drawing to guarantee the specifications of the revision of the item. When creating a new Revision Controlled Item, the revision is introduced in the existing logistics via an engineering item or an engineering BOM.
CO0130	Aggregated Items into Families for planning purposes	Planning on a consolidated level of item data.
CO0140	Generic Items (Product configuration)	Generic items are items which specifications must be first defined through a choice list before the variant that originates in the logistics can be applied. There are a very large number of variations possible. All these possible variations are predictable. Create organization of a new generic item, all attributes and options must be determined and calculated. Example: Pile; heating element.
CO0150	Unit Effective Items	Unit effective items are items which specifications are not 100% determined in advance. There are a finite number of variations possible. However, these variations are so small that it is not neces-

Code	Description	Explanation
		sary to create another item number for each specification of the item. When creating a new unit effective item, the possible variants of the item can be registered. Example: 1 item representing the plug of a machine. The possibilities are: 230V or 380V.
CO0160	Serialized Items	Serialized Items are those for which a list of serial numbers is kept. The inventory registration is done in pieces. Each piece is exactly 1 serial number. During the implementation it is possible to choose to define serialized items in the logistics process therefore creating serial numbers. This serial number can be automatically generated or manually entered.
CO0170	Lot Controlled Items	Lot controlled items are those for which a list of lot numbers is kept. Each inventory unit is exactly one lot, or one batch is a lot. During the implementation it is possible to choose to automatically or manually generate lot numbers. At every logistic transaction the lot number is included. Lot numbers are used to keep insight and have full item traceability from supplier to customer and also from customer to supplier.
CO0180	Kits, Menu's, Options and Accessory Items	List items consist of a list of component underlying items. It is a kind of BOM. With the introduction of a new list item must also list of its components must be defined. The list item is sold but the components in the required quantities are delivered. Also a question can be posed whether or not an extra item must be included in the sales order. Examples: Garden chairs and tables. You sell the garden chair and the table but the components are sent to the customer. The customer takes care of the final assembly of these components Sale of a mouse of a notebook, with the option "mouse pad"
CO1010	Item Classification	Product Classification is used if there are a large number of items, all of which have almost the same properties. This makes items more difficult to find. Product Classification prevents duplication and thus physically identical item numbers within the logistics for the same product. Results of extensively classifying these items are: Item numbers are created bases on this classification Item numbers can be faster found when the item is needed
CO1020	Item Defaults	Item data creation based on item type (purchased; manufactured; costs etcetera) / item group combination.
CO1030	Alternative Items	Alternative items are used during sales order entry. If there is not sufficient stock for an item at the required delivery date, a screen may be shown to offer an alternative item.
CO1040	Item Code by Supplier	In the item-code system the item codes used by the business partners can be maintained, for example the supplier.

Code	Description	Explanation
CO1050	Item Code by Customer	In the item-code system the item codes used by the business partners can be maintained, for example the customer.
CO1090	Handling Units and/or Package Definitions	The logistic handling of an item can take place per logistic unit. By specifying how many pieces or kilograms there are in a logistic unit, the pieces or kilograms are handled by moving the logistic unit. The logistic handling of an item During the implementation it is possible to choose to automatically, in a batch or manually create logistical units. Logistics transactions take place at the level of logistic unit. Logistic units are used to move stocks with less administrative operations. Also purchase receipts and deliveries are communicated to the customer at logistic unit level. The handling of logistical units is set up per warehouse/item. Examples: the purchase receipt of a drum jam at 250 kg per drum. The production order completion of beer bottles at 0.33 liters per bottle; 24 bottles per crate and 48 crates per pallet.
CO2010	Default on Business Partner Data Entry	(Potential) supplier and/or customer creation based on default sets.
CO2020	Contacts	Contacts are people involved in a specific role for the (potential) supplier; prospect or customer. Contacts can be used from the Order Entry in purchase or sales.
CO2030	Additional attributes for business partners / contacts	User defined additional fields added to business partner and/or contact data.
CO3010	Sales, Service, Freight and/or Purchase Pricing with grades	Sales, Service Freight and/or Purchase prices with grades on quantities and/or order line amounts.
CO3020	Sales, Service and/or Purchase Discounts	Sales, Service and/or Purchase discounts with grades on quantities and/or order line amounts.
CO4010	Terms & Conditions (for Purchase)	Terms & conditions are the logistical and financial conditions agreed with a supplier for the process of receiving goods from the supplier.
CO4020	Terms & Conditions (for Sales)	Terms & conditions are the logistical and financial conditions agreed with a customer concerning the delivery of goods to the customer.
DM0000	MS Office Docs. Mgt. from ERP (ODM)	ODM stands for Object Data Management. ODM makes possible to link a MS Office document to an object within the ERP system. Example: linking a drawing in png or gif format to an item, or an appointment in doc format to a purchase contract line. If ODM is to be used, the data tables for the ODM function can be filled in.

Code	Description	Explanation
DM1000	Change Orders for Product Data	Change Requests and change orders to authorize a product data related change in a workflow of approvers.
FI0050	Financials	Logistic-financial integration transactions and other general ledger entries required.
FI0060	Accounts Receivable	Open entries management for customers required.
FI0070	Accounts Payable	Purchase invoice processing, payments and open entries management required.
FI0110	Budget Controlled Hours Accounting	You can define budgets by employee, by team and by department and process the hours accounting against your own defined budgets.
FI0125	General Ledger and Dimension Budgeting	Financial budgets to control the financial chart of account bookings with manual transactions and transactions with logistic origin.
FI0200	Account Matching with Authorization Steps	Automatic and manual ledger account matching using criteria (sets) and authorizations by user.
FI0400	Financial Reporting	Financial reports with codes which can be created and maintained under our own management. The data tables to set up this business function can be filled in.
FI0401	Reporting using an external reporting tool	Creating and using reports made with an external reporting tool. LN generates tables that are easy to use by these tools. A cross section of GL accounts and dimensions can be made using a financial statement structure.
FI0410	More than one inventory valuation method	Usage of more than one of the following inventory valuation methods (Fixed Transfer price; Mean Average Unit Pricing; First In First Out; Last In Last Out; special pricing; lot pricing).
FI1100	Financial Subcontracting	Define tax exceptions for transactions to be used as attribute in order headers and order lines, where the default is defined in the invoice-to business partner.
FI2100	Periodic processing of Fixed Assets	Used in the financial management of capital goods. In the year-end closing procedure it is possible to account for the fixed assets. The data tables to set up this business function can be filled in.
FI3100	Electronic Bank Statements	Processing payments via electronic bank statements.
FI3110	Direct debits	Select invoices for direct debit and send these advice debit orders to the bank.
FI3120	Use checks for payments	Payments of check numbers by supplier to the bank of the supplier with a predefined payment method.

Code	Description	Explanation
FI3130	Use checks for receipts	Receive cash from the bank of the customer through checks.
FI3140	Cash Flow Statement	A report of the cash transaction history in a financial period. The report provides an overview of the sources and uses for cash. In some countries, a cash flow statement must be submitted to the authorities periodically.
FI3150	Wire Payments	(Cash) payments to the supplier directly based on transaction entry data.
FI3200	Factoring (Customer Side)	A third party company organizes the cash receipt of the open invoice of some customers by assigning a factor to a certain financial document.
FI4200	Self-Billing for supplier invoices (supplier side)	(Periodic) creation, matching, approval and payment of an invoice to the purchase business partner without receiving an invoice for the item. As a result the invoice for the item is self-billed by your company. Self-billed invoices are based on receipts or consumptions of goods by an agreement between business partners.
FI5100	Intrastat Reporting	In ERP, you can generate the EU Intrastat declaration and supply it to the Intrastat authorities by means of an external Intrastat provider program or directly in the format of an Instat/XML file.
FI5200	EU Sales Listing	Reporting requirement for VAT-registered companies in the European Union (EU) who export goods and certain services to a VAT-registered customer in another EU country.
FI5300	SEPA	Single Euro Payments Area to facilitate one unique Euro payment method within the country and across borders within the SEPA.
FI5310	1099 Reporting	In the United States, the Internal Revenue Service (IRS) is the government agency responsible for enforcing the tax regulations. 1099-MISC income is one of the types of revenue included, and certain supplier payments are subject to reporting under these regulations.
FI5320	Sales & Use Tax	Tax exemptions modeling and testing.
FI6100	Reminder Notes	Reminder Letters for unpaid customer Invoices.
FI7010	Business Partner Statements Suppliers	Statement with open invoice data for a certain supplier (address) which are sent periodically in the layout requested by the supplier.
FM0000	Freight Management	Transport of goods by train; truck; service bus; etc. The planning and implementation of this transportation is carried out under internal management or outsourced to third parties. The logistical forms: Transport from the vendor to the own company as a result of a purchase order.

Code	Description	Explanation
		Transport from the own company to the customer as a result of a sales order. Transport between its own warehouse A to an own warehouse b.
FM0201	Subcontracting of Freight	Subcontracting of Freight orders to a transport supplier.
FM0202	Freight Planning for Inbound Goods Flow	Freight planning from suppliers address to the company owned warehouse(s).
FM0203	Freight Planning Engine	Freight requirement planning of loads and shipments into Transport Mean (groups). Also required for integrations with external freight planning engines.
FM0210	Freight Planning for Shipments	Freight planning from company owned warehouse(s) to customers address.
FM1000	Freight Ordering	After the shipping office receives a sales order, purchase order, or other order that requires transportation, it creates a freight order that lists the goods on this order. The shipping office then uses the freight order to plan the transportation of the goods. Transport planning is based on the freight order.
FM1001	Freight Rating / Costing	Automatic freight rate and/or cost calculations for freight orders.
FM1002	Freight Invoicing	Invoicing of completed freight orders to the customer.
FM2010	Freight Plan Matrices	Extended freight planning automation.
FM2020	Define Carriers / Transport Fleet	Planning of cars (for example on number plate level); boats.
FM2030	Route Planning	Planning of logistics among standard routes which is run on fixed predefined dates.
FM2040	Freight Rates	Freight rates agreements.
FM3010	Transport tracking	Interim trace and track of stops of transport means on a certain date.
IT0100	Send documents through e-mail	This functionality allows sending information via e-mail. An e-mail can be linked to a contact, a business partner, an opportunity or an activity.
IT0200	Customer Defined Fields	This functionality allows creating extra fields to store information. Examples include are fields with information used for reporting purposes, extra specification of physical locations and an indicator on purchase contracts to see if the contract contains sensitive information.

Code	Description	Explanation
IT0300	Data File Exchange between Company Numbers	Structural (on incidental) exchange of data between multiple companies.
IT0400	Table Sharing Modeling	This functionality allows creating and maintaining a structure that represents the relation between multiple companies/sites of the same organization and allows also sharing selected tables to avoid data redundancy and at the same time limiting a table sharing set to a fixed set of companies.
MN0000	General Manufacturing	Production in manufacturing is transforming components and/or raw materials into components and/or into a finished product. Production orders can be created automatically via Enterprise Planning, Order Advice Generation or MRP. Man/machine hours for production orders can be booked. The data tables to set up this business function can be filled in. These include Item data, BOM's and routings.
MN0100	Production Order Block Planning	Planning a number of production orders to be carried out on a machine. This is done based on product properties. Production orders for items with similar product features are planned as much as possible directly after each other.
MN0200	Production Handling by Production Order Grouping	A selection of production orders can be grouped into a single production order group, allowing the production administration to take place at production order group level. Example: production orders to saw wood.
MN0210	Production Input/Output Control	Production Input/Output Control is used to monitor the activities that go into and out of a production department and/or machine.
MN0220	Backflushing for Production Orders	Automatic outbound of components and/or raw materials based on the estimated bill of material and the output quantities of a production order
MN0400	Tools Management	The management of expensive equipment, such as molds and expensive tools needed for production and service. The data tables to set up this business function can be filled in. These include item data and serial numbers of interchangeable tools.
MN0500	Manufacturing Projects	Manufacturing Projects are used to produce on a project basis. Engineering/quality hours used in manufacturing can be booked on a project basis.
MN0510	Network Planning	Activity based planning and progress control of manufacturing project items.
MN3000	Automotive Industry	Purchase Schedules (with SupplyWeb) and Sales Schedules (with AutoConnect). Customer specific product labels.
MN3100	Assembly Lines	Assembly orders assembled on fixed assembly lines with fixed production stations.

Code	Description	Explanation
MN3500	Repetitive Manufacturing	Production scheduling by fixed production lines.
PL0010	Supply of materials with low cost prices (SIC)	System to replenish the stock when this has fallen below the reorder point. This method is called Statistical Inventory Control (SIC).
PL0020	Time Phased Order Supply (TPOP)	TPOP stands for Time Phase Reorder Point. This is an order system that allows grouping de demand up to a certain date, checking whether the inventory has fallen under the reorder point and creating orders to supply items to the warehouse. The warehouse can be a shop floor warehouse.
PL0030	KanBan	This demand-pull system of just-in-time production can be applied in replenishing stocks in shop floor warehouses.
PL0040	Order Controlled Batch Supply (OCB)	OCB stands for Order Controlled/Batch. This is an order system which translates each demand for an item into a replenishment order for each warehouse where demand occurs. The OCB process can be applied in replenishing stocks in a warehouse. The warehouse can be a shop floor warehouse.
PL0050	Purchase Order Advices direct from Sales Orders	Purchase Order Advices can be generated manually or automatically from sales orders for cross-docking or direct delivery orders. These advices may I turn can be automatically converted into purchase orders if necessary.
PL0310	Planned SWAP between Make / Buy / Distribute for one Item	Planned start and finish date by item to purchase or to manufacture or to distribute a certain item.
PL0320	Multiple Sourcing Strategies in parallel for one Item	Second or multiple sourcing of a purchase requirement for more but one supplier.
PL0330	Multiple Suppliers for One Item	Maintaining and keeping track of the item order information, including the order lead time, for more than one supplier simultaneously. The data tables to set up this business function can be filled in.
PL0340	Alternative and/or ‘Use up’ materials	ERP planning makes use of available BOMs. However, if a BOM item no longer will be used then the available stock is consumed first and then an alternative BOM item will be delivered and used.
PL0350	Material Supply Signals Planning (Planning by Exception)	Planning signals can be set per item group. These are messages on hard orders that need attention, since the realization is different than what was planned. The most usual planning signals cover the situations where an earlier or later Production Start date is advised or the signal that a production order can be deleted.
PL0360	Hard allocations & hard pegging	(Planned) stock is allocated to a specific order if there is a list with at least one order that has reserved this stock. All orders that are

Code	Description	Explanation
		not in this list cannot use this (planned) inventory. Using this functionality results in the pegging of the planned stock also at order level. This is called hard pegging.
PL0370	Cumulative Order Lead Time Calculations	Calculation of the maximum order lead time starting from the purchase order until the moment the stock of the item is present in the warehouse, where there is no interim stock present at all, so worst case scenario.
PL1010	Safety Stock by Item across multiple Warehouses/Log. Planning clusters	Multiple locations with logistic operations can use the same logistic company number. In this case each location is a cluster with its own local planning with corresponding purchase and production orders. The logistic operations are booked between the warehouses of the clusters, using distribution orders. Distribution orders can be also be created between two logistic company numbers. When using clusters the item order information, for example, safety stocks, can be recorded for the combination item/warehouse or per item.
PL1020	Calculation of Time Phased Safety Stocks	It is possible to let the safety stock quantity fluctuate based on a seasonal pattern defining its seasonal factors.
PL1030	Safety Stock / EOQ / Expected Annual Issue Calculations	Planning parameters calculation by item or item/warehouse combination based on build issue history of the item.
PL1110	Planning of cumulative ATP and/or CTP	During the Sales / Service Order Entry he planned delivery date is determined by searching for the date when sufficient free (unsold) inventory will be present. A plan period's cumulative ATP indicates the item quantity that you can still promise to deliver to a customer in that plan period. It takes into account the ATP of precious periods as well. A plan period's cumulative CTP indicates the item quantity that you can still promise to deliver to a customer in that plan period based not only on the available and planned capacity but also the defined production capacity that can eventually be used to produce in order to satisfy the demand.
PL1120	Planning on Shop Floor Capacity Constraints	Using workload control (WLC) for the master planning of an item, material constraints and/or capacity constraints are taken into account.
PL1210	Forecast by plan item / distribution channel combination	Capturing forecasts per sales channel. A sales channel is a group of customers.
PL1220	Forecast Source: Sales Budget by Item	Generating of a forecast based on a periodic sales budget for that item.

Code	Description	Explanation
PL1230	Forecast / Inventory Plan Source by Sales History	Generating of a forecast based on sales order shipping history and issue history of components to production or service.
PL1240	Purchase Forecast to define Purchase Contracts	Calculation of purchase forecast which can be printed and sent to the supplier based on demand history of this item or a parent item in a higher bill of material.
PL1250	Planned extra incidental sales forecast volume	Data entry of special planned high volume one time orders as forecast, to incorporate these into the Sales & Operation Planning too.
PL1260	Forecast driven safety stocks	Generating safety stock as a fixed number of periods of the forecasted demand, where the fixed number of periods is item related.
PL2010	Subcontracting of Production (operations) and/or WIP Material	It is possible to outsource one or more production operations or the whole production order or the item using purchase order, with no need for a production order. This can be done with or without supply of parts/components/raw materials to the vendor.
PL2020	Grouping of planned Production Orders	It is possible to create a set of production orders to be handled as a work package. This allows reducing the handling effort. The sets of production orders can be created based on different criteria and can be modified to match a different criterion. You can manually add or remove planned production orders to or from an order group.
PM0000	Business Process Modeling (DEM)	The DEM flows and authorization assignments to determine which roles can use which functionality based on the underlying business processes. The data tables to set up this business function can be filled in.
PR0000	Capital Projects	Project Industries & Services is used to build capital goods in complex production situations. The data tables to set up this business function can be filled in. These include item data.
PR1000	Top Down Budgeting	Estimating the budget of a Capital Project, which budget is to be divided into partial budgets?
PR1010	Bottom Up Budgeting	Estimating the budget of a Capital Project where all cost categories are to be cumulated to a total budget. Example: a commercial company that wants to have an overview of all costs before bidding for a project.
PR1020	Time Phased Budgeting	A Top-Down budget may be made time phased by means of assigning the partial budgets not at once by in phases. Example: a subsidy from which money can be withdrawn each month.
PR1030	Revenue Recognition	This functionality allows to calculate revenue for a contract and to register the revenue in the project financial data. For long term contracts extending over accounting periods, recognition of revenue is permitted before the contract is complete. This information is later sent to Financials.

Code	Description	Explanation
PR1040	Installments	You can use time-phased installments to invoice contracts. The installments related to a triggering activity or milestone can be set to be Invoiced if the activity or milestone is finished or if the planned invoice dates is earlier than or the same as the actual invoice date. You can assign points, percentages or a fixed amount, which represent the installment part of the contract amount to be due.
PR1050	Advanced Payments	Contract line for the maintenance and execution of (settled) advanced payments to be invoiced for a capital project.
PR1055	Payment Agreement Implemented	Activate / apply payment agreements ready for the cash management payment process.
PR1060	Bids	This functionality allows preparing a quotation or bid consisting of the sales price information of deliverables. This can be achieved through the integration with Microsoft Word and Microsoft Excel. The estimation process is not intended to write back data from Word or Excel to ERP Project. Bid templates are available to be used for this functionality.
PR1070	Additional Project Information	Extra data maintenance of project appointment; documents; third parties and location data. Also maintenance of special project related labor rates and employees responsibilities.
PR1080	Project Structures	The system allows creating project structures to indicate the subprojects that belong to a project. Project structures are especially important where there are extensive projects in an engineer-to-order situation. Project structures can be important for network planning. This is because the start dates and finish dates of subprojects can depend on the computed start dates and finish dates of the main project's activities.
PR1085	Elements	Generate Physical Progress by Element/Cost Object.
PR1090	Project Contracting	This functionality allows creating and maintaining information about the links between contracts for projects. A contract can be linked to multiple projects and can have multiple contract line items. Contract deliverables can be physical items as well as services such as training and installation.
PR1100	Project Forecasting	It is possible to make a cost forecast by Project. The Cost Forecast report helps the project manager to analyze the expected future costs, total cost to complete the project and determine the budget variance. This report also allows the user to manually define the Forecast Inflation Index at the control code level.
PR1110	Project Physical Progress	Using this functionality you keep track of the progress of projects at different levels, such as elements and activities. You can then monitor the result in the Project Progress module.
PR1120	Project Costs Monitoring	Including project costs on the monitoring it is possible to keep track of the actual costs for the current and cumulative periods and com-

Code	Description	Explanation
		pare them with the budgets and forecasted costs. During project execution, you can record the actual costs. Cost recording can be performed in Project or in the Financials and then transferred to Project. You can specify the level at which you want to record project costs. The available levels are: by element/ activity, by cost type, by control code and by cost object.
PR1130	Project Performance Measurement	This functionality allows to list performance measurement data for a project at four different levels: activity, activity/cost type, project OBS (organization breakdown structure) and OBS/cost type.
PR1140	Project Cost Plus Invoicing	When using the cost-plus invoicing type there is no fixed-contract price. You base invoicing on the actual costs plus a markup of the project. This means you invoice the business partner as you incur the costs of the project. You release these cost-plus transactions to Invoicing. In the Invoicing module you confirm, compose, print and then post the invoices to the customer.
PR1200	Costing Breaks	Costing breaks provide a flexible method to view the breakup of costs at various levels in a project work breakdown structure (WBS). You can use costing breaks to move costs from the top demand project pegs to other project WBS levels. You can also identify other specific cost types such as labor, material, subcontracting, and so on to redirect the cots to the other WBS levels. You can register the costing breaks for: Manufacturing: the BOM components of the item Service: the Ad-built structure of the service item
PU1010	Purchase Requests	Companies internal request system to authorize the purchasing of indirect material through a workflow of approvers.
PU1020	Purchase Request for Quotations	Request and evaluation of a purchase request of one of more items, to a group suppliers at once.
PU3010	Purchase Reminder Notes	Document to send to suppliers which do not confirm a purchase order not within a certain time frame.
PU3020	Purchase Return Notes	Document which inspection results send to the supplier after a rejection within a receipt inspection.
PU3030	Planning of Back Orders (Purchase)	If a subsequent delivery arises after a receipt, this subsequent delivery is registered in the purchase order line. The buyer makes a new appointment with the supplier for this subsequent delivery. The alternative is that no scheduled subsequent delivery exists. Each subsequent delivery is just too late in the eyes of the own company.
PU3040	Additional Purchase Order Cost Calculations	Specification of additional costs that can be placed on a purchase order or receipt to add extra costs for an order or shipment.

Code	Description	Explanation
PU3060	Price/Discount Changes after Receipts permitted	After the receipt of (part of) a purchase order line in the warehouse it is allowed to modify the purchase price in the purchase order to facilitate the purchase invoice control.
PU3070	Purchase Order Claim Documents	Purchase orders which are not confirmed on time can be claimed by means of printing a Purchase Order Claim Note.
PU3080	Return Orders (Purchase)	After rejection of the receipt of a purchase order the stock is placed on a location for rejected stock. For this rejected stock a return purchase order is created. The alternative is not to work with returned stock.
PU3090	Purchase Order Approval Rules	User authorization of purchase orders (with an included or excluded method) above a certain order amount.
PU3100	Landed Costing	Landed Costs can be used in the purchase orders. Landed Costs are the total costs of a purchase order, such as customs costs; packing costs; shipping costs and order cost. These can be calculated automatically.
PU3200	Supplier Stage Payments	Stage payments enable you to pay suppliers before or after the ordered goods are actually received for a purchase order. The payments are spread over a period of time and the amounts must be paid to the supplier on specific dates. The purchase order item's invoice flow is separated from its goods flow. Supplier stage payments can be useful for items with characteristics such as long lead, high value, much engineering, and a fixed price. The stage payments can include the dates and events for which the supplier must complete specific tasks before receipt of any goods, such as providing design documents or test results.
PU4000	Purchase Schedules and CUMs	Purchase Schedules are used if one's own company has a fixed order pattern for a product where the order and receipt of the product are organized in periods. Frequently the purchase activities are managed via EDI messages.
PU5000	Purchase Statistics	Ordered quantities and actual receipt statistics can be kept and used for analysis. Different statistical levels and attributes can be defined, for instance you can select purchase attributes, such as buy-from BP (purchase) to see their specific statistics.
PU6000	Vendor Rating	A selection of all suppliers can be assessed on their qualities through a certain procedure. Each vendor gets automatically from the ERP system a quality stamp according to its logistical and financial performance per period. The data tables to set up this business function can be filled in. These include purchase quotes; purchase orders and (potential) suppliers.
PU7000	Purchase Contracts	Purchase contracts are used when an appointment is made with the customer so that within a certain period a certain volume of a specific item is to be delivered. For this the customer gets a special price

Code	Description	Explanation
		and/or discount. The monitoring/evaluation of purchase contracts is done based on demand via sales orders.
QM0000	Product Characteristics Based Inspections	Perform a qualitative inspection of goods which results in stock acceptance or rejections. The pre-defined product characteristics are inspected for this. The data tables to set up this business function can be filled in. Purchase inspections When entering a (partial) receipt quantities for a specific purchase order line, an inspection regarding the quality of the received goods can be carried out. Production operation output When entering (partial) completion quantities for a specific production task, an inspection regarding the quality of this operation output can be carried out.
QM0020	Sampling Plans	Sample based inspection of predefined logistic steps. The test group is valid for the combination logistic step / item (/ business partner).
QM0030	Non-Conforming Material Report	Handling of materials during receipt or issue of inventory which is not fulfilling the predefined specifications.
QM1000	Tool / Asset Serial Refurbishment Checks	Request for a service order to refurbish a tool or asset serial on non-conformance.
SE0000	Service	Service consists of the required maintenance of a tool or machine which is in use. Hours can be booked on service orders and work orders. The data tables to set up this business function can be filled in. These include item data and user defaults.
SE0010	Service Claims	It is possible to maintain claim lines for service orders, provided there is also a warranty claim for the same service order and that cost lines are present for the service order.
SE0020	Service Employee Planning	Employees can be linked to a service area and a mean of transport, and their planning details can be entered (foreman, maximum daily overtime, labor costs) as well as other relevant data.
SE0022	Group Planning for Service Orders	Automatic resource allocation of a group of service orders at once.
SE0025	Group Planning for Work Orders	Automatic resource allocation of a group of in-house work orders at once.
SE0027	Plan Groups and Activity Sets	Automatic resource allocation of a group of service order planned activities at once.
SE0030	Service Diagnostic Trees	Allow maintaining an information structure that matches questions about a customer's problem, to a list of related answers. To each

Code	Description	Explanation
		related answer you can link an expected problem, an expected solution, or a follow-up question. The use of a diagnostic tree enables: Fast call resolution Reuse of existing knowledge Accurate management information which you can feed back into planning decisions
SE0100	Service Quotations	At least one type of quotation for service purposes.
SE0150	Maintenance Sales Quotation	Quotation for a (in-house) repair
SE0160	Service Order Quotation	Quotation for a service order repair.
SE0500	Service with a production order	In-house repair performed with a production rework order.
SE1000	Depot repair	Service within the own company consists of service where the service mechanic does not have to travel to various locations in order to provide service to the objects. Service quotes can be made and service can be provided. Working hours can be booked. Example: In house repairs, whereby the customer sends the object to be fixed to the own company and after the repair is made the object is returned to the customer's location.
SE2000	Service on customer location or on company owned tools and/or assets	Service on customer location consists of service where the service technician must travel to various locations in order to provide service to the objects. Service quotes can be made and service can be delivered. Working hours can be booked. Example: repairing a windmill or a photocopying machine.
SE2010	Field Change Orders	A field change order (FCO) is an order to modify a part of an installation group that is installed at the customer site or in your own organization. You mainly use field change orders to solve production errors collectively and to introduce product modifications. You can also subcontract the execution of the FCO. The costs are usually assigned to the service organization.
SE3010	Service Contract Roll-over	Periodic procedure for a service contract continuation for the next period.
SE3020	Service Contract Quotations	Using this functionality it is possible to create a quotation to a business partner for the provision of a service contract.
SE3030	Service Contracts	Using Service Contracts you may create an agreement between a service organization and a customer for a specific period, stating the configurations (Installation groups or serialized items) to be maintained, the coverage terms, and the agreed price.

Code	Description	Explanation
SE4010	Reference Activities	It is possible to maintain information about reference activities for maintenance. Reference Activities are the smallest unit of work that is required to carry out maintenance. You can model the requirements for the reference activities. The costs of the Reference Activities can be tracked and the units on which the costs will be made can be defined.
SE4020	Forecast by maintenance Concept	This functionality can be used to create a list of activities predicted for the preventive maintenance of an item.
SE6000	Own Warranty	Automatic warranty decisions for service purposes.
SE6010	Supplier Warranty	Reclaiming of a customer service warranty to the supplier of the item.
SL1000	Sales Opportunities	Functionality to record and monitor sales information related to a business partner with the purpose of selling, promoting, or distributing a product or service.
SL2000	Sales Quotations	Customer data, payment terms, and delivery terms as well as the data about the actual items of a sales quotation can be maintained in the system.
SL3000	Sales (of Products)	Sales consist of sales order entry, delivery, invoicing and monitoring the open balances of sales orders customers. For billing purposes it is possible to adjust the invoice price. The data tables to set up this business function can be filled in.
SL3010	Generating Sales Order based on Sales Catalogs	Sales catalogs and templates consist of Model sales orders that can be copied into real sales orders and (Sub) Folders of articles which can be selected during sales order entry. The data tables to set up this business function can be filled in.
SL3020	Generating Sales Order based on Sales Order templates	Generating of sales order lines for a pre-defined sales order template.
SL3030	Sales Order with Installment Schedules	For sales orders with a large order amount it is usual to pre invoice a part of the order amount in front. If the sales order is related to a large project it is also usual that the customer is invoiced for the last time after the project delivery. This all can be done with Installment Schedules.
SL3040	Additional Sales Order Cost Calculations	Specification of additional costs that can be placed on a sales order or shipment to charge extra costs for an order or shipment.
SL3050	Sales/Service Order (Line) Credit Control	This functionality allows sending a reminder to customers who do not pay on time and whether or not orders can be entered and goods can be delivered for a business partner.

Code	Description	Explanation
SL3060	Back Orders (Sales)	If a subsequent delivery originates from a delivery, this subsequent delivery is registered in the sales order line. The seller makes a new appointment with the customer for this subsequent delivery. The alternative is that no scheduled subsequent delivery exists. Each subsequent delivery is just too late in the eyes of the customer.
SL3070	Margin Control	Monitoring of the margin during the quotations and sales orders entry processes. The margin consists of the percentage deviation with respect to the standard price or the variance in percentage with respect to the gross sales price or corresponding price book. This concerns the margin on quote/order level and/or margin per line. It can be set up per user whether or not a deviation outside the margin is allowed and/or whether the user receives a notification. If margin control is used any deviation outside the margin is logged and can be requested by the manager.
SL3080	Retro billing	This functionality can be used If price changes are made to a sales contract or to an item after the renegotiation date. It is possible to use retro billing to re-invoice previously shipped items for sales orders and schedules. Price differences are handled through retro billed sales orders, which have an item quantity of zero and an order amount that shows the price difference.
SL3090	Commissions and/or Rebates for Sales Orders	Commissions and/or Rebates are amounts that are paid to customers and/or own employees (such as the external sales). These are calculated automatically in certain sales order situations. The data tables to set up this business function can be filled in. These include relations; relationship teams; thresholds as well as commission/rebate groups and commission agreements.
SL3100	Commissions and/or Rebates for Sales Invoices	Commissions and/or Rebates are amounts that are paid to customers and/or own employees (such as the external sales). These are calculated automatically in certain sales order situations. The data tables to set up this business function can be filled in. These include relations; relationship teams; thresholds as well as commission/rebate groups and commission agreements.
SL3110	Sales Promotions	Sales promotions are special bonus prices and/or discounts which are applied automatically in certain sales order situations. The data tables to set up this business function can be filled in.
SL3120	Price changes after sales deliveries	This functionality can be used to change prices and discounts for delivered sales orders lines of the Order Line type, which are also known as total lines. Changes on these total lines will be synchronized to all actual delivery lines and sales order delivery lines that are not yet finally delivered.
SL3130	Customer acceptance of expedition ownership change	Ship items to the customer and invoice the product after customer acceptance.

Code	Description	Explanation
SL4000	Sales Schedules and CUMs	Sales Schedules are used if the client has a fixed demand pattern for a product with the ordering and supply of the product are organized in periods. Sales Schedules are usually filled in using EDI messages.
SL4100	Pick Up Sheets (Milk Run)	Functionality to create and maintain a list of items to be picked-up at the supplier's site by a specific carrier in order to be transported to the customer on a specific day.
SL5000	Sales Statistics	Ordered quantities and actual delivery statistics can be kept and used for analysis. Different statistical levels and attributes can be defined, for instance you can select sales attributes, such as sold-to BP (sales) to see their specific statistics.
SL5010	Business Intelligence for Sales	Business Intelligence template to monitor the sales intake and turnover
SL7000	Sales Contracts	Customer Price and/or discount agreements in relation to a certain shipping quantity volume in a predefined period. Also customer related shipping constraints agreements.
WH0100	Cross Docking	Automatically channeling goods after a receipt and/or inspection using cross dock orders to the ship-to location is case of urgency. The alternative is to always administratively store the goods in the warehouse before starting the shipping process.
WH0101	Direct Material Supply	A supply method in which (pending) receipts and available inventory on hand are used to meet high-priority demand within a user-defined warehouse supply structure.
WH0200	Compose Loads from Shipments	Loads are carried by means of transport which bring goods from A to B. The shipments to the customer are organized in loads and sent per load. Example: a truck with a specific license plate that drives on a specific date represents a load.
WH0300	Shipment Manifest Documents	A shipping manifest document is printed if the means of transport will depart to the customer.
WH0301	Advanced Shipment Notes sent by the supplier	Advanced Shipment Notes usually are received with EDI information of the supplier. After arrival, all goods are quickly received by means of the Advanced Shipment Number containing all the planned receipts.
WH1000	Warehouse Locations	For each warehouse it can be set up whether the stock must be kept per warehouse or per warehouse - location. By choosing warehouse - locations is it allowed to have warehouses with stock at storage locations.
WH1001	Put Away of Goods Inbound with more than one storage-runs	Each storage round after a receipt (for example, purchase or production) is sometimes in more than one round finally stored in the warehouse.

Code	Description	Explanation
WH1002	Fixed Locations by Item	Articles can be stored at a fixed location. After the purchase receipt an advice is automatically created to save a particular article at that location. Priorities of locations are allowed. Example: Bowl with small tools; shelf with screws.
WH1003	Storage Conditions	Storage conditions are attributes corresponding to an item (or item Group) or to a warehouse (or warehouse - location). In this way articles with the right properties can always be stored in the right locations. Example: a drum with 250 kg jam puree must be kept in a cool location.
WH1005	Labels printing during the in/outbound process	Label definition and usage during any type of receipt of issue of inventory.
WH1011	Picking to a Shipment (SCAN)	When picking goods from the warehouse to satisfy a demand (i.e. a sales or service order) the goods are sometimes collected and sent in more than one pick-run from the warehouse.
WH1012	Real Time Update of Shipments after shipped Goods	After delivering goods from the warehouse, the data of the relevant order is updated. This can be done separately for each delivery. This results in an approximately 50% faster administrative handling of the delivery process. This decoupling is necessary if there are a large number of order lines to be delivered one after another (via scanning). The disadvantage of decoupling is that the order data can only be updated later for the user.
WH1013	Inbound Goods Flow	Freight planning integrated with the inbound of loads and shipments.
WH1014	Outbound Goods Flow	Freight planning integrated with the outbound of loads and shipments.
WH1015	Picking Lists	Picking through a picking list (instead of through the outbound advice).
WH1020	Shipping Material Accounts	Shipping Material Accounts are used to communicate with a business partner about quantities of packaging items and payments of packaging items. The shipping material account is used to group packaging items for the purpose of reporting to business partners.
WH1030	Inventory Consumptions from external Warehouse / LSP	Ownership change management of inventory in an external warehouse.
WH2000	ABC Analysis of items	Circulation speed classification of items and/or items in a certain warehouse based on quantity; cost price or gross sales price volume.
WH2010	Cycle Counting	Quantity of the items in stock can be counted according to a sample size generated by the system (based on the order quantity). You can allocate the items to be counted, add or delete inventory lines, or modify the Order Quantity.

Code	Description	Explanation
WH2020	Storage Inspection	Storage inspections are quality inspections for items in inventory. If a storage inspection is generated for the selected items, these items are blocked for use and are regarded as inventory on hold.
WH2030	Receipt Inspections	Inspection on receipts possible. Non-conforming Material Reporting is a result of rejections on receipt inspections.
WH2050	Inventory/Zone/Location (Un)blocking	There are several levels possible to block inventory at stock points: Fully Blocked, Blocked for Outbound, Blocked for Transfer (Issue) the stock point is blocked for transfer out of the warehouse, Blocked for Cycle Counting and blocked for Assembly.
WH3010	Shipping with dimension/weight registration calculations	(multi-level) package definitions by item.

Wizards

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Code	Description	Remarks
110000.AA0100.10	VMI (at customer side)	Planned for next release
111000.AA0200.10	VMI (supplier side)	
MAP001.FI1100.10	Financial Subcontracting	
MAP002.FI4200.10	Self-Billing of purchase orders	
MCM011.FI3200.10	Factoring (customer side)	
MFI011.CI0050.10	Self-Billing customer invoices (sales)	
MIT041.DM0000.10	Object Data Management	
MMN010.PL0020.10	Time Phased Order Supply (TPOP)	Planned for next release
MMN020.PL0020.20	KanBan	
MPA015.CO0150.00	Unit effective Items	
MPA016.CO0160.10	Serialized Items	
MPL011.PL1110.10	Planning of cumulative ATP and/or CTP	
MPL012.PL0370.10	Cumulative Order Lead Time Calculations	
MPU030.PU6000.10	Vendor Rating (Objective)	
MSL030.SL5000.10	Sales Statistics	Planned for next release
MSL040.SL3070.10	Margin Control	Planned for next release
MSL050.SL3080.10	Retrobilling	Planned for next release

Roles, Employees and Standard Project Model

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Roles

Roles are used as a link between de business functions and the employee. They are part of the authorization setup. The roles that are available in the DEM Content Pack are used in particular for training and demo purposes. There is no detail authorization, you can start right away demonstrating or training certain roles with the correct setup of authorizations. The roles use a parent-child structure. For instance, the business processes that are linked to the Product Engineer are inherited by the Product Manager, the parent.

Roles and their parent-child relation:

ICT Manager (SUIT10)	End to End Processes (E2EROL	
	Product Manager (KUEN10)	Product Engineer (EUEN10)
	Finance Manager (KUFI10	Accountant (EUFI20)
		Payable Administrator (EUFI30)
		Receivable Administrator (EU-FI40)
		Fixed Asset Administrator (EU-FI50)
		Budget Manager (EUFI60)
	ERP Application Manager (KUIT10)	
	Production Manager (KUMN10)	Production Supervisor (EUMN10)
		Production Operator (EUMN20)
	Operations Planner (KUPL10)	Transport Planner (EUPL10)
		Production Planner (EUPL20)
		Supply (Chain) Planner (EUPL30)
		Demand Planner (EUPL40)

	Project Manager (KUPR10)	Project Administrator (EUPR10)
		Contract Manager (EUPR20)
		Project Cost Engineer (EUPR30)
		Project Planner (EUPR40)
		Program Manager (EUPR50)
	Purchase Manager (KUPU10)	Buyer (EUPU10)
	Quality Manager (KUQM10)	Quality Inspector (EUQM10)
	Service Manager (KUSE10)	
	Sales Manager (KUSL10)	
	Warehouse Manager (KUWH10)	

Employees

Employee	Linked Role
Key User R&D (kuen10)	Product Manager (KUEN10)
Controller (kufi10)	Finance Manager (KUFI10)
Key user ERP Application Management (kuit10)	ERP Application Manager (KUIT10)
Key User Production (kumn10)	Production Manager (KUMN10)
Key User Planning (kupl10)	Operations Planner (KUPL10)
Key User Project (kupr10)	Project Manager (KUPR10)
Key User Purchasing (kupu10)	Purchase Manager (KUPU10)
Key User Quality Management (kuqm10)	Quality Manager (KUQM10)
Key User Service (kuse10)	Service Manager (KUSE10)
Key User Sales (kusl10)	Sales Manager (KUSL10)
Key User Warehousing (kuwh10)	Warehouse Manager (KUWH10)
Demo User (demo)	ICT Manager (SUIT10)

Project Model

The DEM Content Pack contains one Project Model: STD “Infor10 LN DEM Content Pack Project Model PCBS”. This project model is used:

- To link the main business processes to roles and list those processes in the correct order.
- Set all the available options by default to ‘yes’ so initially, looking at the business processes in a user generated menu all the options are shown. No business process step is greyed out.