# Infor LN DEM Content Pack Content Description

**Copyright © 2015 Infor**

**Important Notices**

The material contained in this publication (including any supplementary information) constitutes and contains confidential and proprietary information of Infor.

By gaining access to the attached, you acknowledge and agree that the material (including any modification, translation or adaptation of the material) and all copyright, trade secrets and all other right, title and interest therein, are the sole property of Infor and that you shall not gain right, title or interest in the material (including any modification, translation or adaptation of the material) by virtue of your review thereof other than the non-exclusive right to use the material solely in connection with and the furtherance of your license and use of software made available to your company from Infor pursuant to a separate agreement, the terms of which separate agreement shall govern your use of this material and all supplemental related materials ("Purpose").

In addition, by accessing the enclosed material, you acknowledge and agree that you are required to maintain such material in strict confidence and that your use of such material is limited to the Purpose described above. Although Infor has taken due care to ensure that the material included in this publication is accurate and complete, Infor cannot warrant that the information contained in this publication is complete, does not contain typographical or other errors, or will meet your specific requirements. As such, Infor does not assume and hereby disclaims all liability, consequential or otherwise, for any loss or damage to any person or entity which is caused by or relates to errors or omissions in this publication (including any supplementary information), whether such errors or omissions result from negligence, accident or any other cause.

Without limitation, U.S. export control laws and other applicable export and import laws govern your use of this material and you will neither export or re-export, directly or indirectly, this material nor any related materials or supplemental information in violation of such laws, or use such materials for any purpose prohibited by such laws.

**Trademark Acknowledgements**

The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All rights reserved. All other company, product, trade or service names referenced may be registered trademarks or trademarks of their respective owners.

Publication Information

Release: Infor LN 10.4

Publication Date: July 6, 2015

Document Code: U9802B US

# Contents

Contents

# About this guide

This document describes the content of the DEM Content Pack for the Infor LN release 10.4 (I10_040S1). The DEM Content Pack is a generic DEM model in which several business scenarios such as 'ETO/Product Design' or 'Strategic Sourcing' is combined to form a functionally rich model that can be configured using options to match the company's requirements.

## 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"

- *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.

If we update this document after the product release, we will post the new version on this website. We recommend that you check this website periodically for updated documentation.

If you have comments about Infor documentation, contact [documentation@infor.com](mailto:documentation@infor.com).

# Introduction

<div style="text-align:right">**1**</div>

The different components of the DEM Content Pack are described and help you understand:

- 40 Scenarios (business control diagrams)
- 85 Main Business Processes
- 8 End to End Processes
- 264 Options (static conditions)
- Roles, Employees and Standard Project Model
- 15 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 that visualizes the primary process that takes place within an organization. It shows the business functions that are used to control that process and their relationship. For example the relationships between Purchase, Inventory Control and Inbound Planning & Handling. The scenarios are cross functional and setup in the Dynamic Enterprise Modeler as business control diagrams.

The scenarios are linked to categories to match the Infor Implementation Accelerator main processes.

This tale shows the Main Process Codes:

| Main Process Code | Description |
| --- | --- |
| 010 | Idea to Offering |
| 020 | Procure to Pay |
| 030 | Market to Order |
| 040 | Order to Cash |
| 050 | Plan to Inventory |
| 060 | Financial Plan to Report |

| Main Process Code | Description |
|---|---|
| 070 | Service to Cash |
| 080 | Issue to Resolution |
| 090 | Project to Cash |

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 activities to run to realize a business objective. The business processes are drawn according to best practices and are made configurable using options.

In this document, we have listed the business processes that are linked to the business functions used in the scenarios. There are 85 main business processes.

Currently there are also eight end-to-end processes in the DEM Content Pack. These processes provide an overview of activities 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 and key focus areas. The processes are set up using swim lanes and can be used for example in pre-sales demos and kick-off training sessions.

There will be more end-to-end processes added in the future.

# Options

An option controls the flow of information in a business process, and can result in activating/deactivating parts of that business process. Options are set up in the Dynamic Enterprise Modeler as static conditions.

# 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.

# Idea to Offering (010)

**2**

## Scenario 101000 – Program and Project Management

This Idea to Offering scenario contains the business processes to introduce a new, change or stop a revision of a component, a tool to assemble the component or an asset within the company. This can be requested by an internal party or by a prospect or customer.

Line of Business

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

Business Characteristics

Sales of high value contracts because of sales volumes or of the value of the unique asset itself.

Business Triggers

- A request for targeting to increase the opportunity intake from the company owned business management (1a).
- Product related change request from the company owned business management (1b) or a customer or prospect (1c) to stop or revise a running component on Form / Fit / Function.
- Product related (Internet) request for quotation from a suspect, prospect or customer (1d).
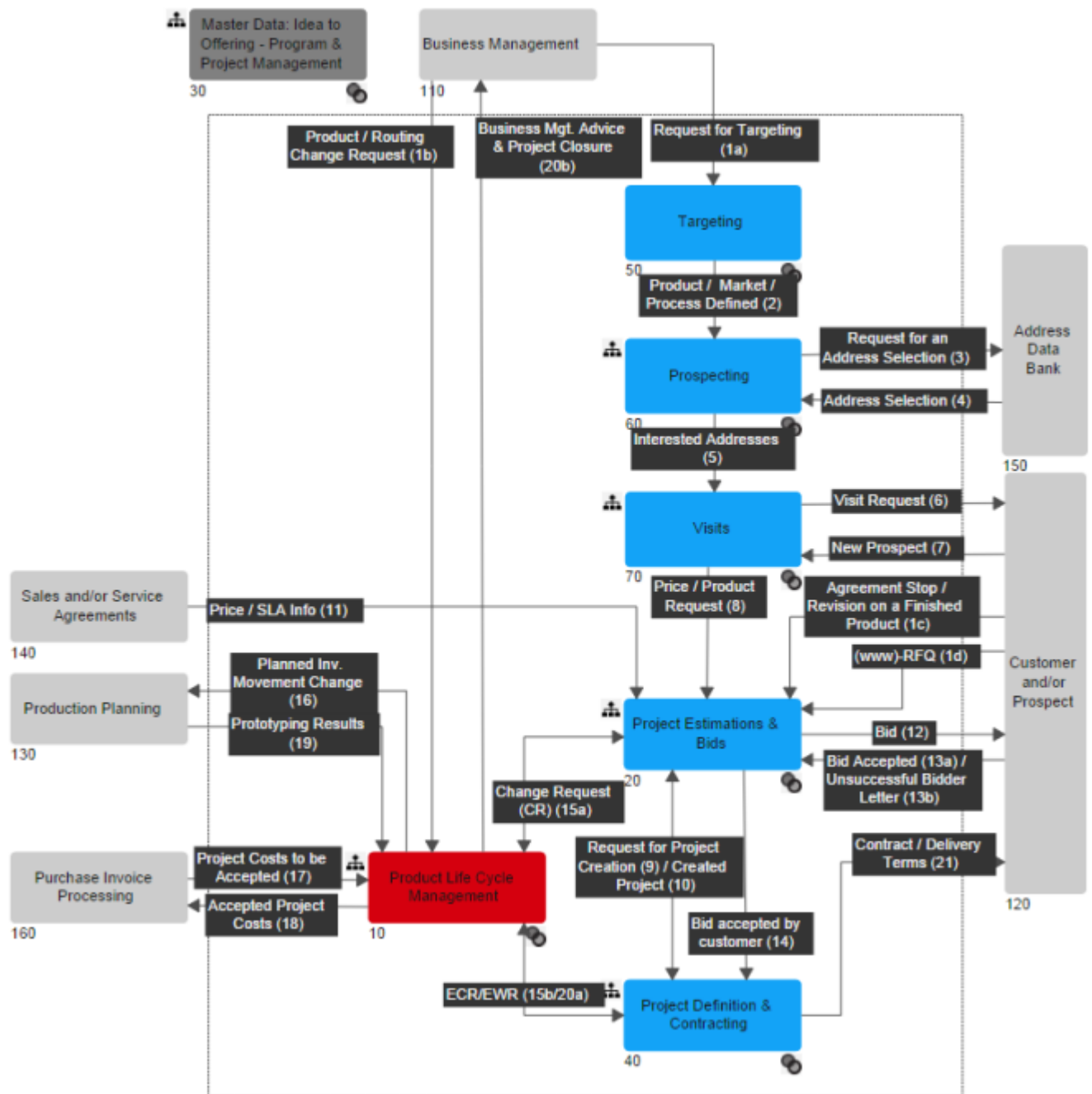
## Description

1a -> Based on the company owned business management request a plan on how to approach / target the market on an efficient and cost effective way is created (2). This results in a defined product / market / process (2) to acquire new opportunities. The market is edited (3/4) to create a list of new addresses with their potential (product / project / services) needs. The qualified suspects (5) and/or the contacts on potential new prospects are edited / visited (6/7) to interest them on selling a new product and/or projects what the company can offer. Activities; notes and contact data are administrated.

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).

If the result of a visit is a (high product volume) contract / expensive asset request (8), an estimate (= a Project for Project Industries in LN) is created based on comparable running production tasks (9/10) and price / SLA information (11). The (www-)bid is sent to the requesting customer or prospect (12). If the bid is accepted by the customer (13) the estimate is copied to a capital project for the prototyping for a manufacturing project (14).

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).

1b -> Based on the company owned business management's request a change request (= a Manufacturing Project in LN) to introduce a new, changed or stop a revision for a running component (or the tasks to supply it), or to change the related tool at the production plant directly is created (15a/15b). The project for project industries and/or service agreement is signed off ( 20a/20b).

1c -> Based on the customer's request a change request (= a Manufacturing Project in LN) to stop / introduce a new, changed or stop a revision for a running component (or the tasks to supply it is created (14a/14b).

1d -> Estimates (= Project Industries in LN) is created first based on the predefined scope / blueprint of the RFQ. The quotation / bid is generated from this estimate and send to the prospect(s) (12). This results in an intention to agree upon the proposal (13a) or an unsuccessful bidder letter (13b).If the bid is accepted by the customer (13) the estimate is copied to a Project Industries project for the prototyping for a Manufacturing Project (14).

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 (16). 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 (19), so also the accepted project costs in relation to the purchased new components (17/18). 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 (21).

Main Business Processes

- Manage Prospect/Customer Activities (MAM003)
- Create / Maintain Prospect / Customer (MCO020)
- Rendering a Project Estimation and Bids (MPR210)
- Manage Engineering Change / Work Requests (MEN003)

- Manage Manufacturing Project (MPR010)
- Create / Maintain Project Definition & Contracting (MPR100)
- Create / Maintain Project Budgeting (MPR230)
- Parameters / Master Data (Common/Business Partners) (MCO510)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Product Control) (MPA510)
- Parameters / Master Data (Project Delivery) (MPR510)

# Scenario 102150 – ETO/Product Design for Parts with minor Customization
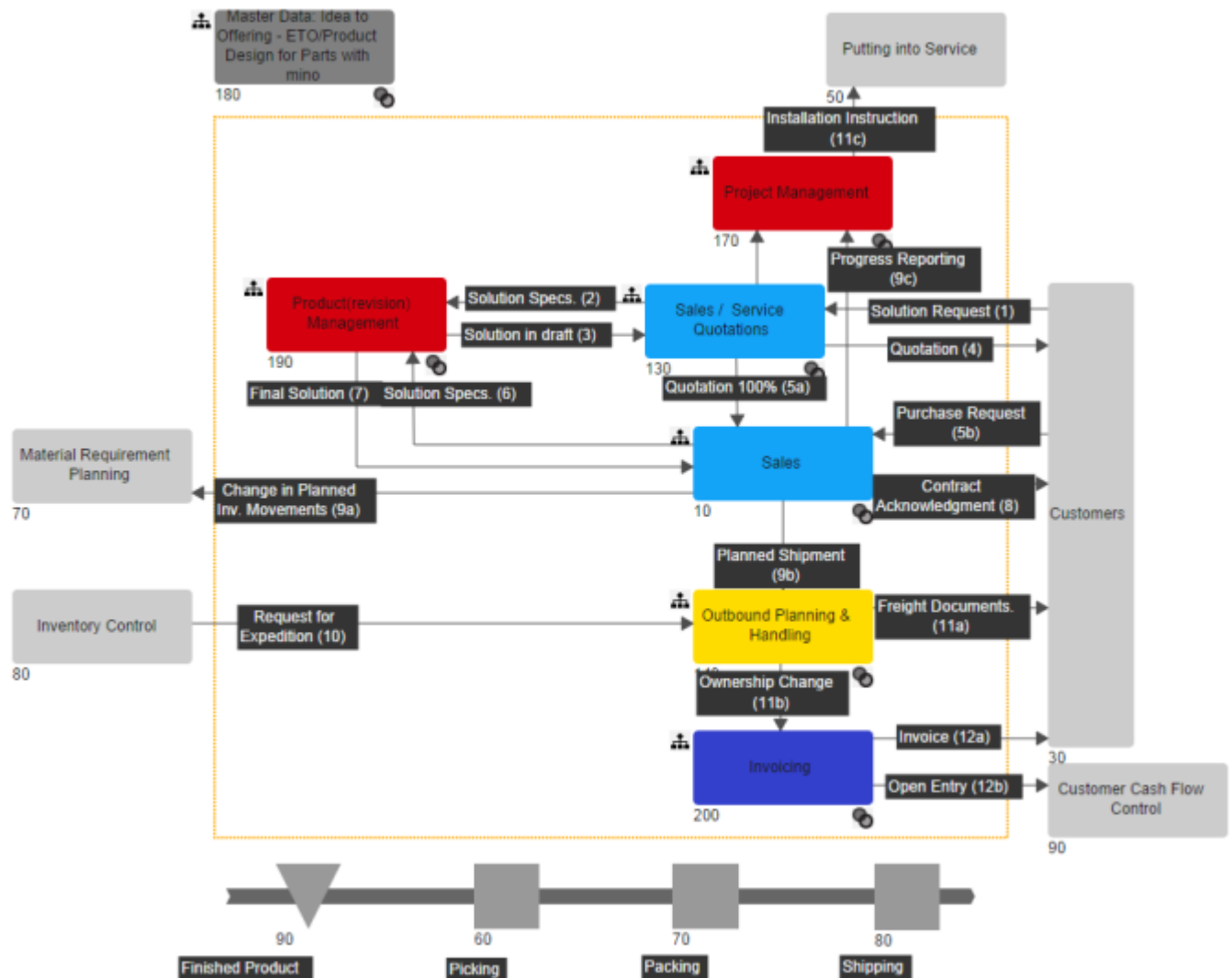
This order fulfillment scenario contains the business processes to design, supply, produce (handled in another scenario), ship and invoice a Sales Order with the right specifications on the right time and with the right quality level and invoiced price(s) from the company owned warehouse to the customer 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 102155 – ETO/Product Design for Expensive Assets
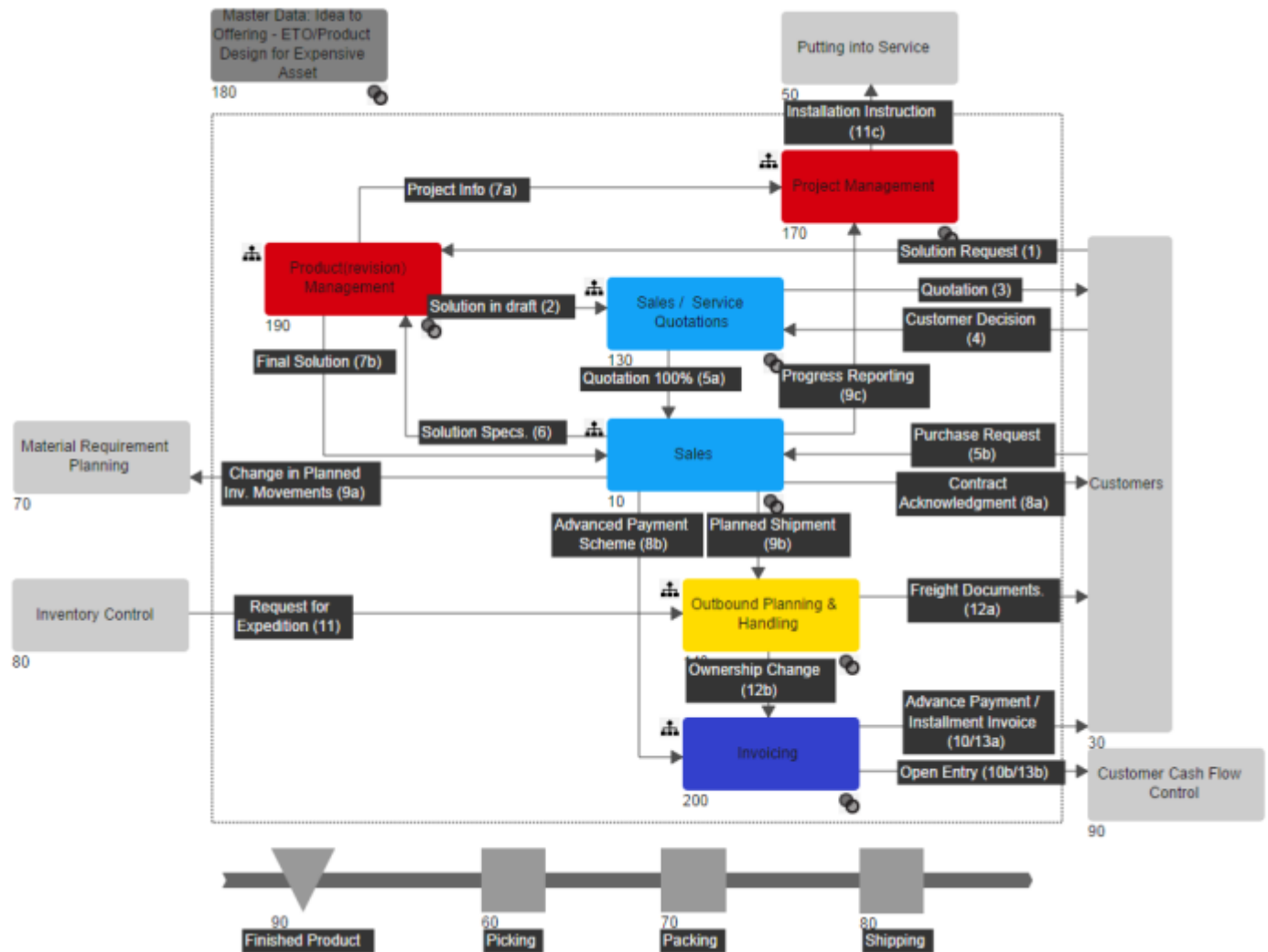


This idea to offering scenario contains the business processes to design, supply, produce (handled in another scenario), ship and invoice a Sales Order with the right specifications on the right time and with the right quality level and invoiced price(s) from the company owned warehouse to the customer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

Line of Business

- Complex Machine Builders.
- Large Construction Projects Builders.

Business Characteristics

- 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 customer informs the engineering department on the required specs of the product under design (1). 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 (2).

The Sales Quotation is entered; printed and send to the customer/prospect (3). The customer/prospect informs the company if the quotation is accepted or rejected (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). The Final solutions specs (6) are converted by Engineering to the final Solution (7b) and Project Management is updated with the project information (7a).

Each Sales Order requires a unique set of part numbers, bills of material and routings. If advanced payment is agreed upon, an Advanced Payment Scheme (8b) is sent to Invoicing to be Invoiced (10a/10b) before the project can start. 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 to pick; pack and ship to the customer (11/12a). After the shipment the invoice (13a/13b) is printed because an ownership change has taken place (12b).

Main Business Processes

- Maintain Product Data (MPA014)
- Create / Maintain Sales / Service Quotation
- Manage Manufacturing Project (MPR010)
- Manage Operations / Materials (MWH005)
- Create / Maintain Sales Orders / Schedule (MSL020)
- Ship Material (MWH020)
- Create Invoice (MAR009)
- Create / Maintain Prospect / Customer (MCO020)
- Parameters / Master Data (Sales) (MSL510)
- Parameters / Master Data (Warehousing) (MWH510)
- Parameters / Master Data (Hours Accounting) (MME510)

# Procure to Pay (020)

<div style="text-align: right">**3**</div>

## Scenario 105000 – Procure to Pay - Using Purchase Orders
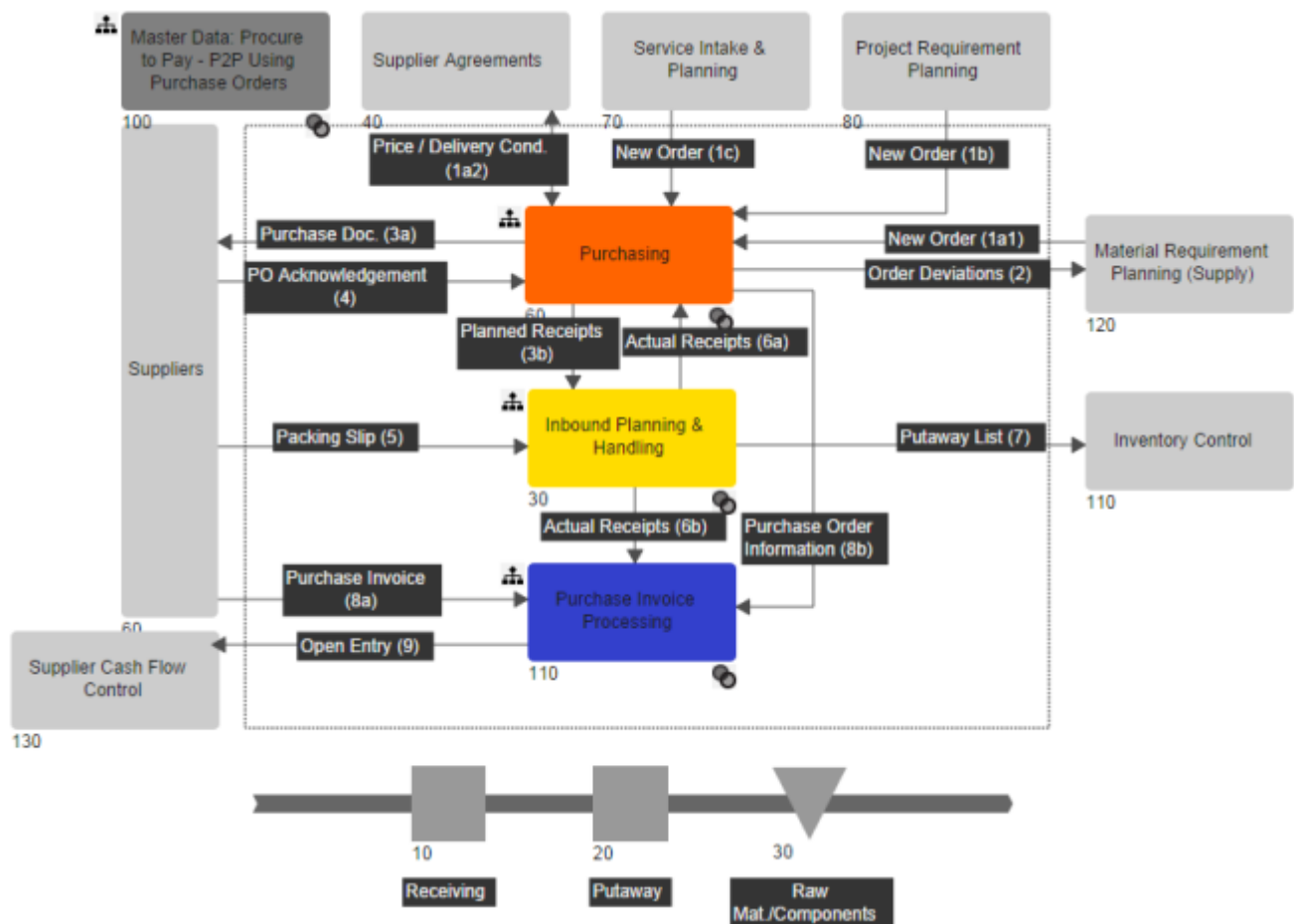


This procure to pay scenario contains the business processes to purchase materials and services.

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 Orders generated by Material Requirements Planning (Supply) (1a1), based on:
  - Planned Stock movement below the safety stock.
  - Directly delivery request from Sales.
  - Subcontracting request from Production or Service Planning.

- Planned Orders generated by Project Requirements planning (1b).
- Planned Orders generated by Service Intake and Planning (1c).

Description

Check / change the ordered quantity; planned start/finish date and the supplier of Planned Purchase Orders for material, and transfer these Planned Purchase Orders to Purchase Orders for EDI/XML messaging (1a/1b/1c). The supplier agreements are used to determine prices and Delivery Conditions (1a2). Confirmed purchase orders are sent by EDI/XML, fax or e-mail to the supplier (3a). Any deviations are reported back to material requirements planning (2).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 (5) and update the purchase order with the received quantity (6a). The received goods are stored in the warehouse (7). The actual quantity received (6b), the purchase invoice (8a) and the purchase order information (8b) is used in purchase invoice processing for registering, matching and approving the purchase invoice. This results in an open entry (9) in accounts payable which will be handled by supplier cash flow control.

Main Business Processes

- Process Purchase Orders / Schedules (MPU003)
- Receive Material (MWH010)
- Register / Approve Purchase Invoices / Credit Notes (MAP010)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Purchase) (MPU510)

# Scenario 105010 – Using Purchase Schedules
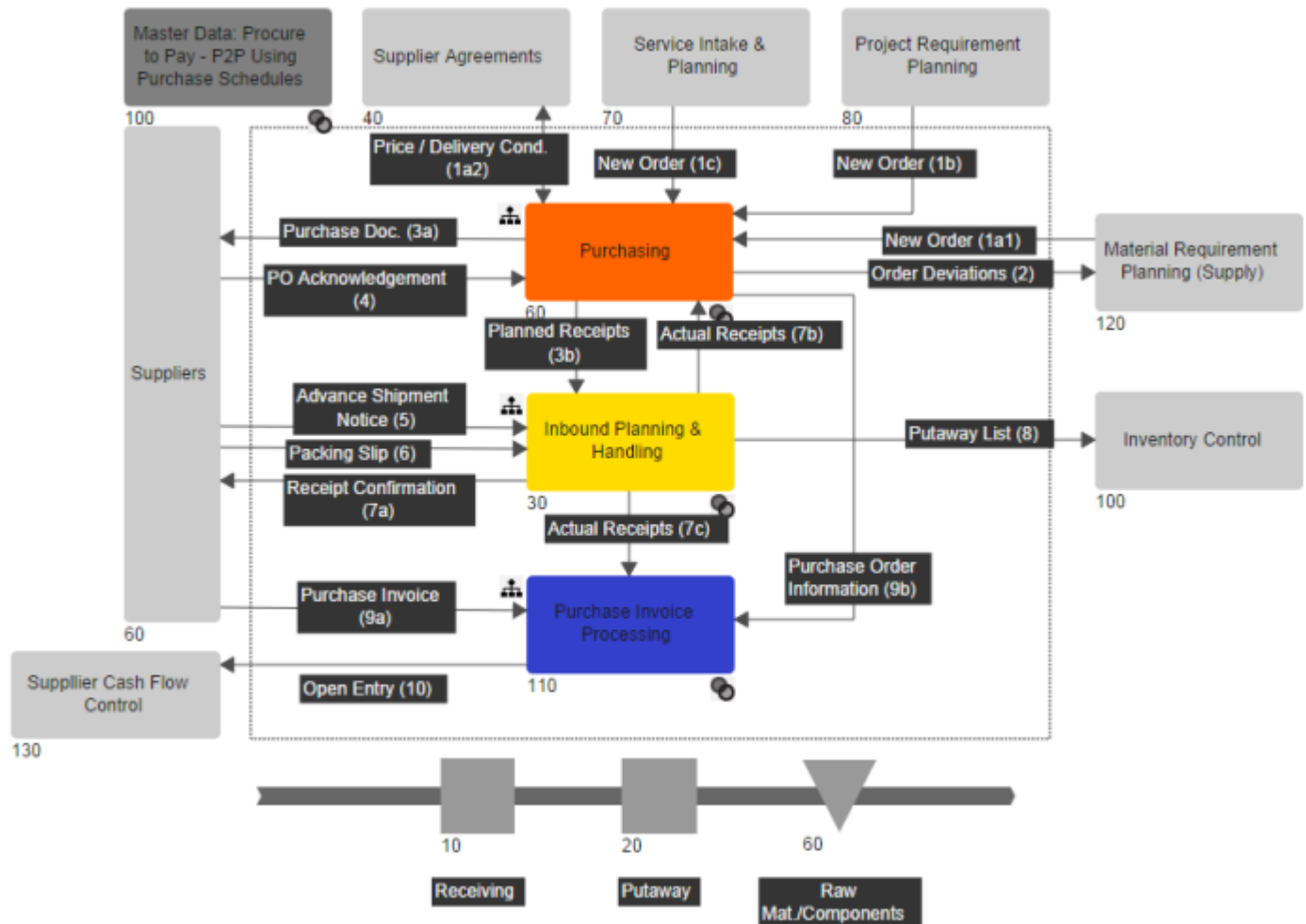


This procure to pay scenario contains the business processes to purchase materials using purchase schedules

Line of Business

• Any physical products trading and/or transforming company.

Business Characteristics

• Planned Orders generated by Material Requirements Planning (Supply) (1a), based on:

    • Planned Stock movement below the safety stock.

    • Directly delivery request from Sales.

• Planned Orders generated by Project Requirements planning (1b).

• Planned Orders generated by Service Intake and Planning (1c).

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

Check / change the ordered quantity; planned start/finish date and the supplier of Planned Purchase Orders for material, and transfer these Planned Purchase Orders to Purchase Orders or Purchase Schedule for EDI/XML messaging (1a/1b/1c). The supplier agreements are used to determine prices and Delivery Conditions (2). Confirmed purchase orders are sent by EDI/XML, fax or e-mail to the supplier (3a). Any deviations are reported back to material requirements planning (3b).The warehouse is informed (3c) for the planned purchase order receipt. Register the Order Acknowledgment from the Supplier within the Purchase Order (4). The Supplier sends an Advance Shipment Notice (ASN) via EDI/XML messaging (5). Receipt (and potentially inspection) of the incoming goods and/or performed services is done using the ASN and packing slip (6). The actual receipt is reported back the supplier via EDI/XML (7a). The purchase order is updated with the received quantity (7b). The received goods are stored in the warehouse (8). The actual quantity received (7c), the purchase invoice (9a) and the purchase order information (9b) is used in purchase invoice processing for registering, matching and approving the purchase invoice. This results in an open entry (10) in accounts payable which are handled by supplier cash flow control.

Main Business Processes

- Process Purchase Orders / Schedules (MPU003)
- Receive Material (MWH010)
- Register / Approve Purchase Invoices / Credit Notes (MAP010)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Purchase) (MPU510)

# Scenario 106000 – Purchase Agreements
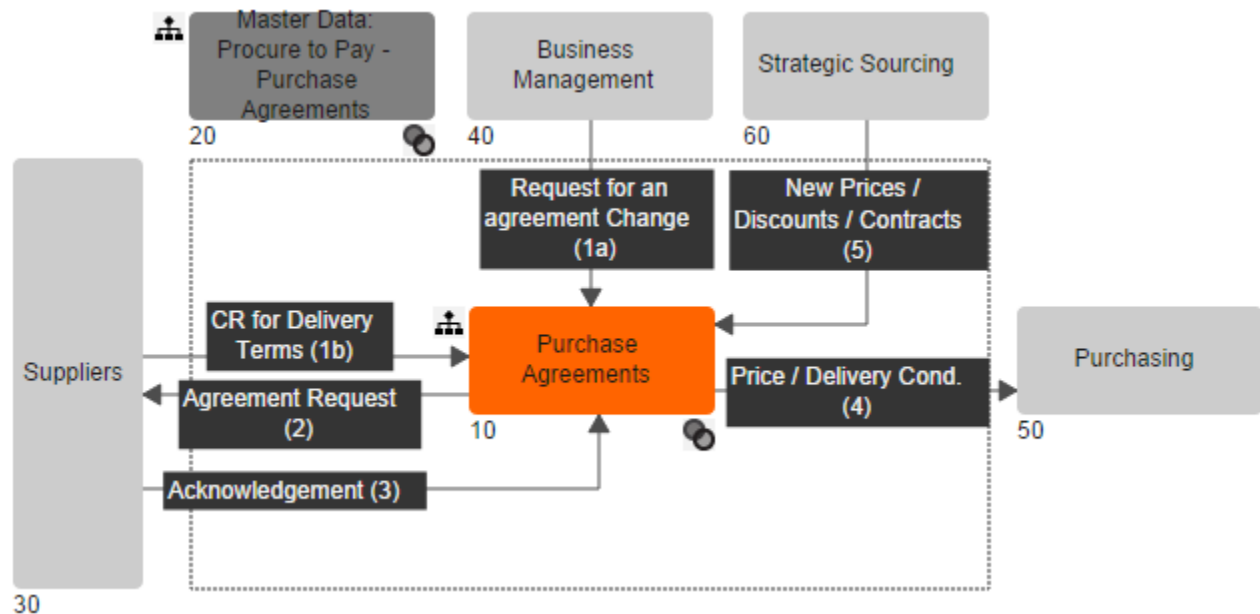


This procure to pay scenario contains the business processes to maintain purchase prices and discounts.

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 (1a). A request for a change in the agreement is sent to the supplier (2).

It is also possible that the supplier sends a change request for the existing agreements (1b).

After negotiation the purchase price and/or discounts are actualized and confirmed to the requester (3). The purchase agreements are used by purchase for their purchase orders and schedules (4).

Main Business Processes

- Actualize Purchase agreements (MPU010)
- Create / Maintain (Potential) Supplier (MCO030) Maintain Product Data (MPA014)
- Parameters / Master Data (Product Control) (MPA510)

# Scenario 107000 – Reverse Logistics
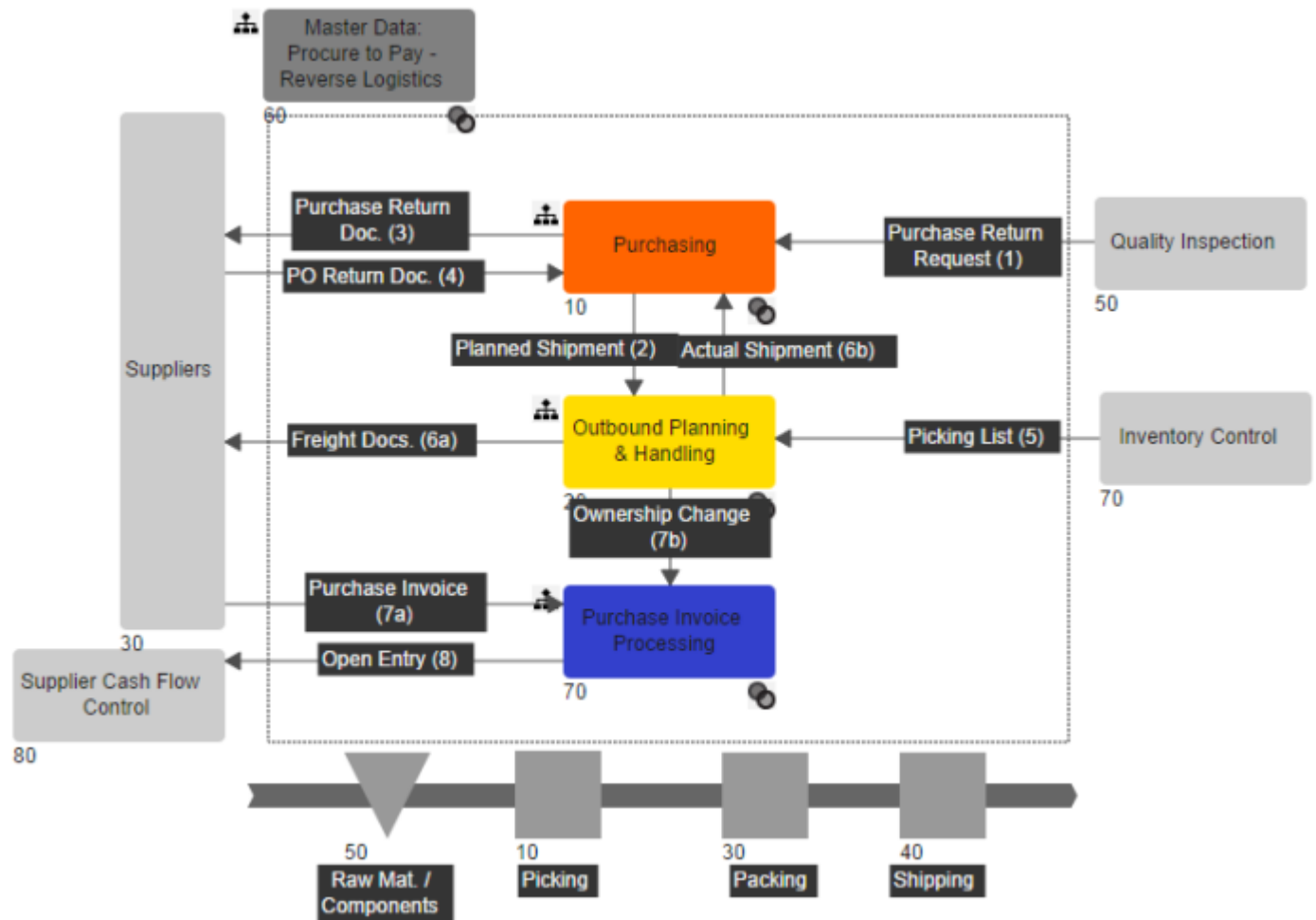


This procure to pay scenario contains the business processes to ship goods from the warehouse back to the supplier, which were received previously from that supplier.

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 acknowledgment 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). The credit note (7a) and the purchase order information (7b) is used in purchase invoice processing for registering, matching and approving the purchase invoice. This results in an open entry (8) in accounts payable which will be handled by supplier cash flow control.
- Scrap: A stock correction on the reject location is performed to scrap the product (Inventory 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 (Inventory Control).

Main Business Processes

- Process Purchase Orders / Schedules (MPU003)
- Ship Material (MWH020)
- Register / Approve Purchase Invoices / Credit Notes (MAP010)
- Create / Maintain (Potential) Supplier (MCO030)
- Parameters / Master Data (Financial Management) (MFI510)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Purchase) (MPU510)
- Parameters / Master Data (Warehousing) (MWH510)

# Scenario 111000 – Subcontracting with Material Flow Production/Assembly
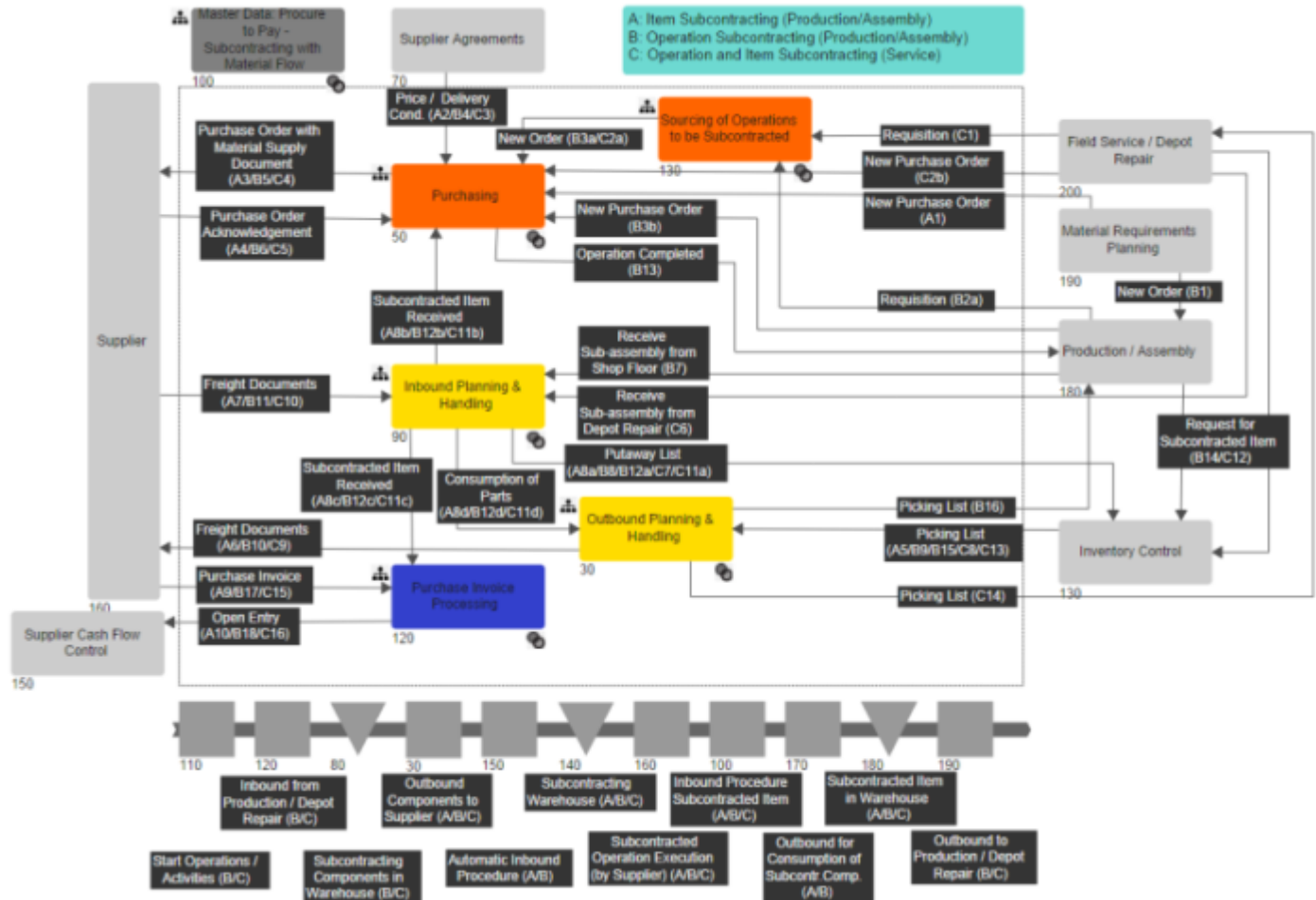


This procure to pay scenario contains the business processes to purchase materials with component supply to the supplier (Item subcontracting) and to subcontract production (operations) with component supply to the supplier (Operation subcontracting). To keep track of these components they are registered in an administrative subcontracting warehouse.

Line of Business

- Automotive Industries (OEM & Tier).
- Discrete and Semi 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 generates a new purchase order (A1).

- Subcontracting request from Production (production order generated from MRP (B1)). This can be a Purchase Order (B2b) or start with a Purchase Requisition (B2a) that after sourcing, results in a Purchase Order for subcontracting an operation (B3).

Description

Subcontracting with Material Flow can be handled with two different concepts:

- Item subcontracting
- Operation subcontracting

Item subcontracting (A)

- The MRP results in new planned purchase orders for subcontracting with material flow (A1). Using the Price / Delivery Conditions (A2) the purchase order is created and together with the material supply document send to the supplier (A3). The supplier confirms the order by sending s purchase order acknowledgment (A4).
- A picking list is created (A5) to send the components needed to manufacture the subcontracted items to the supplier (A6). An automatic inbound for these components in the administrative subcontracting warehouse is generated.
- Once the supplier has finished the operations, the finished subcontracting item is sent back (A7) and put away in the warehouse (A8a). Based on this receipt, the purchase order is updated (A8b) and the consumption of the components is registered (A8d).
- The supplier sends an invoice (A9) which is matched with the receipt (A8c). This results in an open entry (A10) in Accounts Payable.

Operation subcontracting (B)

- The MRP results in new planned production orders which can have a need for subcontracting with material flow (B1).
- Production can create a requisition for the operations to be subcontracted (B2a). Sourcing results in an new purchase order (B3). Another option is that there are price / delivery agreements for subcontracting (B4). Then a purchase order for subcontracting is generated (B2b). The purchase order and the material supply document are sent to the supplier (B5). The supplier confirms the order by sending s purchase order acknowledgement (B6).
- Production starts with the production order. When the subcontracted operation is due, the Subassembly is received from the shop floor (B7) and put away in the warehouse (B8).
- A picking list (B9) is created to send the components (subassembly) to the supplier (B10). An automatic inbound for these components in the administrative subcontracting warehouse is generated.
- Once the supplier has finished the operations, the finished subcontracting item is sent back (B11) and put away in the warehouse (B12a). Also the consumption of the components is registered (B12d) and removed from the administrative subcontracting warehouse (manual or backflushing). The purchase order is updated (B12b), which results in a signal to production that the subcontracted operation is completed (B13).
- Production sends a request to get the finished subcontracted item (B14) to finish the production order. A picking list is created (B15) to send the item to production (B16).
- The supplier sends an invoice (B17) which is matched with the receipt (B12c). This results in an open entry (B18) in Accounts Payable.

Operation subcontracting (C)

- If on a service order or a work order activities need to be subcontracted, a requisition (C1) is created, which, after sourcing results in a Purchase Order (C2a). It is also possible that a Purchase order (C2b) is created directly from the service order of work order.

- Price / delivery agreements for subcontracting (C3) are used to make sure the correct prices are reported to the Supplier (C4). The supplier confirms the order by sending s purchase order acknowledgment (C5).

- In case of a service work order, when the subcontracted activity is due, the Subassembly is received from depot repair (C6) and put away in the warehouse (C7).

- A picking list (C8) is created to send the subassembly (and maybe components) to the supplier (C9). An automatic inbound for these components in the administrative subcontracting warehouse is generated.

- Once the supplier has finished the activity, the repaired subcontracting item is sent back (C10) and put away in the warehouse (C11a). Also the consumption of the components is registered (C11d) and removed from the administrative subcontracting warehouse. The purchase order is updated (C11b).

- Service sends a request to get the repaired subcontracted item (C12) to finish the service- or work order. A picking list is created (C13) to send the item to service (C14).

- The supplier sends an invoice (C15) which is matched with the receipt (C11c). This results in an open entry (C16) in Accounts Payable.

Main Business Processes

- Process Pre-Purchase Order Activities (MPU020)
- Process Purchase Orders / Schedules (MPU003)
- Receive Material (MWH010)
- Ship Material (MWH020)
- Register / Approve Purchase Invoices / Credit Notes (MAP010)
- Parameters / Master Data (Financial Management) (MFI510)
- Parameters / Master Data (Purchase) (MPU510)
- Parameters / Master Data (Warehousing) (MWH510)

# Scenario 111100 – Vendor Managed Inventory
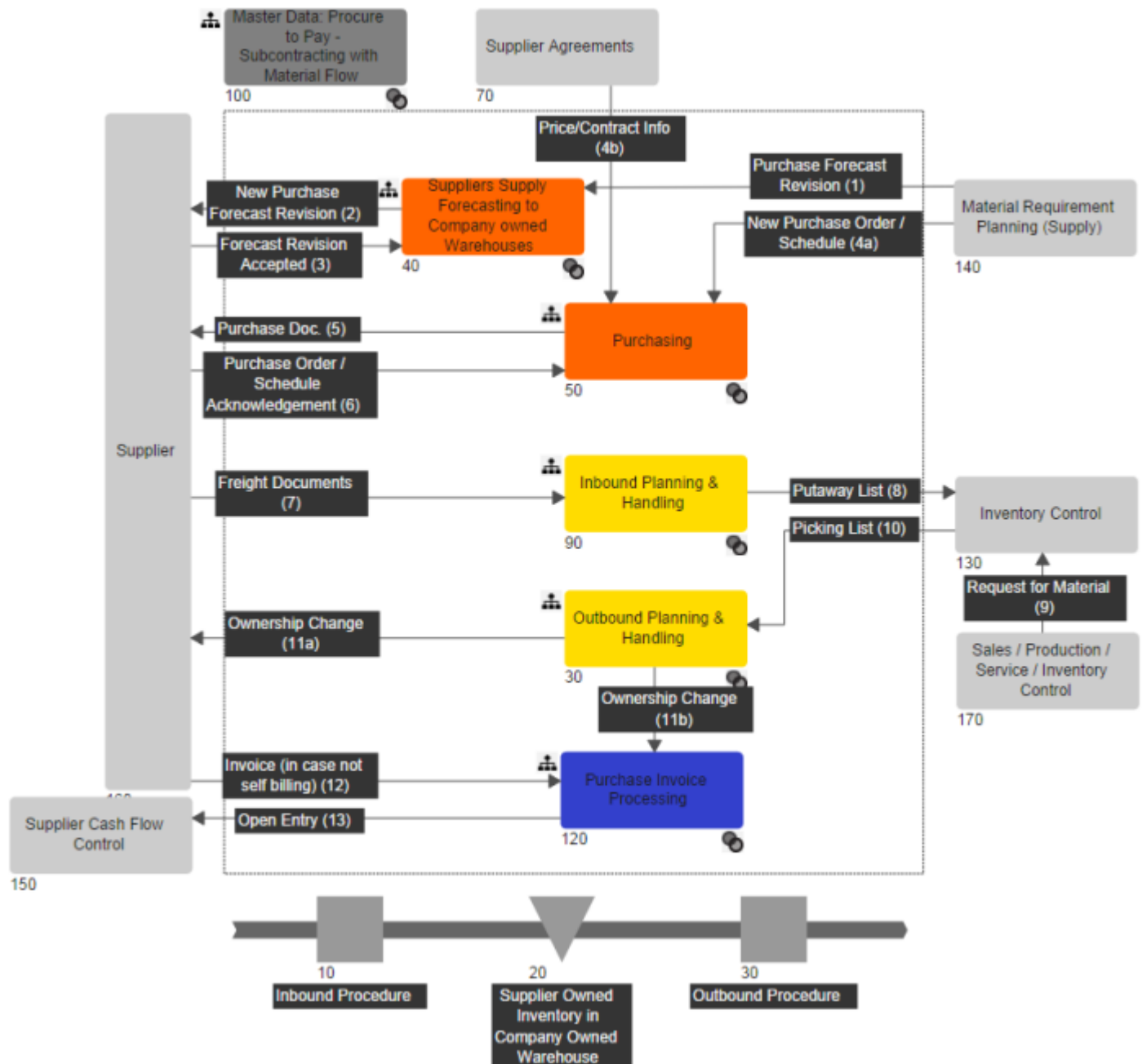


This procure to pay scenario contains the business processes to receipt materials from a supplier planned / managed / owned inventory in a company owned warehouse and to be invoiced based on agreements made.

Line of Business

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

Business Characteristics

- Predictable purchase of medium and high volume standard materials.

Business Triggers

- New Purchase Forecast Revision (1).
- New Purchase Order (4a).

Description

- The VMI warehouse within the company = the inventory can be company owned or supplier owned.
- A new purchase forecast revision (1) from company owned material requirement planning is sent to the supplier (EDI/SML) (2). The supplier lets you know if the forecast revision has been accepted (3).
- A purchase order / schedule generated by the company owned material requirements planning is sent to the supplier via EDI/XML (5) to replenish the VMI warehouse. An acknowledgment is sent by the supplier (6).
- The material is sent (7) to the VMI warehouse (8).
- When Sales / Production / Service / Inventory control requests material (9) from the VMI warehouse a picking list (10) is used to issue the material to the requested location.
- The supplier is updated on the ownership change (11a).
- In case of self-billing, accounts payable is informed of the ownership change (11b). The self-billed invoice is generated which results in an open entry in accounts payable (13).
- In case self-billing in not used, a purchase invoice from the supplier (12) is received, matched with the consumed inventory and approved (11b). This results in an open entry in accounts payable (13).

Main Business Processes

- Suppliers Supply Forecasting to Customer owned WH (MPL003)
- Process Purchase Orders / Schedules (MPU003)
- Receive Material (MWH010)
- Ship Material (MWH020)
- Stock Control (MWH002)
- Register / Approve Purchase Invoices / Credit Notes (MAP010)
- Parameters / Master Data (Financial Management) (MFI510)
- Parameters / Master Data (Purchase) (MPU510)
- Parameters / Master Data (Warehousing) (MWH510)

# Scenario 112000 – Strategic Sourcing
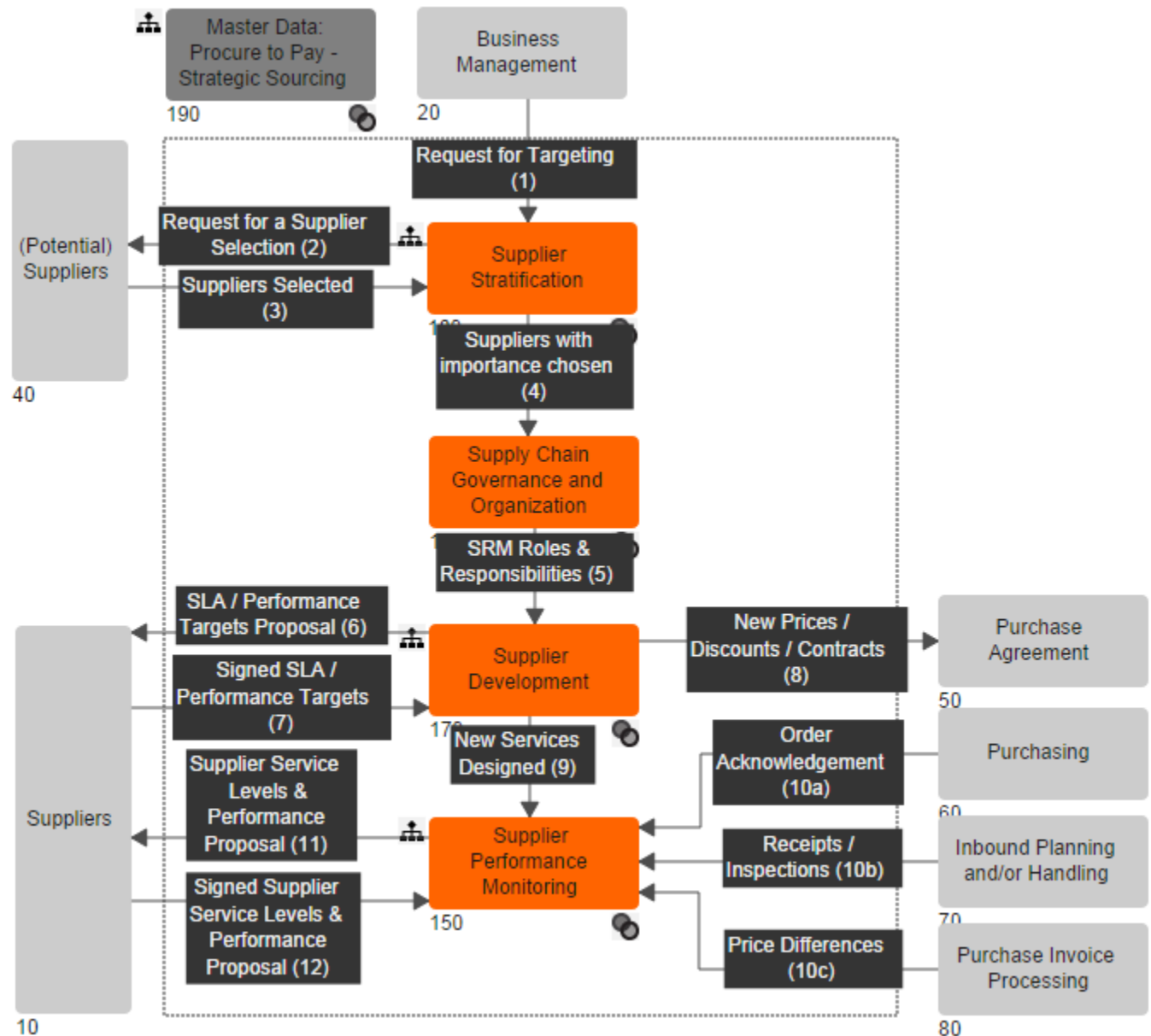


This procure to pay scenario contains the business processes to qualify potential suppliers for the sourcing of a certain product assortment which results in purchase contracts. The historical performance of active suppliers is monitored.

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 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 (10a).

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

- Process Pre-Purchase Order activities (MPU020)
- Actualize Purchase agreements (MPU010)
- Control Supplier Performance (MPU001)
- Create / Maintain (Potential) Supplier (MCO030)
- Parameters / Master Data (Purchase) (MPU510)

# Scenario 506000 – Budget-related Purchasing / Warehouse Transfers
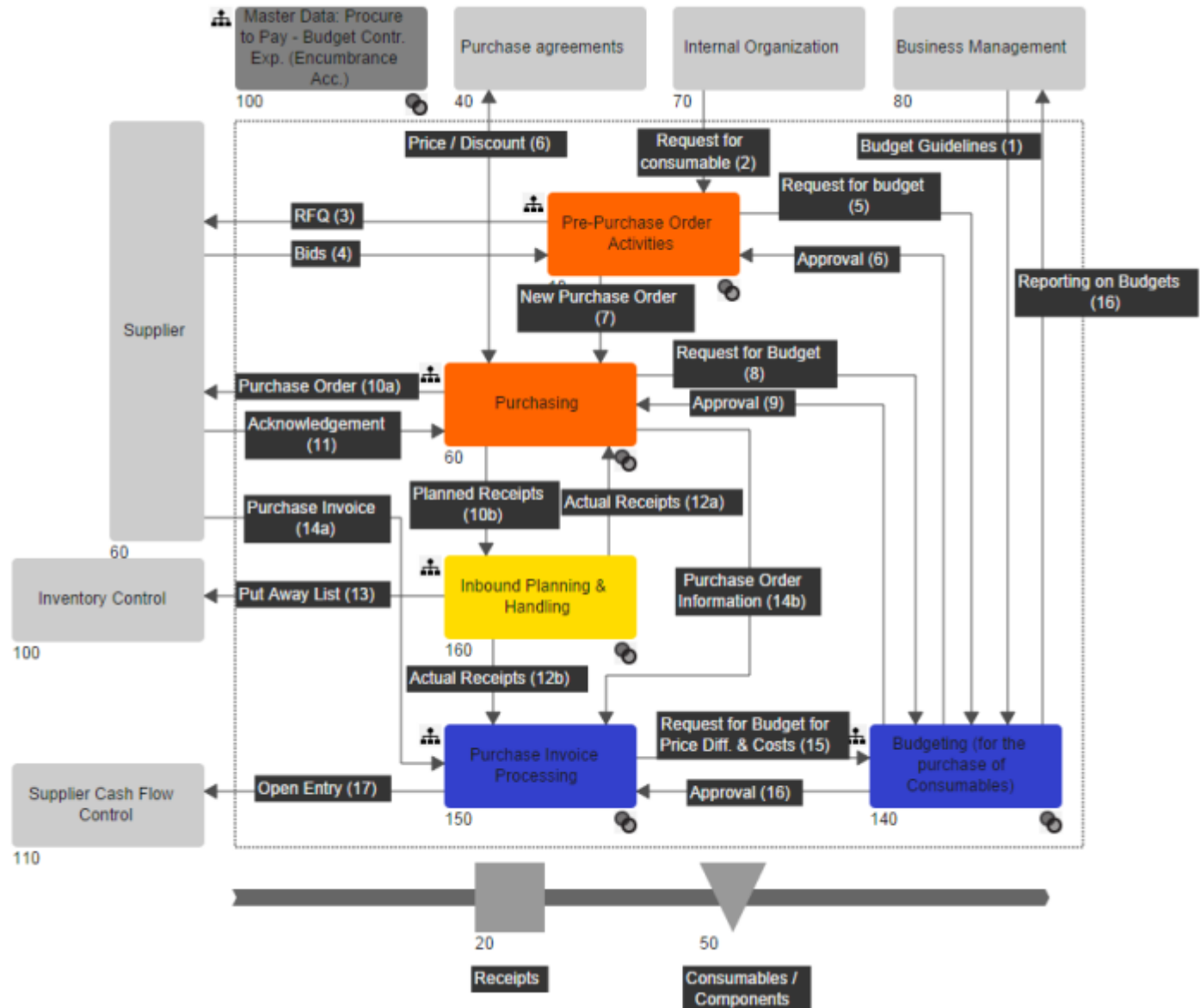


This procure to pay scenario contains the business processes to purchase and/or warehouse transfer indirect materials and/or consumables, where the pre-order and order activities of these materials are under control of financial budgets.

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 (13/14/15/16).

Main Business Processes

- Create / Maintain Financial Budget for Consumable (MPB100)
- Process Pre-Purchase Order activities (MPU020)
- Process Purchase Orders / Schedules (MPU003))
- Receive Material (MWH010)
- Register / Approve Purchase Invoices / Credit Notes (MAP010)
- Parameters / Master Data (Budget Control) (MPB510)
- Maintain Product Data (MPA014)
- Create / Maintain (Potential) Supplier (MCO030)

# Market to Order (030)

## Scenario 102800 – Freight Agreements
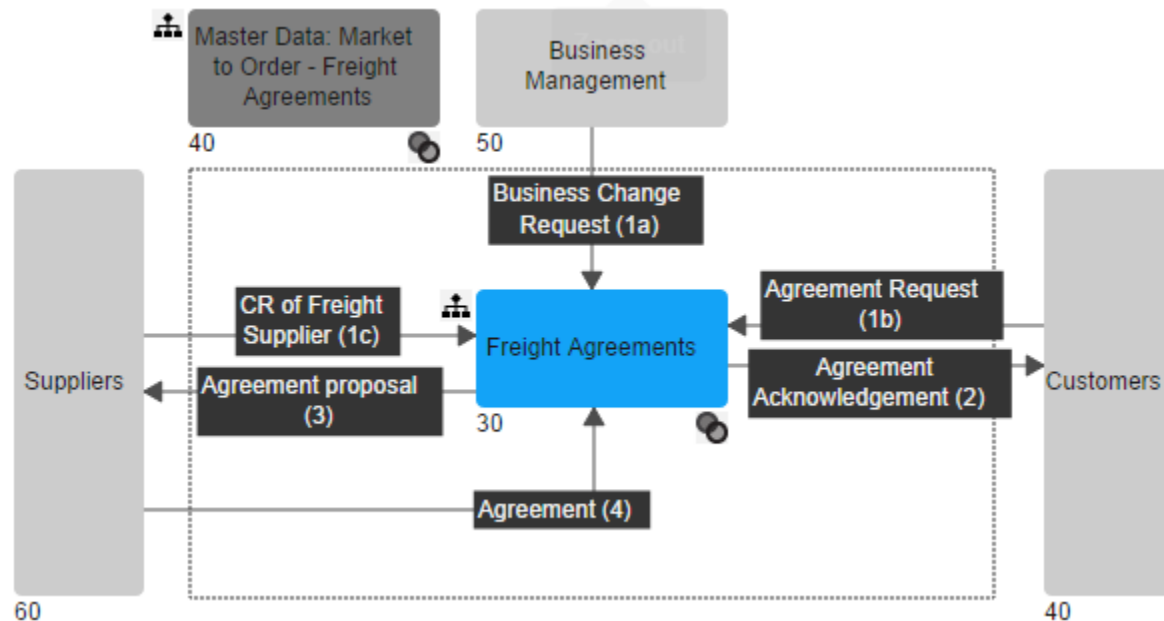


This market to order scenario contains the business processes to maintain sales for customers and purchase prices for the freight suppliers.

Line of Business

- Discrete and Semi 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

- Transportation 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

- Actualize Sales / Service Agreements (MSL010)
- Maintain Product Data (MPA014)
- Create / Maintain Prospect / Customer (MCO020)
- Parameters / Master Data (Freight) (MFM510)

# Scenario 103100 – Prospect to Sales Agreement



This market to order scenario contains the business processes to target new Sales areas, find new prospects, turn them into customers

Business Triggers

- A request for targeting to increase the opportunity intake from the company owned business management (1a).
- A request for a price or product from a customer or prospect (1b) Or a request for an agreement (1d).
- Request for changes on Sales and or Service Agreements from the company owned business management (1c).

- Request for a price from Customer support (1e).

Description

1a -> Based on the company owned business management request a plan on how to approach / target the market on an efficient and cost effective way is created (2). This results in a defined product / market / process (2) to acquire new opportunities. The market is edited (3/4) to create a list of new addresses with their potential (product / project / services) needs. The qualified suspects (5) and/or the contacts on potential new prospects are edited / visited (6/7) to interest them on selling a new product what the company can offer. Activities; notes and contact data are administrated.

If the result of a visit is a price/product request (8/1d/1e) a sales and/or service quotation is created and sent to the customer or prospect (9). If a customer agrees upon product and price (10), a conformation is sent to the customer or prospect (11a) and the agreement is registered (11b/12/13)

Main Business Processes

- Manage Prospect/Customer Activities (MAM003)
- Create / Maintain Prospect / Customer (MCO020)
- Create / Maintain Sales / Service Quotation (MAM004)
- Actualize Sales and/or Service agreements (MSL010)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Product Control) (MPA510)
- Parameters / Master Data (Market Campaigns) (MAM510)

# Order to Cash (040)

## Scenario 102100 – Using Sales Orders
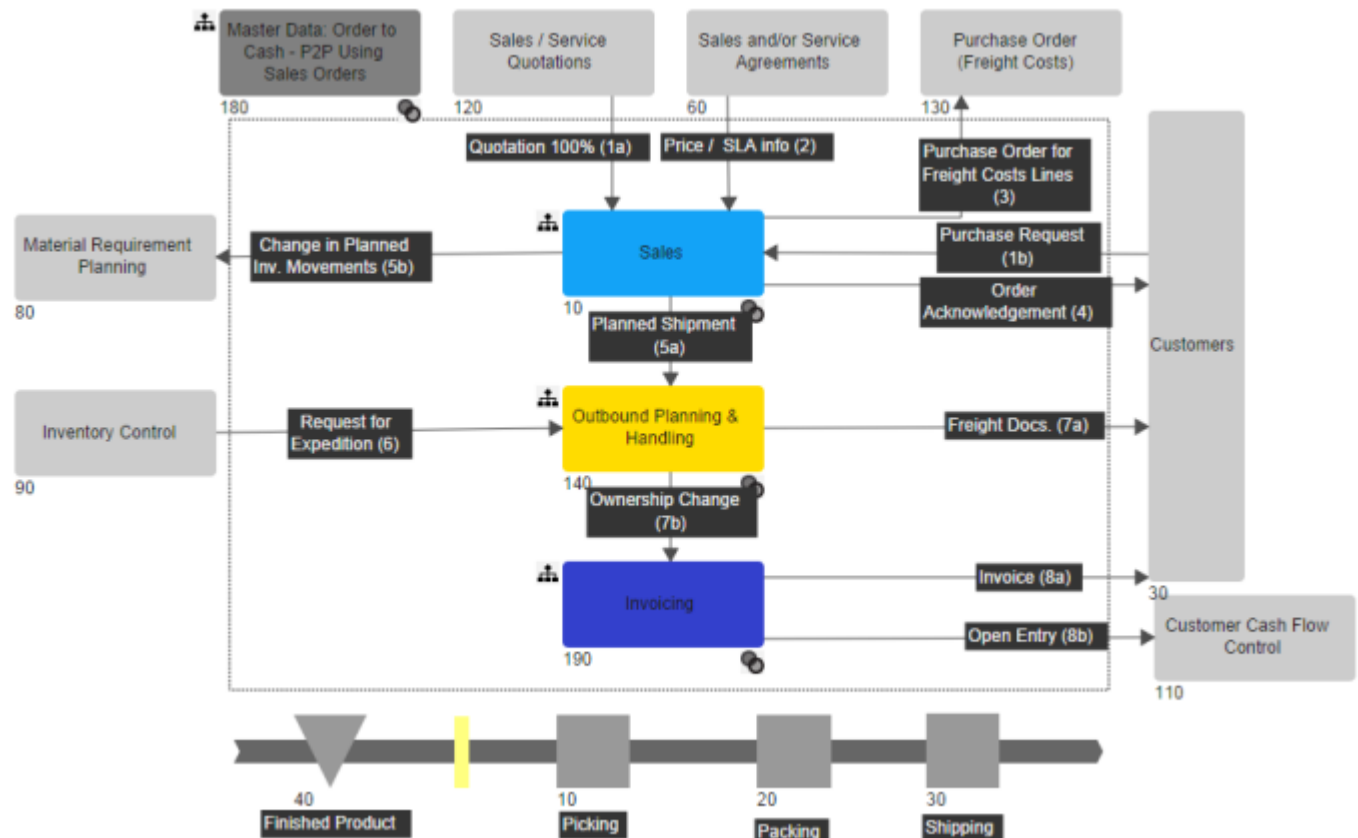


This order to cash scenario contains the business processes to order, ship and invoice a Sales Order and/or Schedule with the right specifications on the right time and with the right quality level and invoiced price(s) from the company owned Warehouse to the customer delivery address.

Line of Business

- Discrete and Semi Process Manufacturers.
- High-end Motor Vehicles and Aircraft Industries.
- Sales of Office Supplies for small Enterprises.

- Sales of Spare Parts (potentially not on stock) such as 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 transportation 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

- Accepted Quotations (1a)
- Prospects /customers sending a purchase order (1b).

Description

Quotations are copied to a Sales Order (1a), or the Sales Order is entered (1b). Price Agreements (2) are used to create the correct Sales Order. An order Acknowledgment (4) is sent to the customer. Stock requests are send to the Material Requirement Planning (5b) which facilitates for new stock to ship on time (5a). The Finished Product is picked; packed and shipped to the Customer (6/7a). The ownership change (7b) is the signal for invoicing to create an invoice and send it to the customer (8a). The invoice generates an open entry (8b).

Main Business Processes

- Create / Maintain Sales Orders / Schedules (MSL020)
- Ship Material (MWH020)
- Create Invoice (MAR009)
- Create / Maintain Prospect / Customer (MCO020)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Sales) (MSL510) )
- Parameters / Master Data (Warehousing) (MWH510)

# Scenario 102110 – Using Sales Schedules
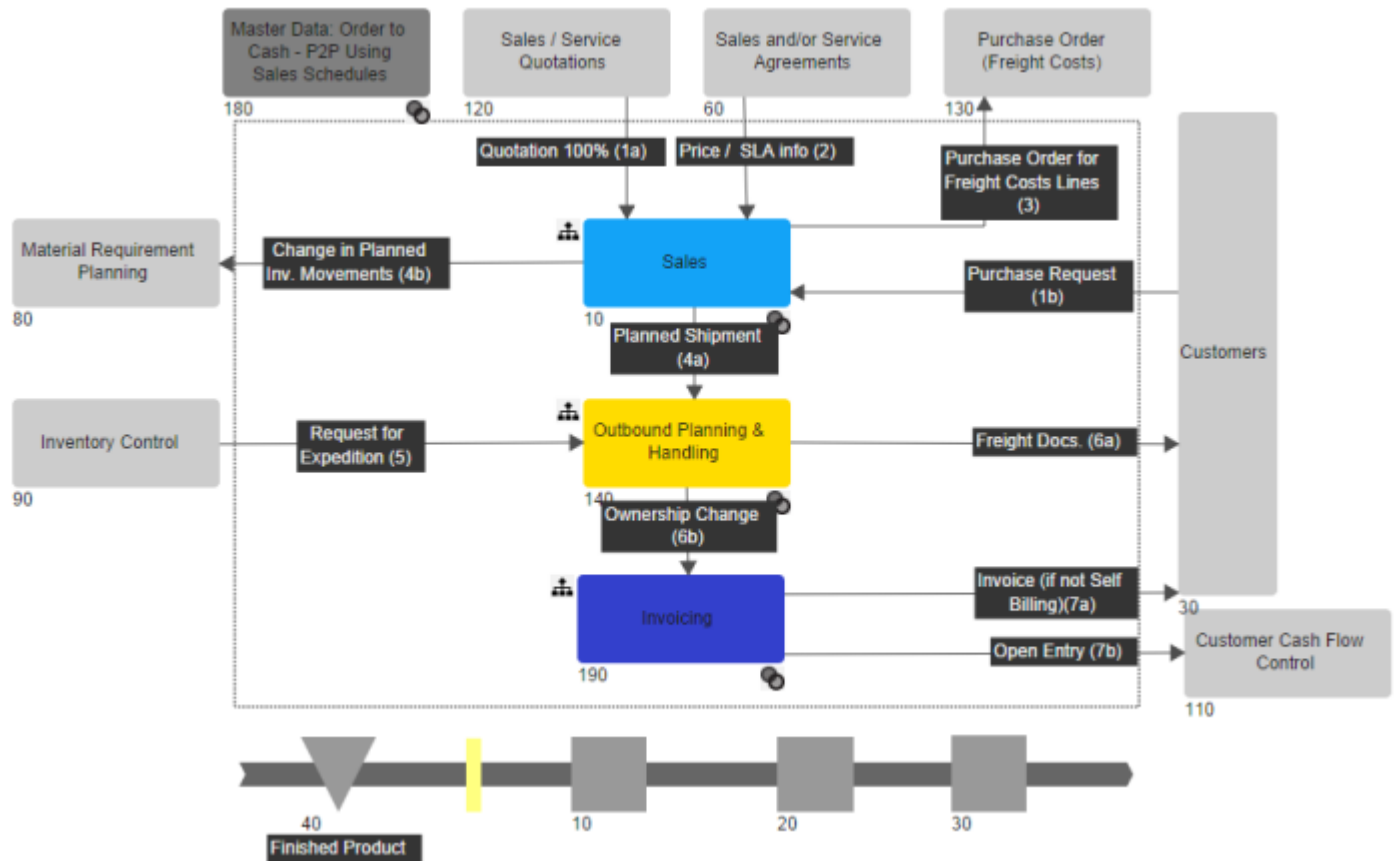


This order to cash scenario contains the business processes to order, ship and invoice a Sales Schedule with the right specifications on the right time and with the right quality level and invoiced price(s) from the company owned Warehouse to the customer delivery address.

Line of Business

- Automotive Industries
- Semi Process Manufacturers

Business Characteristics

- The Finished Product is based on an standard product design.
- Predictable demand on standard Finished Products.
- High Volume discrete Assembly.
- The supply of the Finished Product is triggered against Customers Purchase Schedules.

Business Triggers

- Accepted Quotations (1a)
- Prospects /customers sending a purchase order (1b).

Description

Quotations are copied to a Sales Schedules (1a), or the Sales Schedule is entered (via XML messages) (1b). Price Agreements (2) are used to create the correct Sales Schedule. Stock requests are send to the Material Requirement Planning (5b) which facilitates for new stock to ship on time (4a). The Finished Product is picked; packed and shipped to the Customer (5/6a). The ownership change (6b) is the signal for invoicing to create an invoice and send it to the customer does not self-bill himself (7a). The invoicing process generates an open entry (8b).

Main Business Processes

- Create / Maintain Sales Orders / Schedules (MSL020)
- Ship Material (MWH020)
- Create Invoice (MAR009)
- Create / Maintain Prospect / Customer (MCO020)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Sales) (MSL510) )
- Parameters / Master Data (Warehousing) (MWH510)

# Scenario 102200 – Direct Delivery
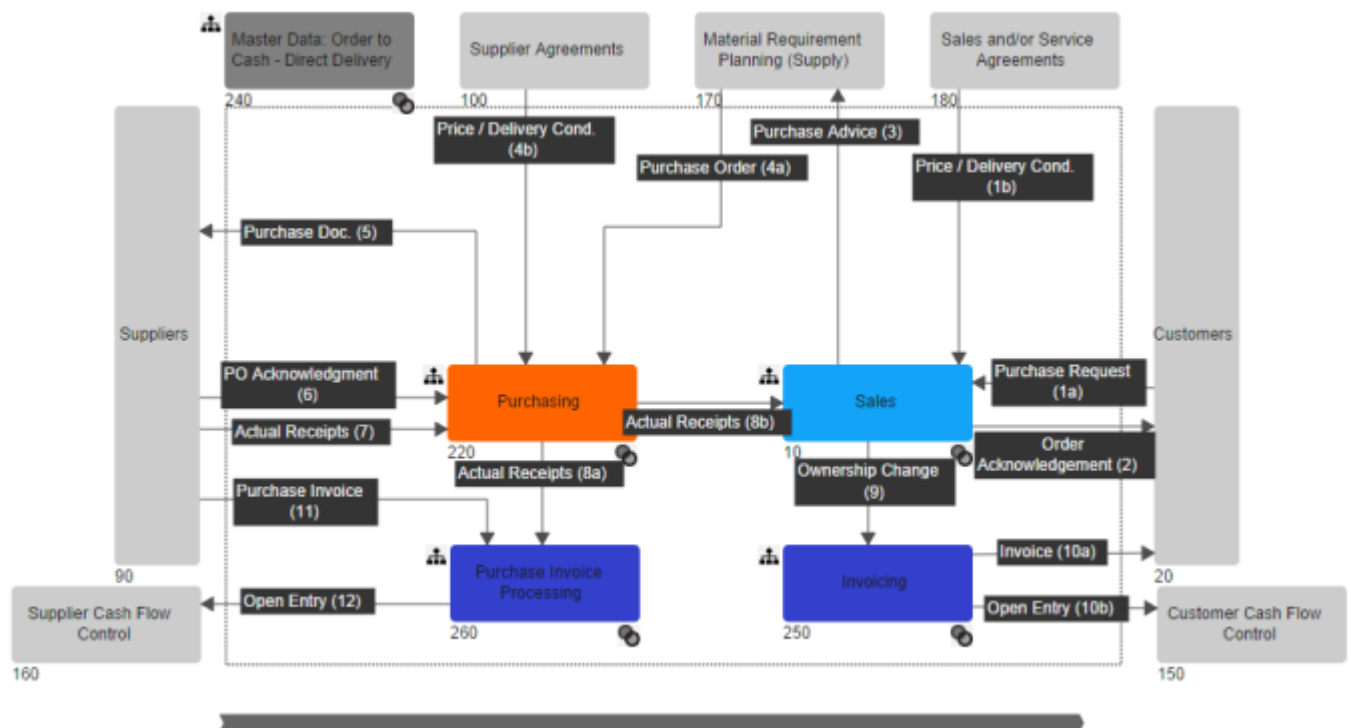


This order to cash scenario contains the business processes where a company owned Sales Order is shipped from the Supplier to the customer. Alternatively a company owned Production Order is created.

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

- Create / Maintain Sales Orders and/or Schedules (MSL020)
- Process Purchase Orders and/or Schedules (MPU003)
- Create Invoice (MAR009)
- Register / Approve Purchase Invoices / Credit Notes
- Create / Maintain Prospect / Customer (MCO020)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Purchase) (MPU510)
- Parameters / Master Data (Sales) (MSL510)
- Parameters / Master Data (Warehousing) (MWH510)

# Scenario 102700 – Freight Management
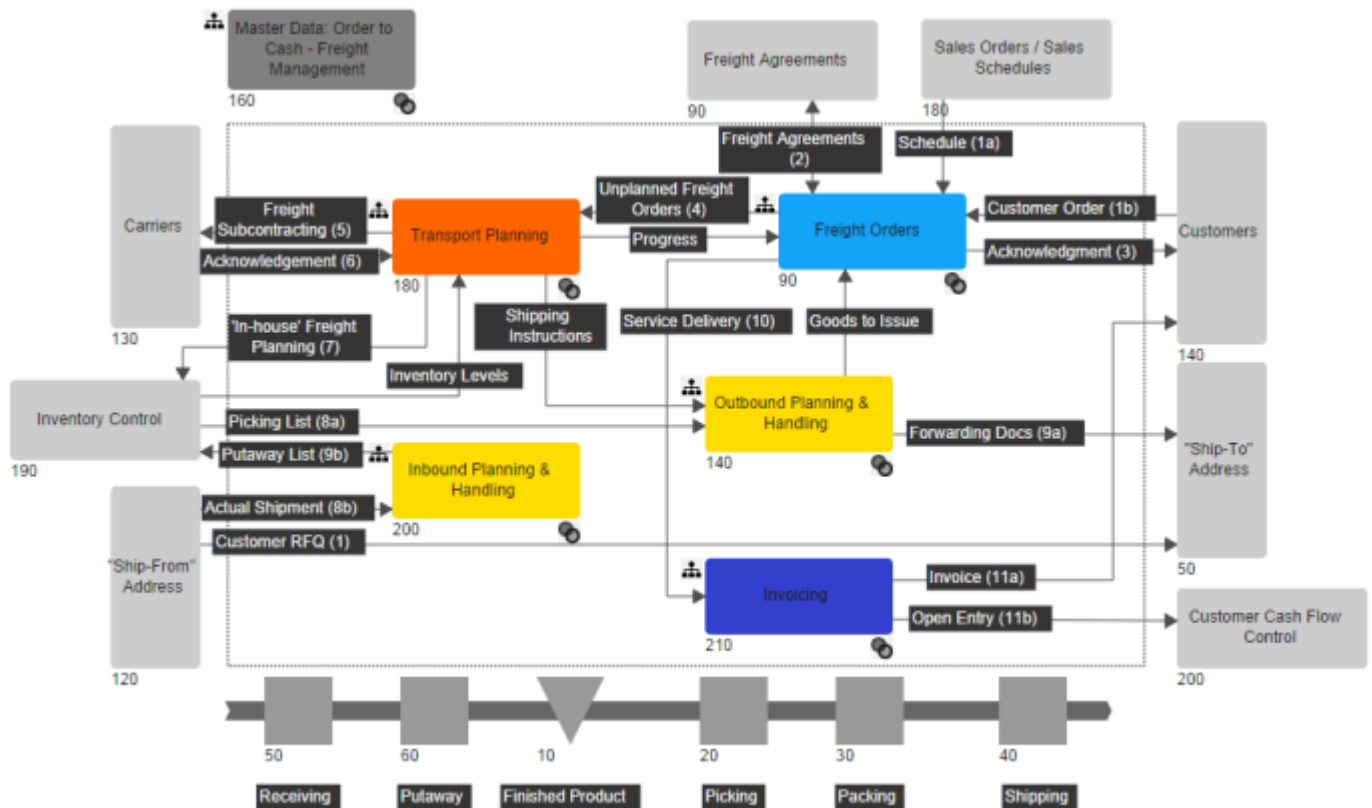


This order to cash scenario contains the business processes to handle the complete external transportation process.

Line of Business

- Freight Delivery Companies.

Business Characteristics

- Company owned and/or subcontracted transportation 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 transportation is monitored.

Main Business Processes

- Create / Maintain Freight Order (MFM020)
- Plan / Subcontract Freight (MFM04a)
- Manage / Close Freight Order (MFM050)
- Receive Material (MWH010)
- Ship Material (MWH020)
- Create Invoice (MAR009)
- Parameters / Master Data (Freight) (MFM510)
- Parameters / Master Data (Warehousing) (MWH510)

# Scenario 104000 – Reverse Logistics (Service Included)
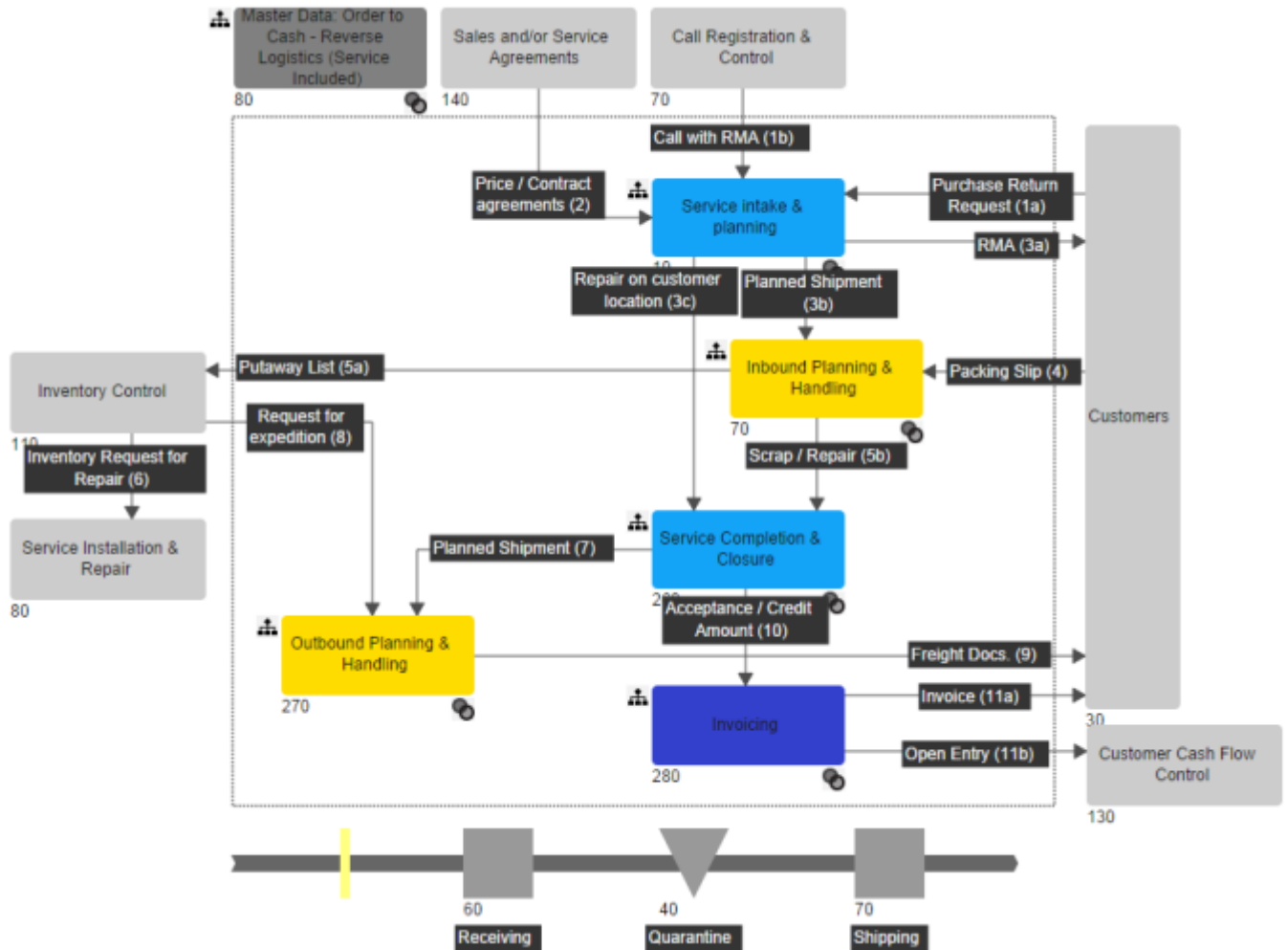


This order to cash scenario contains the business processes to receive goods from the customer back into the Quarantine Warehouse, which were shipped previously to that customer.

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

- Create / Plan Service Order (MSE007)
- Receive Material (MWH010)
- Ship Material (MWH020)
- Close / Complete Service Order (MSE005)
- Create Invoice (MAR009)
- Create / Maintain Prospect / Customer (MCO020)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Service) (MSE510)
- Parameters / Master Data (Warehousing) (MWH510)

# Scenario 104010 – Reverse Logistics
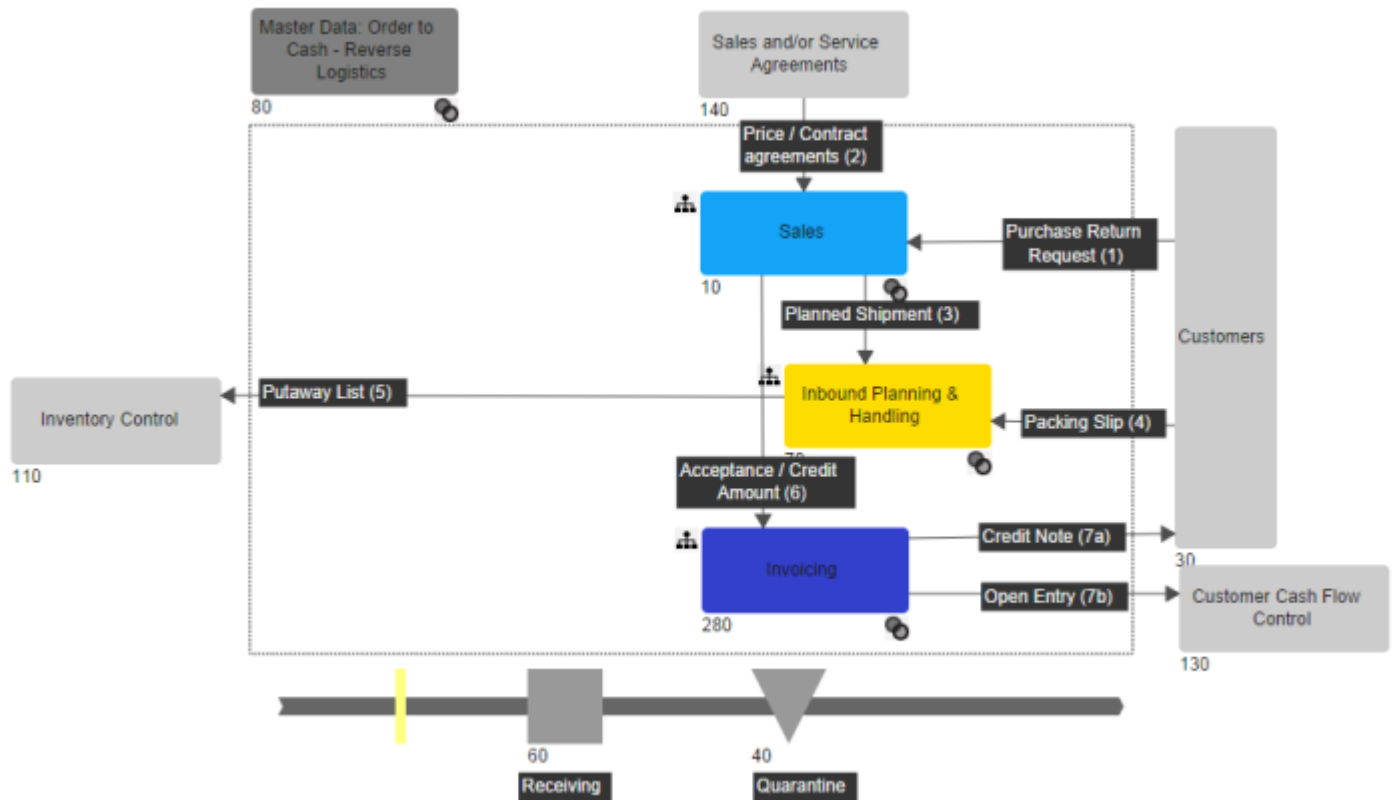


This order to cash scenario contains the business processes to receive goods from the customer back into the Quarantine Warehouse, which were shipped previously to that customer.

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

A credit sales order is created using price/contract agreements (2). The warehouse is informed (3) for the planned receipt. The product is received against the credit sales order in the Quarantine Warehouse (4/5).

Invoicing is updated (6) and creates a credit note that is sent to the customer (7a). This also generates an open entry (7b).

Main Business Processes

- Create / Maintain Sales Order / Schedule (MSL020)
- Receive Material (MWH010)
- Create Invoice (MAR009)
- Parameters / Master Data (Sales) (MSL510)
- Parameters / Master Data (Warehousing) (MWH510)

# Scenario 110000 – Customer Furnished Material
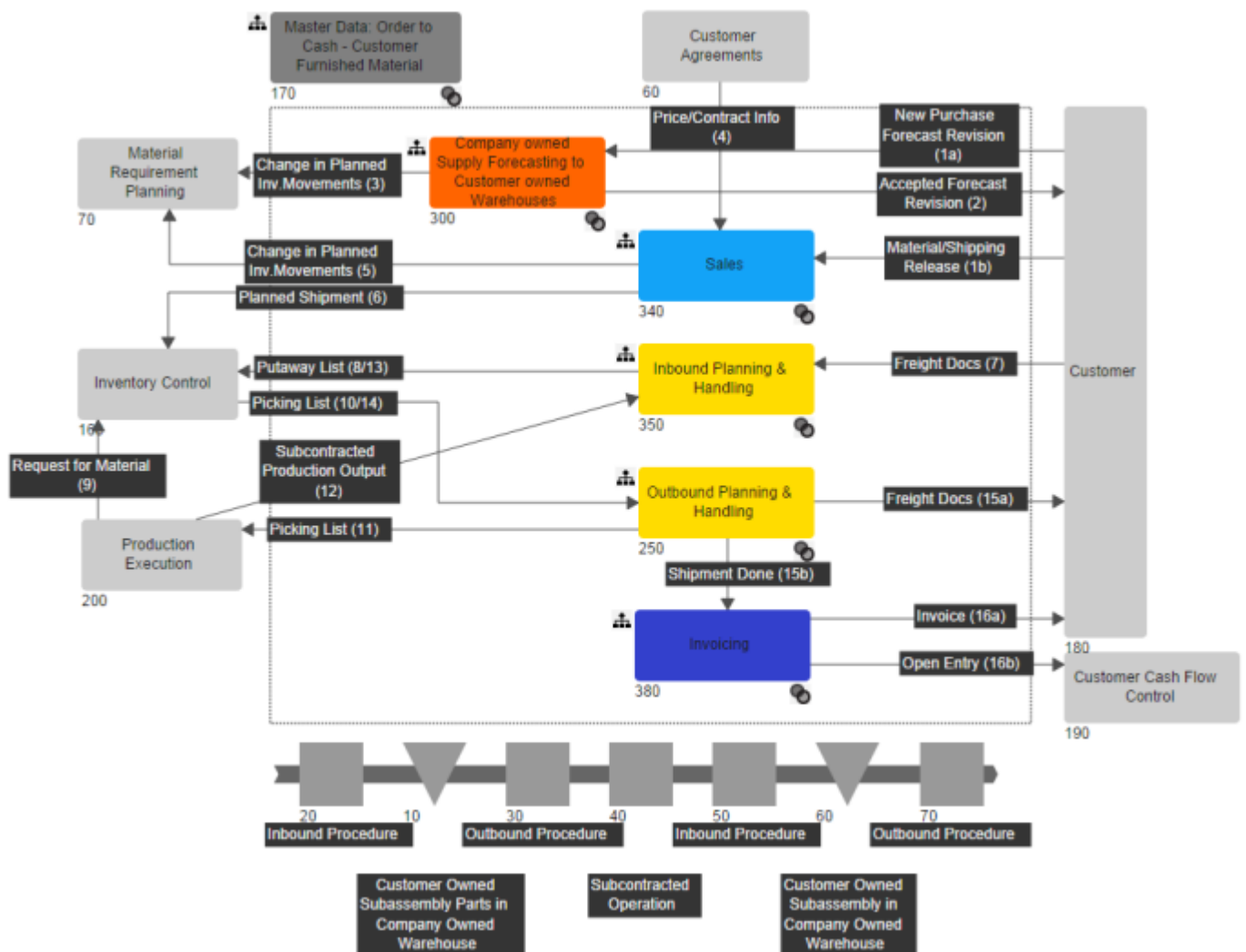


This order to cash scenario contains the business processes to perform production execution on customer owned material that is shipped to a company owned / planned warehouse. The production execution and potentially used extra material is invoiced.

Line of Business

- Automotive Industries (Tier).
- Discrete and Semi 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 (1a)

Description

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 (2). This forecast is part of the demand of the company owned MRP (2).

Business function: Sales

- The customers creates new EDI/XML/manual Purchase Orders and/or Purchase Schedule Revisions and sends this to the company where it is translated into sales orders and/or schedule with the contracted sales price.
- When the customers routing needs the companies production execution, sales is updated (1b). Sales informs the company owned MRP (5) and Inventory Control (6).

Business function: Inbound Planning & Handling

- The customers ships the customer owned subassembly (and/or parts) for production execution to the company owned warehouse (7). The subassembly is put away in inventory (8) waiting for production execution.

Business function: Outbound Planning & Handling

- When production execution starts, the subassembly (and or parts) requests the material (9). The subassembly (and or parts) are sent to production (10/11).

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

- When production is finished the customer owned subassembly is sent back to company owned warehouse (12/13).

Business function: Outbound Planning & Handling

- The finished customer owned subassembly is sent back to the customer (14/15a). Invoicing is updated that the subassembly is sent back to the customer (15b).

Business function: Invoicing

- An invoice is sent to the customer (16a), which also results in an open entry (16b).

Main Business Processes

- Company owned Supply Forecasting to Customer owned WH (MPL001)
- Create / Maintain Sales Orders / Schedules (MSL020)

- Ship Material (MWH020)
- Create Invoice (MAR009)
- Create / Maintain Prospect / Customer (MCO020)
- Customer Management (MCO020)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Sales) (MSL510)
- Parameters / Master Data (Warehousing) (MWH510)

# Scenario 110100 – Vendor Managed Inventory
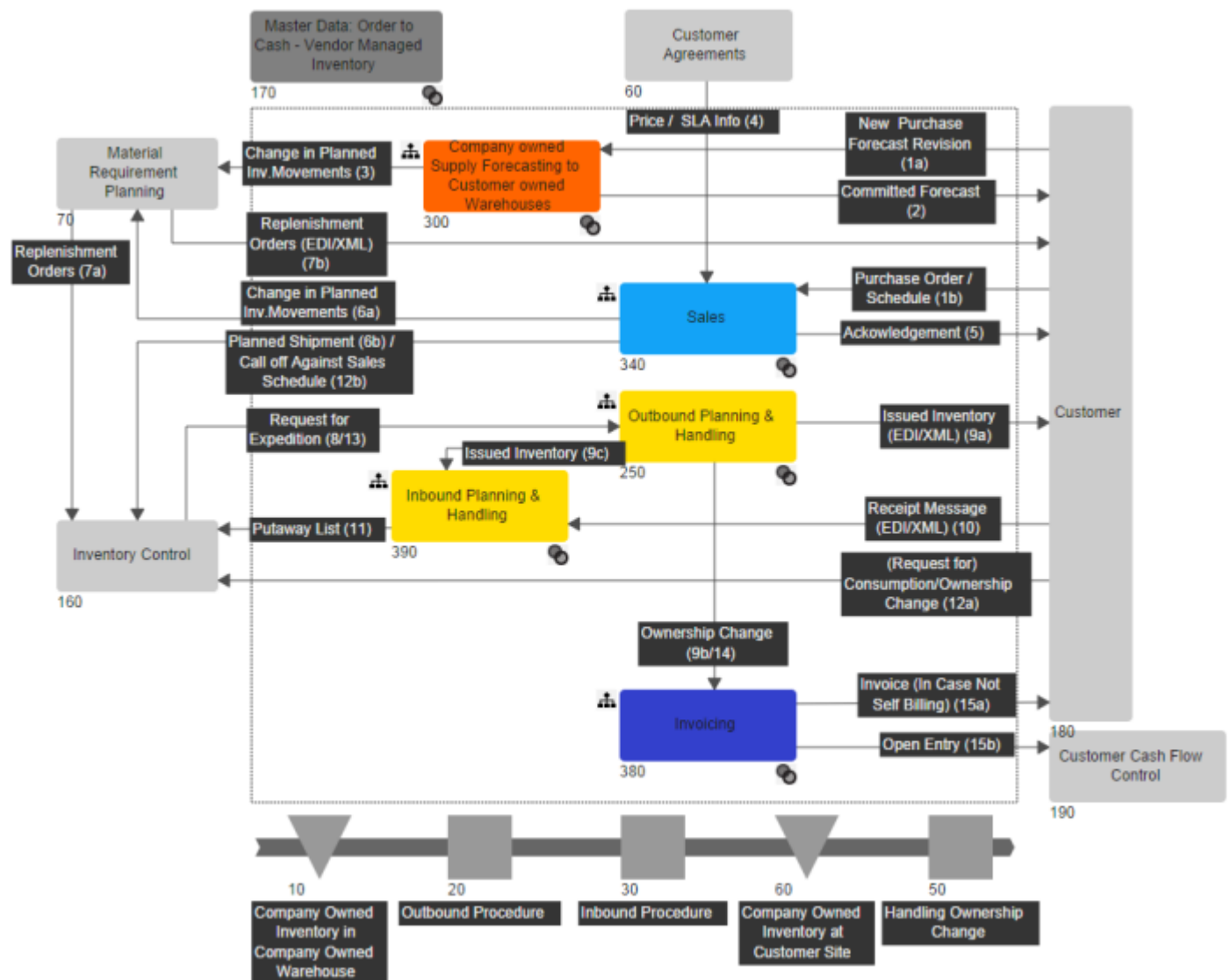
This order to cash scenario contains the business processes to ship materials to a company owned / planned warehouse at the customer site and to invoice the Sales Order / Schedule revision after consumption out of this warehouse.

Line of Business

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

Business Characteristics

- Predictable Sales of medium and high volume standard materials.

Business Triggers

- New Purchase forecast revision (1a)
- New purchase order /schedule (2a)

Description

The EXTERNAL warehouse is located at customer site, content is completely company owned.

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 (2). This forecast for the EXTERNAL warehouse is part of the demand of the company owned MRP (3).

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 (1b) where it is translated into purchase orders and/or schedule with the contracted sales price (4). Also this is a part of the demand of the company owned MRP (6a). The INTERNAL warehouse employees are informed (6b).

Business function: Outbound Planning & Handling

- The material that is replenished (7a) to be shipped from the INTERNAL warehouse to the EXTERNAL warehouse is picked, packed and shipped from the INTERNAL warehouse to the EXTERNAL warehouse (8/9a ).

Business function: Inbound Planning & Handling

- The material is received in the EXTERNAL warehouse (9c/10/11).

Business function: Outbound Planning & Handling

- Once the item is taken from the EXTERNAL warehouse by the customer (consumed). The ownership of the item is changed. The customer sends the EDI/XML/manual consumption document from the EXTERNAL warehouse to the company (12a/13).

Business function: Invoicing

- Invoicing receives a message that the ownership of the material has changed (14) and sends the customer the EDI/XML/paper invoice (15a) which also results in an open entry (15b). Alternative self-billed customer invoicing is used.

Main Business Processes

- Company owned Supply Forecasting to Customer owned WH (MPL001)
- Create Sales Orders / Schedule (MSL020)
- Ship Material (MWH020)
- Receive Material (MWH010)
- Create Invoice (MAR009)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Planning) (MPL510)
- Parameters / Master Data (Sales) (MSL510)
- Parameters / Master Data (Warehousing) (MWH510)

# Plan to Inventory (050)

## Scenario 102350 – Production / Assembly
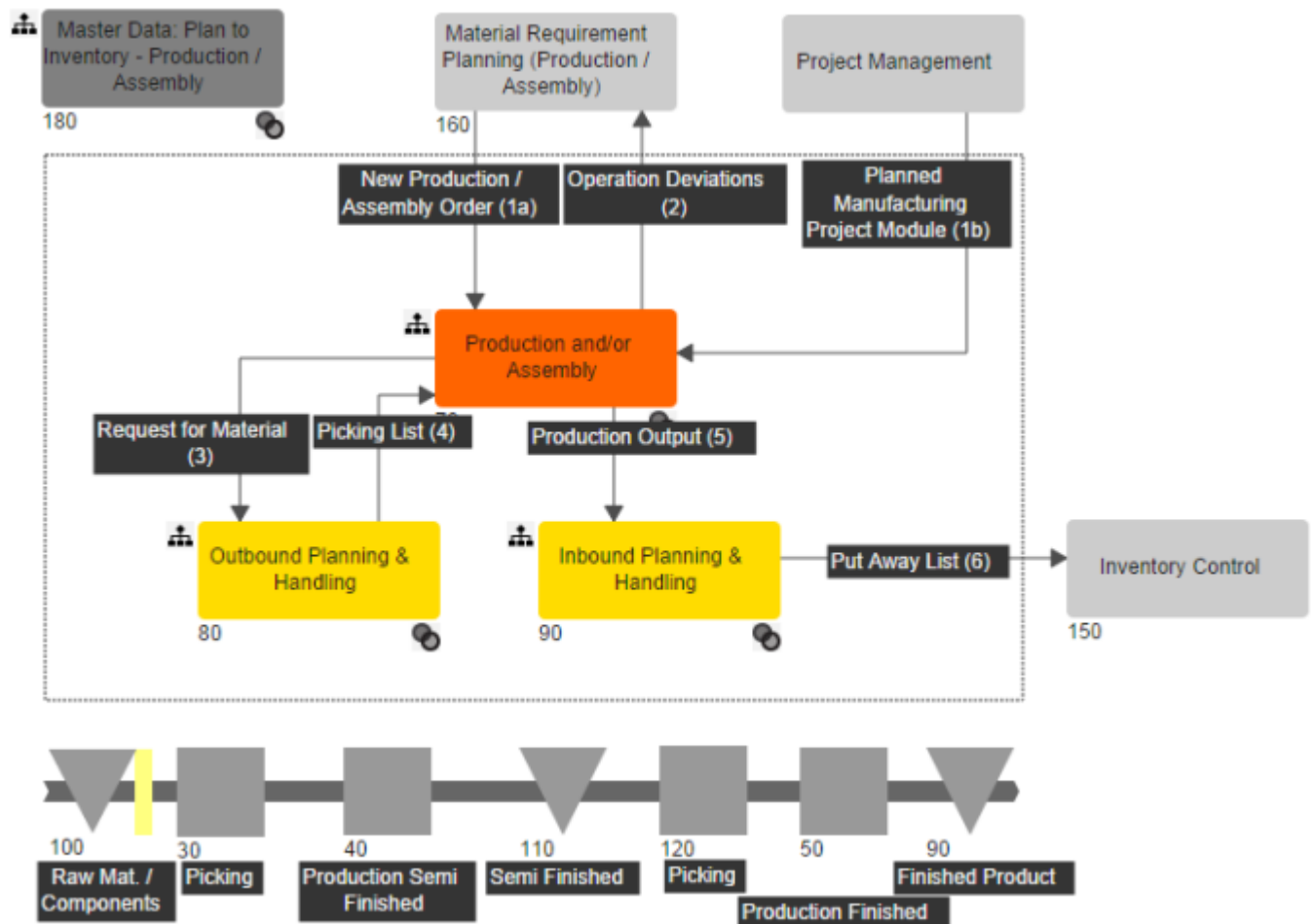


This plan to inventory scenario to transform products contains the business processes to produce a Sales Order and/or Schedule with the right specifications on the right time and with the right quality level and invoiced price(s) from the company owned warehouse to the customer delivery address.

Line of Business

- Discrete and Semi Process 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

- 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 such as 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 (1a).

- The module to produce present in the activity plan of a project (1b).

Description

Request the materials for every production order (3). Pick (4) the components from stock. Perform the tasks of the routing lines of every production order. Complete the quantities on routing step level and/or on production order level (5). Receive (and potentially inspect) the incoming (semi)finished goods (6).

Main Business Processes

- Manage Operations / Materials (MWH005)
- Ship Material (MWH020)
- Complete Production / Assembly Order (MMN010)
- Receive Material (MWH010)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Hours Accounting) (MME510)
- Parameters / Master Data (Production / Assembly) (MMN510)

# Scenario 201000 – Demand and Supply Planning
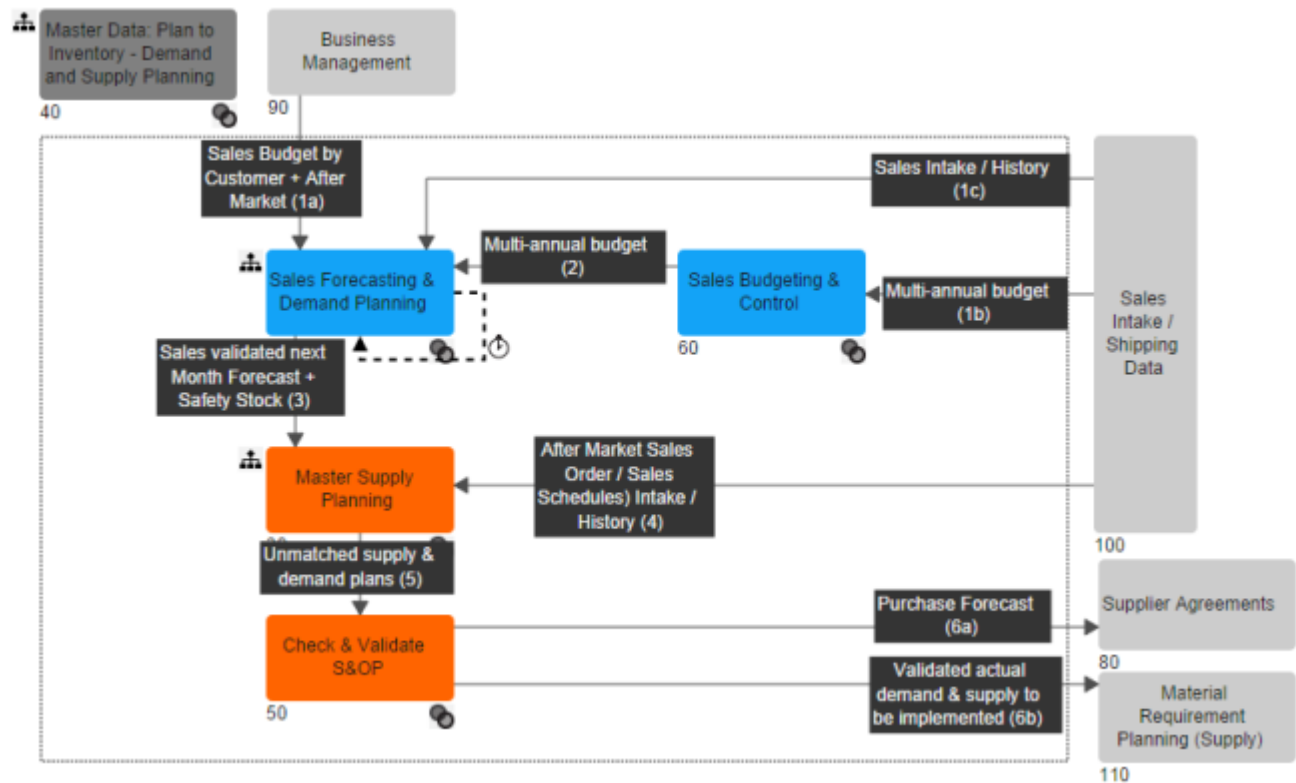


This plan to inventory scenario contains the business processes to qualify next periods finished products forecasts against the available production capacity. This results in actual purchase forecast data to validate actual purchase contracts and actual planned production orders.

Line of Business

- Discrete and Semi Process Manufacturers.
- Automotive Industries (OEM & Tier).
- Sales of Office Supplies for small Enterprises.
- Sales of Spare Parts (potentially not on stock) such as 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 (1a).

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

- Actualize the Demand Planning (MPL006)
- Actualize the Master Planning (MPL020)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Planning) (MPL510)
- Parameters / Master Data (Warehousing) (MWH510)

# Scenario 201100 – Plan to Replenish
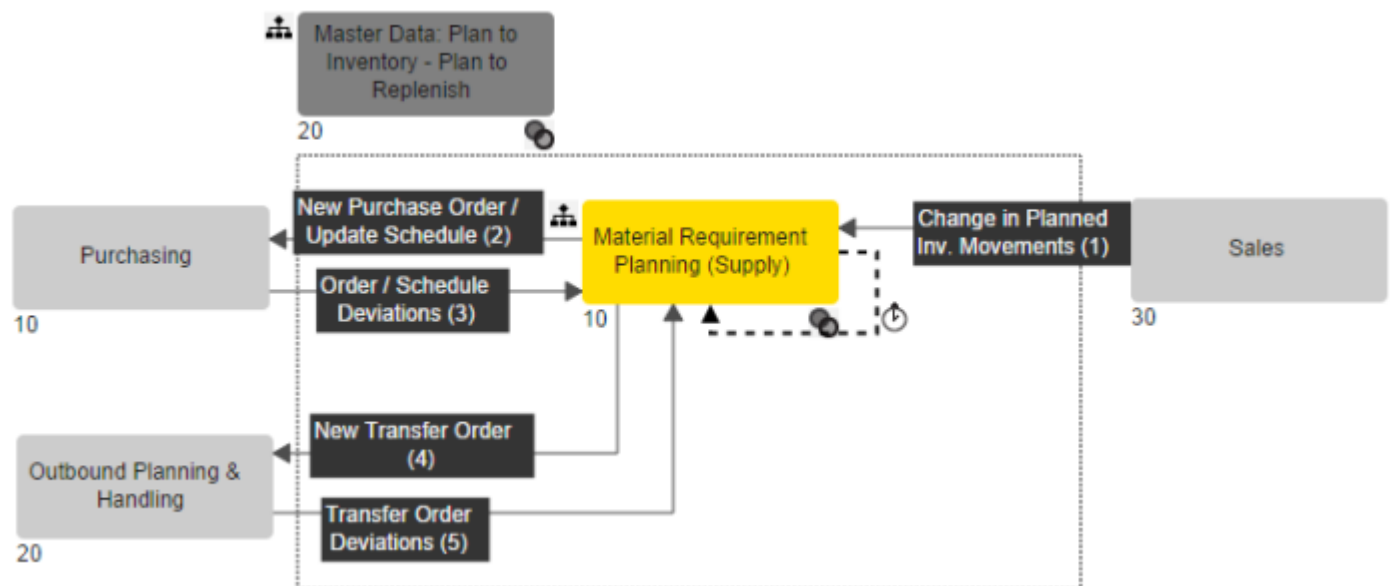


This plan to inventory scenario contains the business processes to generate a material requirements planning for supply. This results in planned purchase- and/or distribution orders.

Line of Business

- Any physical products trading and/or transforming company.

Business Triggers

- The MRP planning is executed periodically (time triggered), based on changes in planned inventory movements which comes from Sales (1).

Description

- Planned purchase orders are converted to purchase orders or purchase schedule (2). Any changes purchase makes in the purchase order or schedule are reported back (3) to take into account in the next MRP planning cycle.
- Planned distribution orders are converted to transfer orders (4). Any changes made during the outbound planning and handling process are reported back (5) to take into account in the next MRP planning cycle.

Main Business Processes

- Actualize the Master Requirement Planning (MPL010)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Planning) (MPL510)

# Scenario 201200 – Plan to Produce
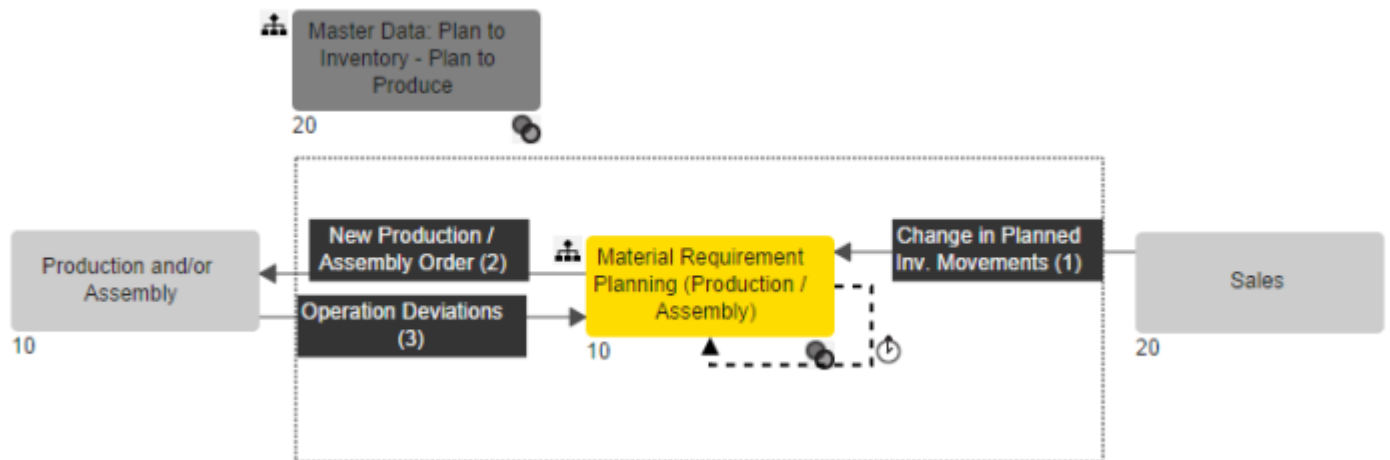


This plan to inventory scenario contains the business processes to generate a material requirements planning for production / assembly. This results in planned production- and/or assembly orders.

Line of Business

- Any physical products transforming company.

Business Triggers

- The MRP planning is executed periodically (time triggered), based on changes in planned inventory movements which comes from Sales (1).

Description

- Planned production and/or assembly orders are converted to production and/or assembly orders (2). Any changes production and/or assembly makes in the production and/or assembly order are reported back (3) to take into account in the next MRP planning cycle.

Main Business Processes

- Actualize the material Requirements Planning (Production) (MPL030)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Planning) (MPL510)

# Scenario 301000 – Inventory Management
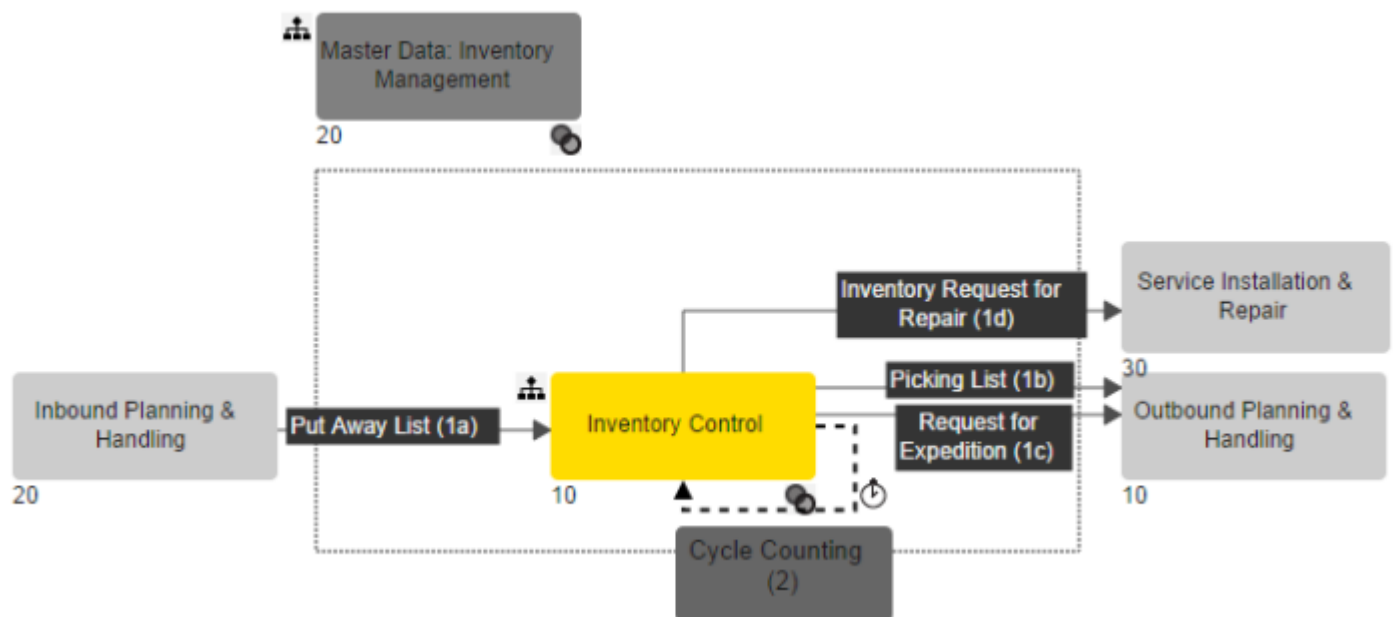


This plan to inventory scenario contains the business processes to control the inventory. Processes such as:

- Cycle counting
- Storage inspections
- Blocking or unblocking of zones/locations/inventory
- Inventory adjustments

Line of Business

- Any physical products trading and/or transforming company.

Business Triggers

- A number of activities are triggered by the receive material process (1a) or the issue material processes (1b/1c/1d).

Description

- Material that is received in or issued from the inventory might be subjected to storage inspection.
- To ensure that material is stored and issued properly, zones/locations/inventory is blocked or unblocked and adjustments are made.
- Periodically the cycle count procedure (2) is run to ensure the quantity in Infor LN is still accurate.

Main Business Processes

- Control Inventory (MWH002)
- Parameters / Master Data (Warehousing) (MWH510)

# Financial Plan to Report (060)

## Scenario 502000 – Financial Reporting and Compliance
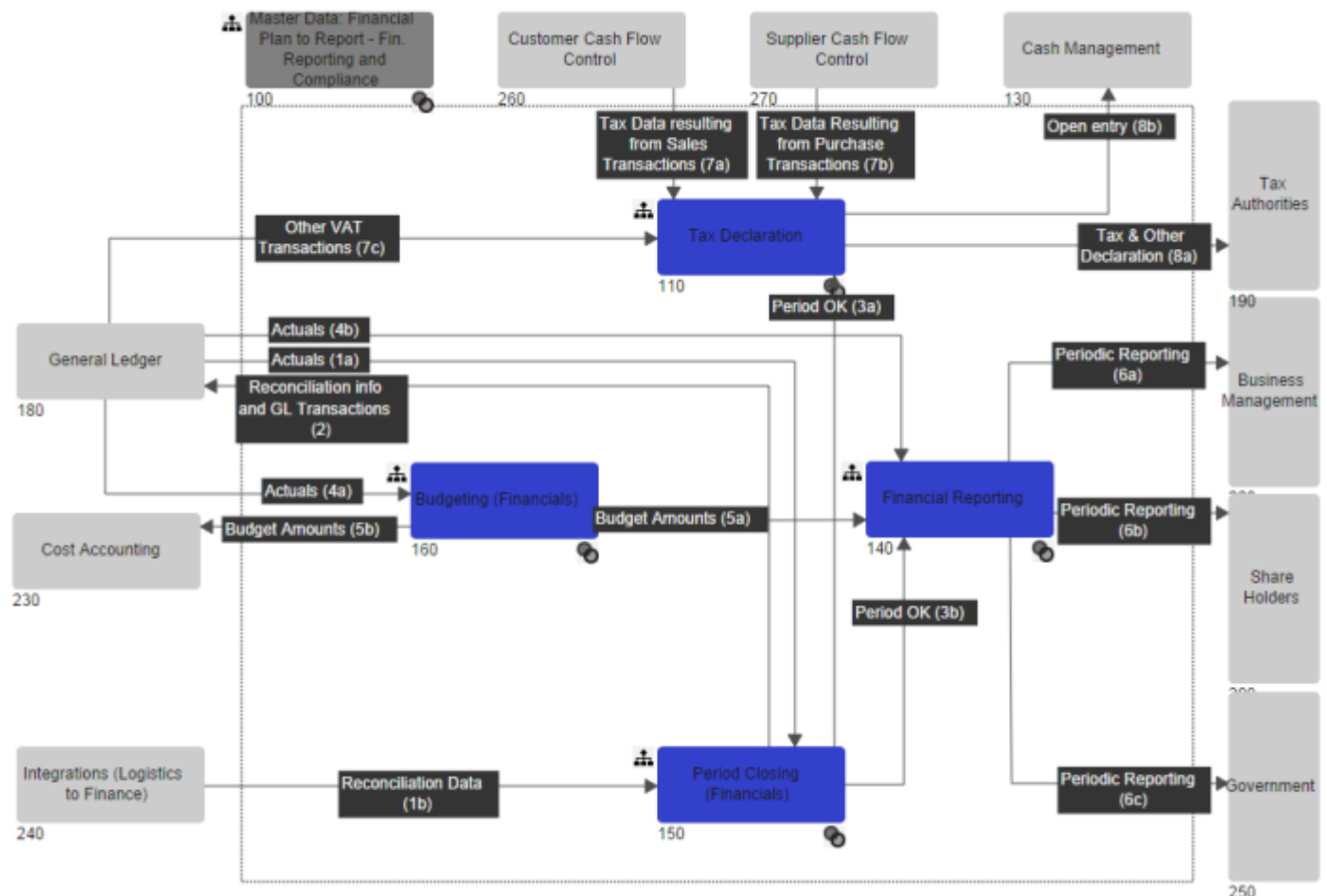


This financial plan to report scenario contains the business processes for all external reporting requirements.

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 Ending.

Description

Business function: Budgeting (for Financials)

- Periodically the budget to control the financial outcome of business execution is set up, checked, maintained based on budget guidelines resulting from Business Strategy. The budget amounts are regularly compared with the actuals from the general ledger (4a).
- Both budget amounts and actuals are input for the Financial Reporting (4b/5a) and Cost Accounting (5b).

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 (3b) and the tax declaration (3a) for this closed period.

Business function: Financial Reporting

- The financial period for operations is closed (3a). Periodically the financial reporting is collecting data from:

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

Financial Statements and/or other reports are created and distributed to business management (6a), shareholders (6b) and Government (6c).

Business function: Tax Declaration

- Periodically the tax declaration data is collected from:

  - The Tax Data resulting from Sales/Service/Project/Freight Invoice Transactions (7a).
  - Tax data resulting from Purchase Transactions (7b).
  - Other VAT transactions from the General Ledger without logistic source (7c).

- This information is reported to Tax Authorities (8a) and the open entry of the Tax declaration is published into the Cash Management where the net tax payments or returns to or from the Tax Authorities are processed (8b).

Main Business Processes

- Declaration of Taxes (MRA200)

- Perform Financial Reporting (MRA301)
- Close Financial Period (MRA059)
- Parameters / Master Data (Financial Reporting and Compliance) (MRA510)

# Scenario 503000 – Financial Management
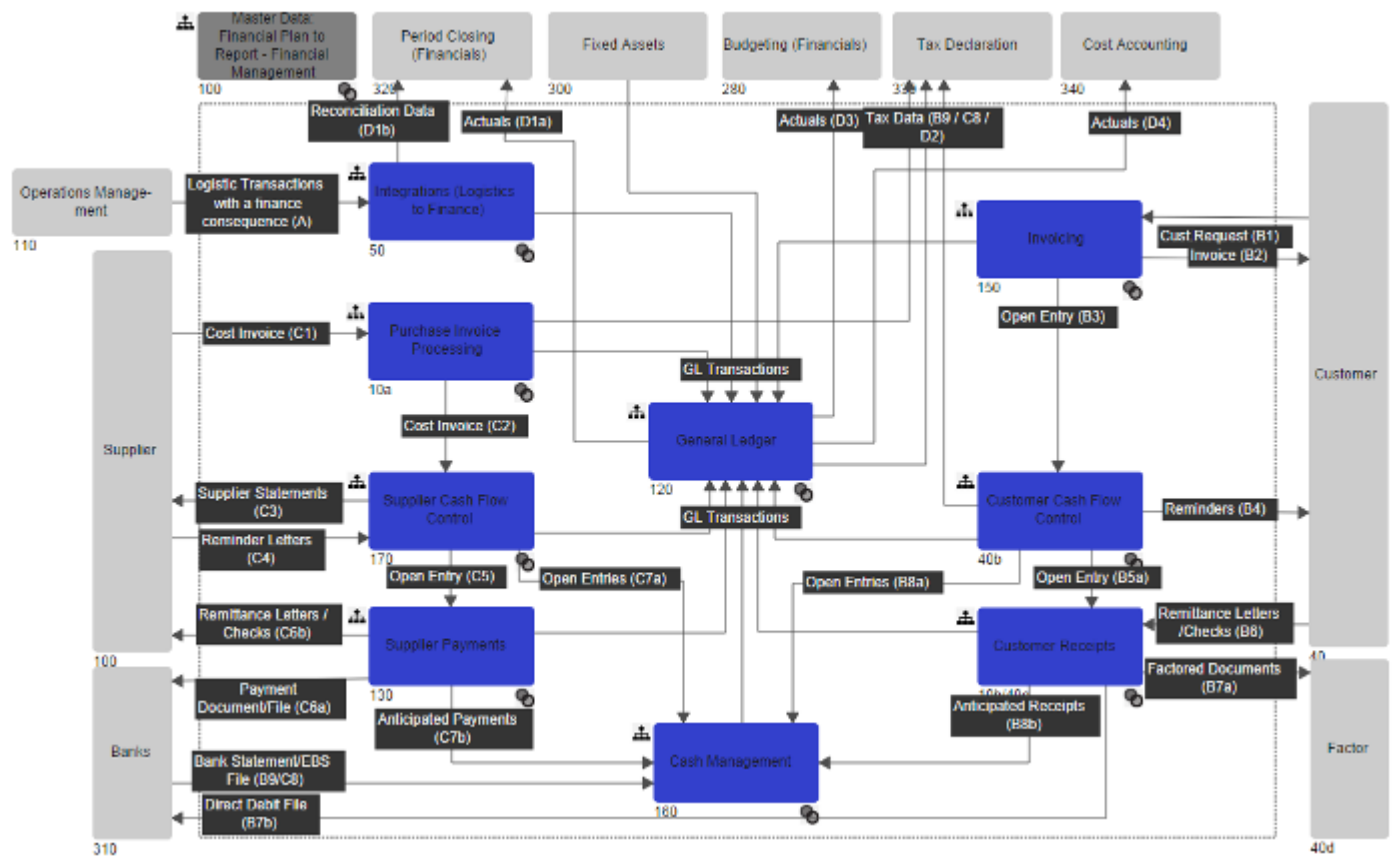


This financial plan to report scenario contains the business processes for the General Ledger, Account Payable; Account Receivable; Cash Management and Payments from and to the Banks of Suppliers and Customers.

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 (A).
- Request from a customer to Invoice this customer (B1).
- General Ledger transactions from Fixed Assets.
- Purchase order and/or receipts information (purchase invoices to be received) (C1).

Description

Business function: Integrations (Logistics to Financials)

- All financial integration transactions from logistics are posted regularly into the General Ledger (A -> GL Transactions).

Business functions: Invoicing, Accounts Receivable, Customer Cash Flow Control, Customer Receipts and Cash Management (B)

- Invoicing the customer results in an Invoice(or credit note) (B2) results in a general ledger transaction (GL Transactions) and an open entry in the account receivable (B3).
- When the invoice is not paid before the due date of the invoice, a reminder letter can be send to the customer (B4). Tax data of the invoice is used for Tax Declaration (B9). The open entries (B5a) can be used in customer receipt processes:

  - Customer Remittance Letters; In case a customer sends you a remittance letter after generating the payments, and it takes a while before you actually receive this payment, you can register this remittance letter (B6) and link it to open entries.
  - Checks for receipts; Received customer checks (B6) can be linked to open entries to register 'anticipated receipts' and GL Transactions.
  - Factoring; the invoices that are selected for factoring are reported to the Factor (B7a). GL Transactions are created.
  - Direct Debits; the invoices that are selected for direct debits are reported via a Direct Debit File (B7b) to the Bank. Anticipated receipts (B8b) are generated and result in GL Transactions.

- Received amounts reported on Bank Statements (file of paper) (B9) are matched (automatically or manually) with open invoices (B8a), checks, remittance letters or anticipated receipts (B8b). This all results into GL-Transactions

Business function: Purchase Invoice Processing, Supplier Cash Flow Control, Supplier Payments and Cash Management (C).

- Cost invoices (C1) are registered which results in "GL Transaction" and open entries in accounts payable (C2).
- Supplier Statements (C3) can be sent to the supplier to report open entries.
- If the due date of an invoice has passed a supplier can sent a reminder letter (C4) to request for immediate payment.
- Open Entries (C5) are used to create Supplier Payments. This can be a payment file (C6a) that is sent to the Bank. It is also possible to print checks and or remittance letters (C6b). This can all result into anticipated payment transactions (C7b) and GL Transactions.
- Paid amounts reported on Bank Statements (file of paper) (C8) are matched (automatically or manually) with open invoices (C7a), checks or anticipated payments (C7b). This all results into GL-Transactions.
- Invoice information is used for tax declaration (C8).

Business function: General Ledger

- All transactions with a financial consequence results in GL Transactions. These transactions are used for GL reporting. The actuals (D1a) form the basis for Period Closing activities and Financial and Tax reporting (D2). The actuals (D3) also can be used in budgeting as comparison or as a basis for a budget for next year, or used in the Cost Accounting procedure (D4).

Main Business Processes

- Create Invoice (MAR009)
- Control Customer Cash Flow (MAR001)
- Process Customer Receipts (MCM030)
- Register/Approve Purchase Invoices / Credit Notes (MAP010)
- Control Supplier Cash Flow (MAP001)
- Create Payments (MCM010)
- Process bank statements (MCM020)
- Manage Cash Flow (MCM040)
- Process Transactions Entry (MFI003)
- Generate Integration Transactions (MFI010)
- Create / Maintain Prospect / Customer (MCO020)
- Create / Maintain (Potential) Supplier (MCO030)
- Parameters / Master Data (Financial Management) (MFI510)

# Scenario 504000 – Cost Accounting
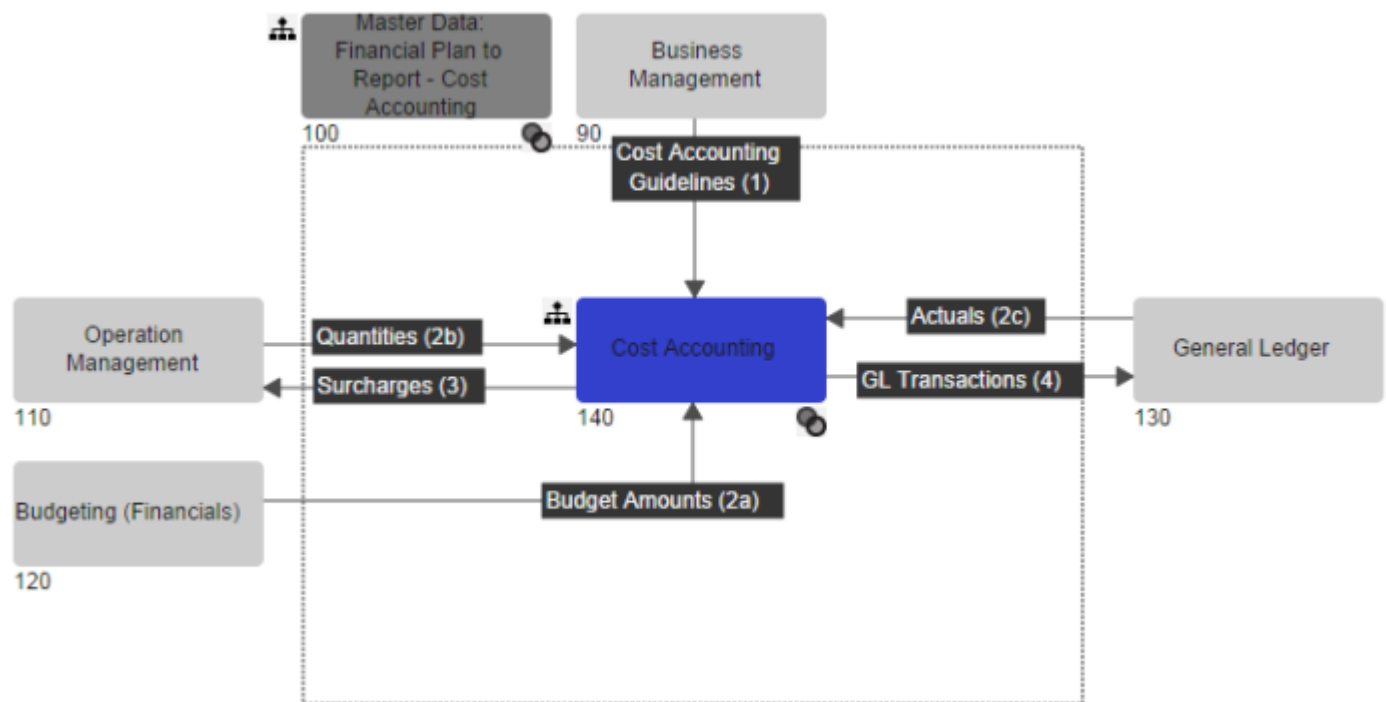


This financial plan to report scenario contains the business processes to:

- 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

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

# Scenario 505000 – Fixed Assets Management
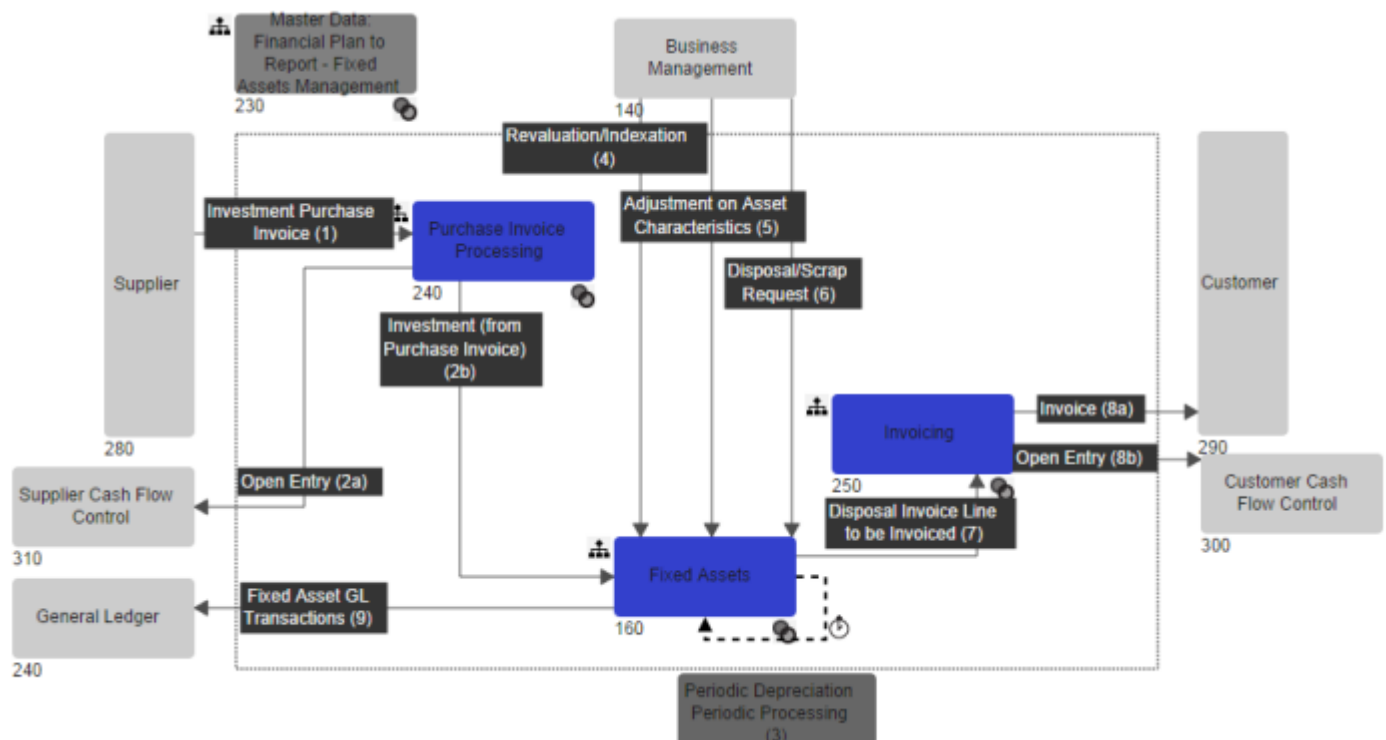


This plan to report scenario contains the business processes to register and maintain fixed assets. To calculate depreciation and disposal of (in)tangible and/or financial fixed assets with a substantial value and which are produced / assembled or purchased but not for any logistic consumption, but for sustainable use within the company.

Line of Business

- Legal Companies with assets of a substantial value.

Business Triggers

- Invoice from the supplier for a new purchased produced / assembled (in)tangible and/or financial fixed assets / tool with a substantial value (1).

Description

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

- The purchase invoice (1) is processed which results in an open entry (2a) and an investment transaction posted to the interim investment GL account (2b).
- Once the information and settings for the invested asset has been checked, the asset is capitalized / rejected. This results in Fixed Asset GL Transactions (9).
- Periodically the assets are depreciated according to the depreciation method (3). This results in Fixed Asset GL Transactions (9).
- Revaluation or an indexation request from business management results in appropriate asset transactions (4). This results in Fixed Asset GL Transactions (9).
- A request to (Mass) Adjustments on asset characteristics comes from Business Management (5). Depending on the type of adjustment, this can result in Fixed Asset GL Transactions (9).
- Request from Business Management to dispose / scrap and asset (6).
- If an asset is disposed of by selling it to a customer (7), an invoice is created (8a) which also results in an open entry (8b). This results in Fixed Asset GL Transactions (9).
- 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 (9). 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

- Register / Approve Purchase Invoices / Credit Notes (MAP010)
- Manage Fixed Assets (MAS010)
- Create Invoice (MAR009)
- Parameters / Master Data (Fixed Assets) (MAS510)

# Service to Cash (070)

## Scenario 102400 – Corrective Maintenance
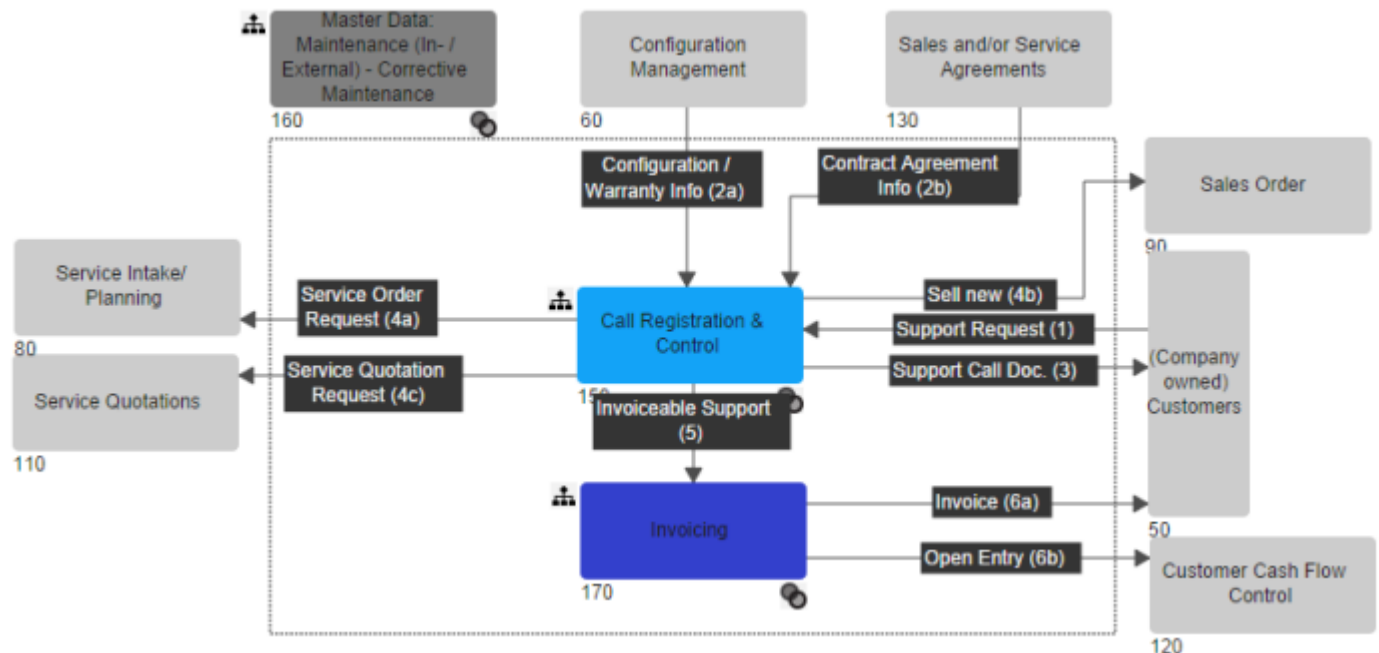


This service to cash scenario contains the business processes to control product related support requests from customers and/or internally.

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 (2a/2b). Optional the Call entrance is printed and acknowledgments 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 (4a). It might be that the customers wants to have a quotation for the 'on site' visit first, so a request for quotation is done (4c).
- 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 (4b).

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).

The invoice is created and sent to the customer (6a), this results in an open entry (6b).

Main Business Processes

- Maintain Calls (MSE002)
- Create Invoice (MAR009)
- Create / Maintain Prospect / Customer (MCO020)
- Parameters / Master Data (Service) (MSE510)

# Scenario 102500 – Preventive Maintenance
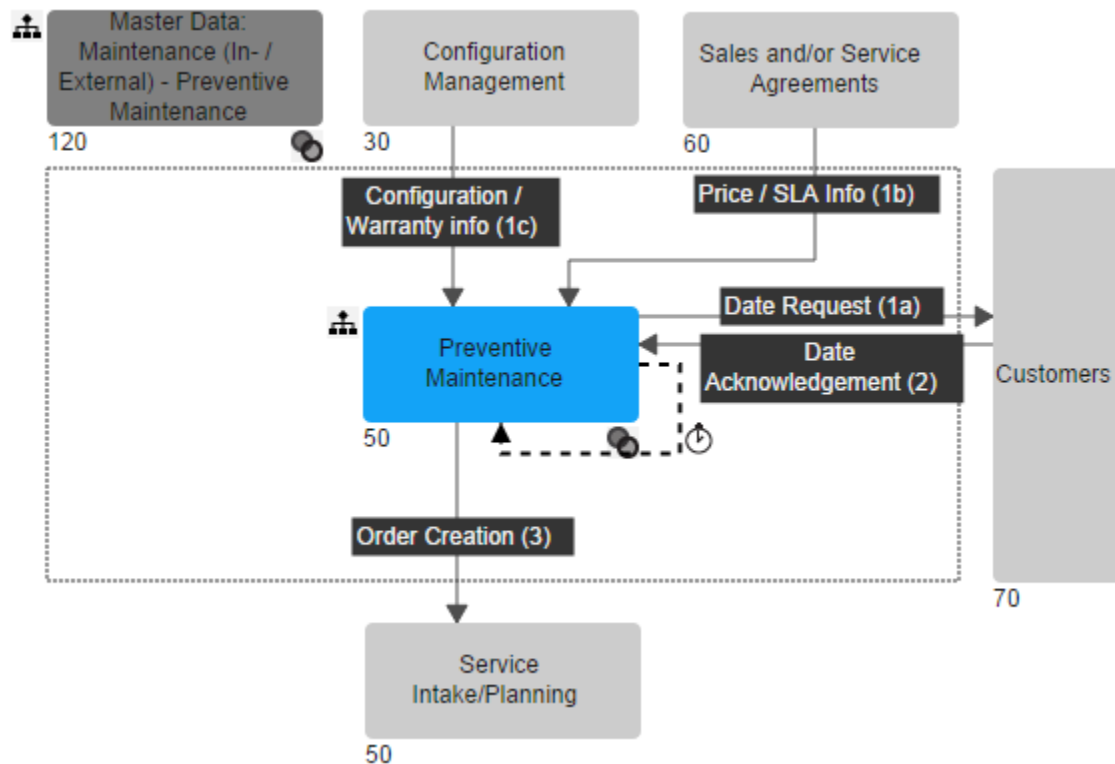


This service to cash scenario contains the business processes to control predictable service on tools and assets both customer owned and company owned.

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

- Perform Preventive Maintenance (MSE010)
- Create / Maintain Service Configuration (MSE001)
- Create / Maintain Prospect / Customer (MCO020)
- Parameters / Master Data (Service) (MSE510)
- Parameters / Master Data (Warehousing) (MWH510)

# Scenario 102525 – Field Service Management
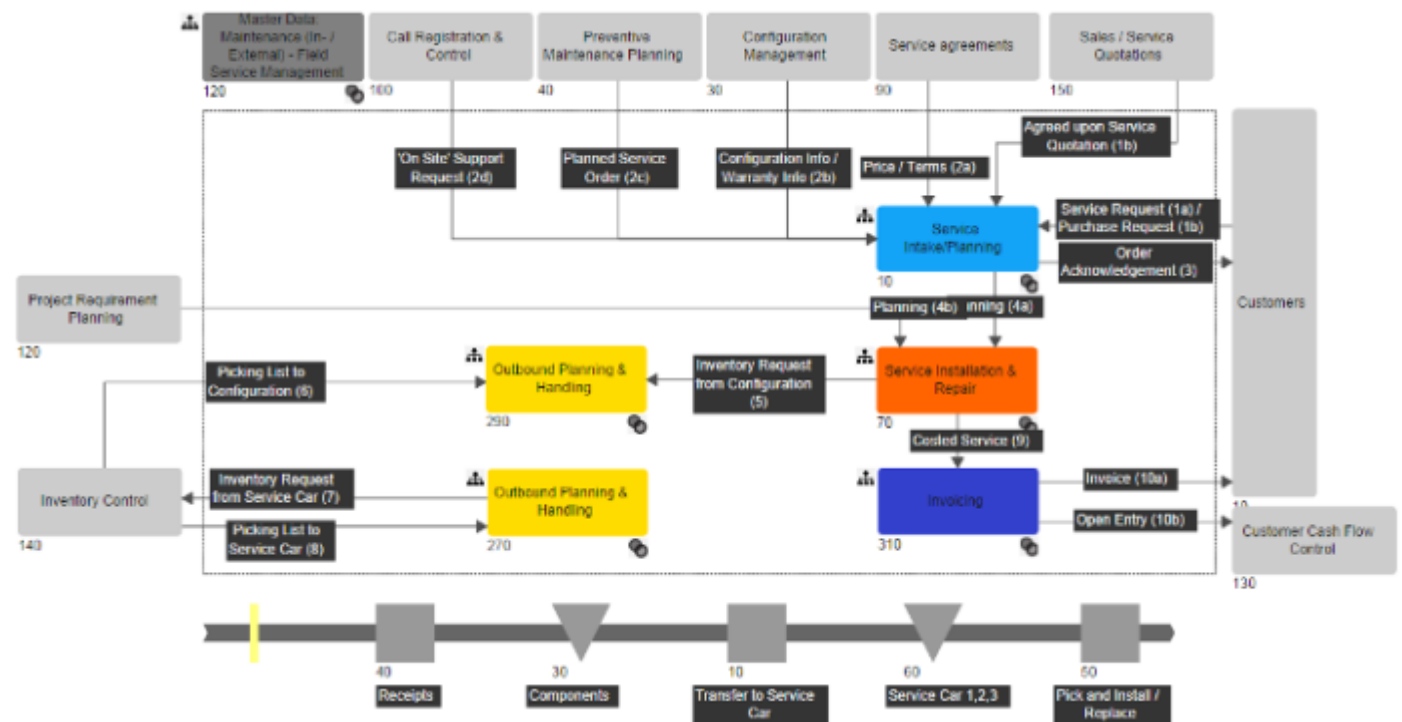


This service to cash scenario contains the business processes to control Service Requests from customers and/or internally.

Line of Business

- Any proactive service delivery organization.

Business Characteristics

- On-Site Service Companies.

Business Triggers

- An agreed upon service quotation (1b) or Service / Purchase Request from a Customer (1a).

Description

The agreed upon service quotation (1b) is copied to a Service Order, or the service order is entered directly from the service request (1a). It is also possible that service orders are created from the Preventive Maintenance planning (2c), or from a Call (2d).In all situations, the price / terms 2a from the service agreements are used and the configuration and warranty information (2b) from configuration management. 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 (3/4a).

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 (7/8). 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) (5/6). Finally the service order actuals (labor, material; other) are checked and the service order is closed ready for invoicing (9).

The invoice is created and sent to the customer (10a), this results in an open entry (10b).

Main Business Processes

- Create / Plan Service Order (MSE007)
- Manage Service Operations (MSE008)
- Complete / Close Service Order (MSE005)
- Create Invoice (MAR009
- Maintain Product Data (MPA014)
- Create / Maintain Service Configuration (MSE001)
- Create / Maintain Prospect / Customer (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
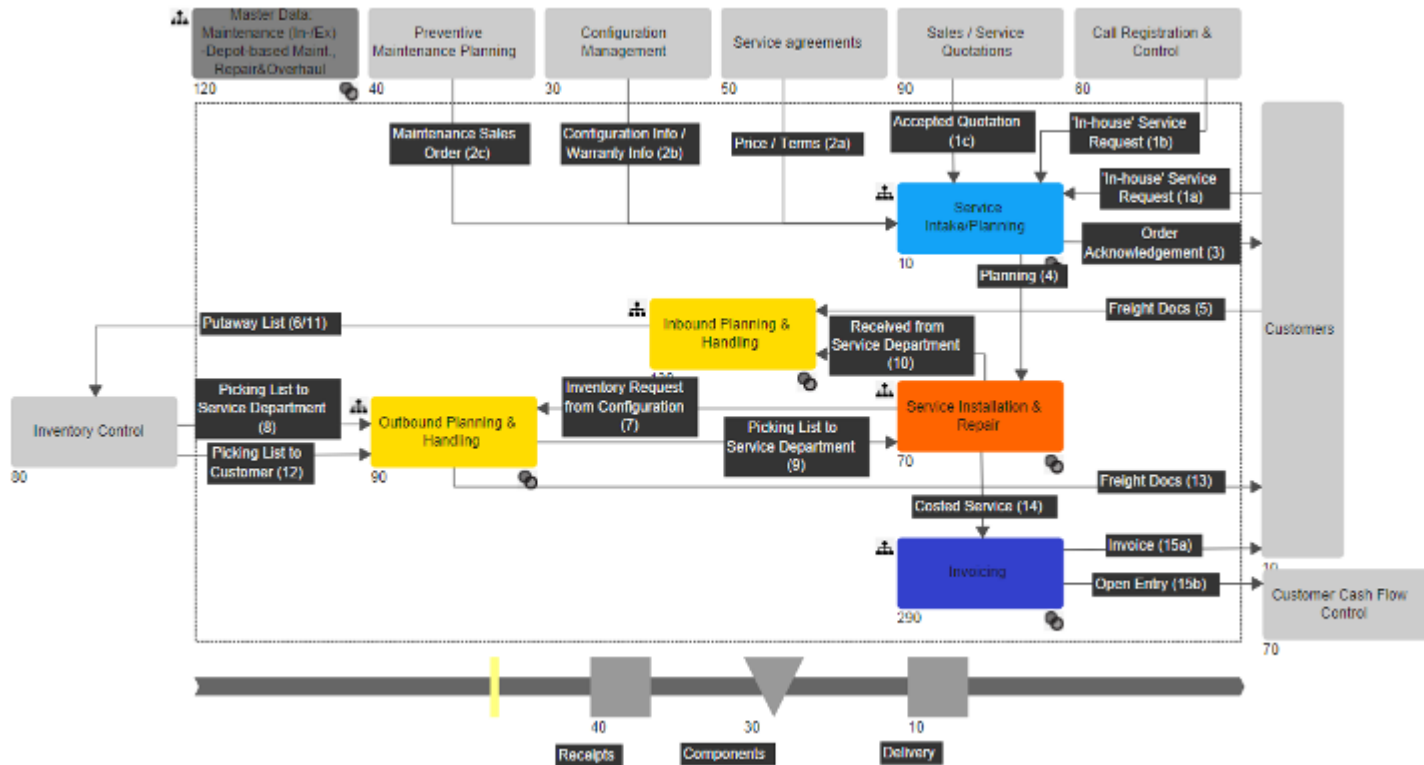


This service to cash scenario contains the business processes to control Service Requests from customers and/or internally.

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

- In-house service request from a customer (1a).
- In-bouse service request generated from a call (1b).
- Accepted quotation (1c).

Description

The In house service request from a customer is entered as a maintenance sales order (1a), or the accepted quotation is copied to a maintenance sales order (1c). It is also possible that the maintenance sales order is created from a Call (1b) or Preventive Maintenance (2c). Configuration and warranty information (2b) is used as well as price / terms from the service agreements (2a) during this process. Technicians are planned and the Service is confirmed to the customer (3). The tool / asset to repair are shipped to the warehouse (5/6). 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 (7/8/9). Also component usage is brought to this repair center. The repaired tool / asset are brought to the warehouse ready for shipment to the customer (10/11). The repaired tool / asset are shipped back to the customer (12/13).

The cost of the service activities (14) is invoiced, which results in an invoice that is sent to the customer (15a) and an open entry (15b).

Main Business Processes

- Create / Plan Service Order (MSE007)
- Receive Material (MWH010)
- Ship Material (MWH020)
- Manage Service Operations (MSE008)
- Complete / Close Service Order (MSE005)
- Create Invoice (MAR009)
- Maintain Product Data (MPA014)
- Create / Maintain Prospect / Customer (MCO020)
- Create / Maintain Service Configuration (MSE001)
- Parameters / Master Data (Service) (MSE510)
- Parameters / Master Data (Hours Accounting) (MME510)
- Parameters / Master Data (Warehousing) (MWH510)

# Scenario 108000 – Refurbishing of Tools and/or Assets
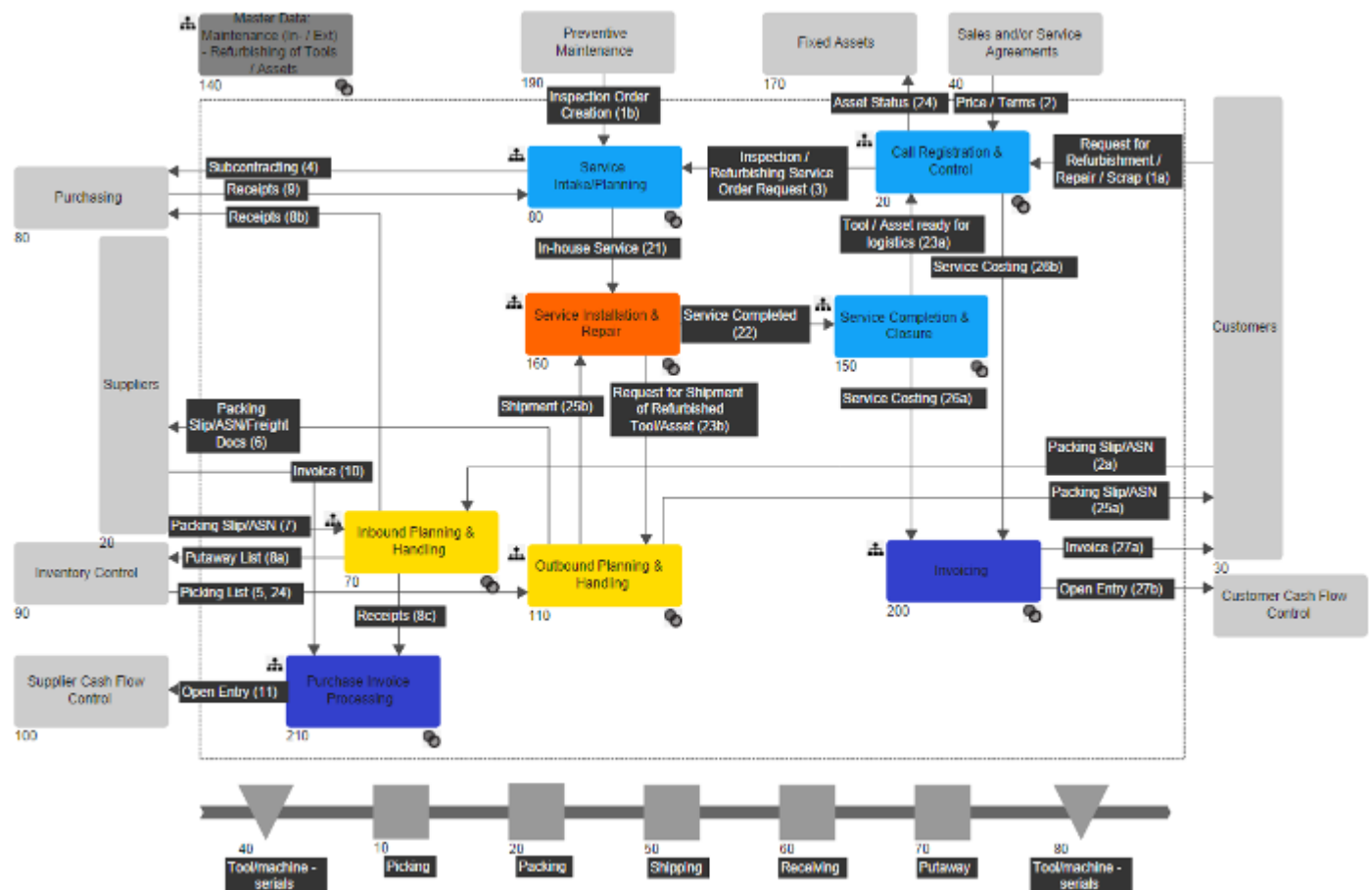


This service to cash scenario contains the business processes to inspect; scrap / refurbish objects and potentially invoice this to a customer in case of a customer owned object. Optional the refurbishing service order is subcontracted to a supplier. The service order origin is a customer call or preventive 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 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 (1a).
- 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 (2). The inspection and/or refurbishing service orders are created from this call (3).

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 (4). The tool / asset serials are shipped to the supplier (5/6) and received again (7/8a/8b). The supplier sends an Invoice (10) which is processed resulting in and Open entry (11) in accounts payable.
- 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/25a).

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 transferred to invoicing in case the service agreement does not cover the run activity for inspection and or refurbishing (25a/25b). The created invoice is send to the customer (27a)and ends up as an open entry (27b) in the customer cash flow control

Main Business Processes

- Maintain Calls (MSE002)
- Create / Plan Service Order (MSE007)
- Manage Service Operations (MSE008)
- Complete / Close Service Order (MSE005)
- Receive Material (MWH010)
- Ship Material (MWH020)
- Register / Approve Purchase Invoices / Credit Notes (MAP010)
- Create / Maintain Prospect / Customer (MCO020)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Hours Accounting) (MME510)
- Parameters / Master Data (Service) (MSE510)
- Parameters / Master Data (Warehousing) (MWH510)

# Issue to Resolution (080)

<div style="text-align: right">

**9**

</div>

## Scenario 102625 – Warranty and Claim Management
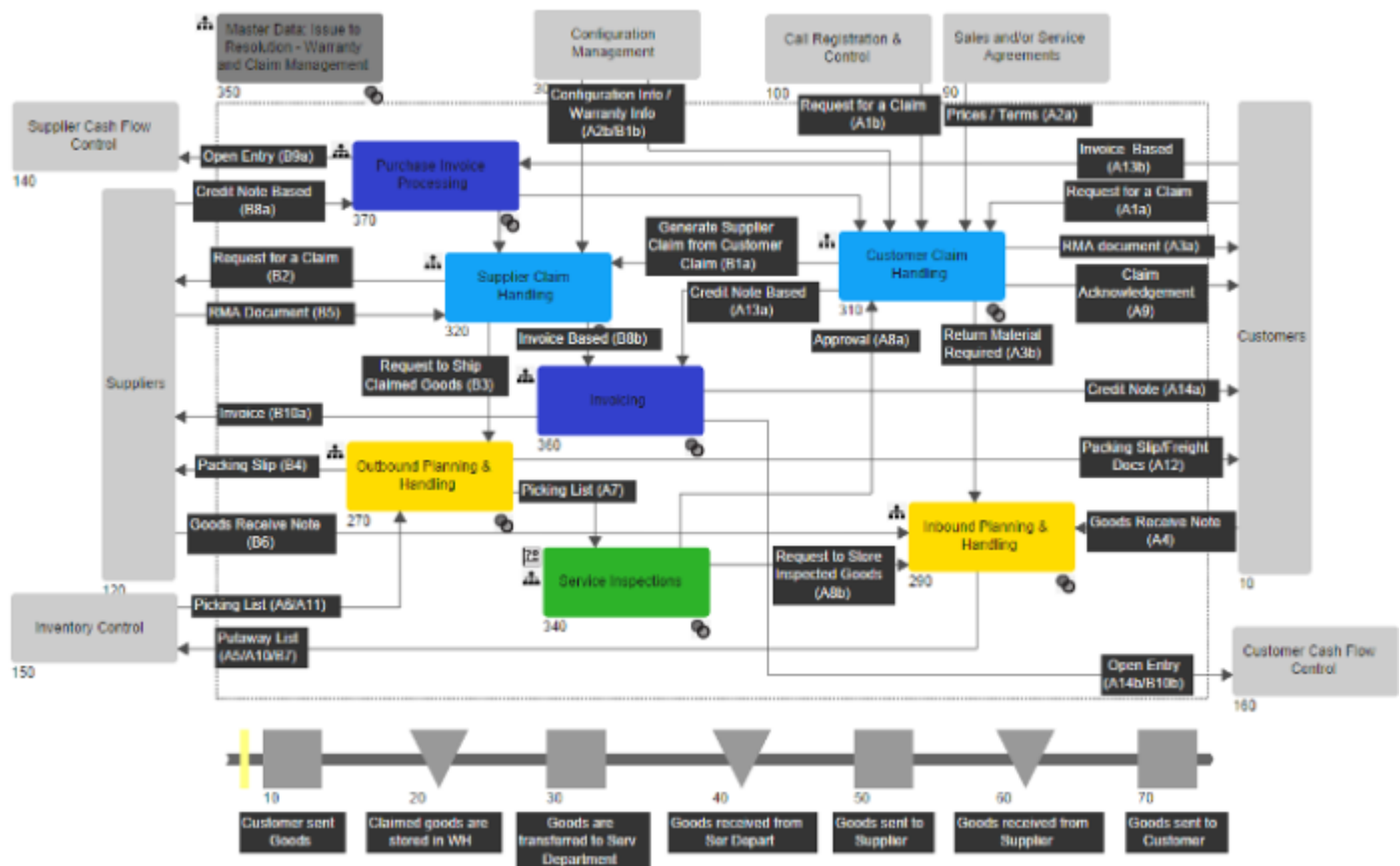


This issue to resolution scenario contains the business processes to claim on received goods from the customer, to inspect, scrap / refurbish and optionally to redirect the customer claim back to the supplier. Approved claims result in a reimbursement from the supplier to the company and/or from the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

Line of Business

- Any commercial products expediting company.

Issue to Resolution (080)

Business Characteristics

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

Business Triggers

- Customer Claim:

  - A product related Customer Claim (A1a) from the customer.
  - A product related Customer Claim from a call (A1b).

- Supplier Claim:

  - A product related Supplier Claim based on a customer Claim (B1a).
  - A product related Supplier Claim based coming from configuration management (B1b).

Description

Customer Claim:

- The customer claim to reimburse the material or costs is generated from a call (A1b) or entered manually (A1a). Prices / terms information (A2a) and configuration and warranty information A2b) is used to validate the claim.
- An RMA document (A3a) is sent to the customer and warehousing is informed (A3b). The customers sends the goods for claim validation (A4/A5).
- The goods are sent for inspection (A6/A7). The result of this inspection, approval (or not) of the claim is reported (A8a). And the goods are sent back to warehousing (A8b/A10).
- The customer is informed and the claim acknowledgement (A9) is sent.

  - In case the customer gets a replacement item, the item is sent to the customer (A11/A12).
  - In case of a credit note (A13a) the credit note is created and send to the customer (A14a) which results in an open entry (A14b).
  - In case the customer sends you an invoice (A13b), this is registered as a purchase invoice which results in an open entry in accounts payable (B9a).

Supplier Claim:

- If the customer claim results in a supplier claim (B1a) or in case configuration management requests a supplier claim (B1b), a request is sent to the supplier (B2).
- The claimed goods are sent to the supplier (B3/B4), after inspection by the supplier, an RMA document is received (B5).

  - In case the claimed goods are replaced, they are received in the warehouse(B6/B7).
  - In case of a supplier credit note (B8a), the credit note is process which results in an open entry in accounts payable (B9a).
  - In case an invoice is sent to the supplier (B8b)/B10a) the result is an open entry in accounts receivable (B10b).

Main Business Processes

- Create Customer Claim (MSE020)
- Create Supplier Claim (MSE030)

- Receive Material (MWH010)
- Ship Material (MWH020)
- Create Invoice (MAR009)
- Register / Approve Purchase Invoices / Credit Notes (MAP010)
- Maintain Product Data (MPA014)
- Create / Maintain Prospect / Customer (MCO020)
- Create / Maintain (Potential) Supplier (MCO030)
- Parameters / Master Data (Service) (MSE510)
- Parameters / Master Data (Warehousing) (MWH510)
- Parameters / Master Data (Product Control) (MPA510)

# Scenario 701000 – Quality Assurance
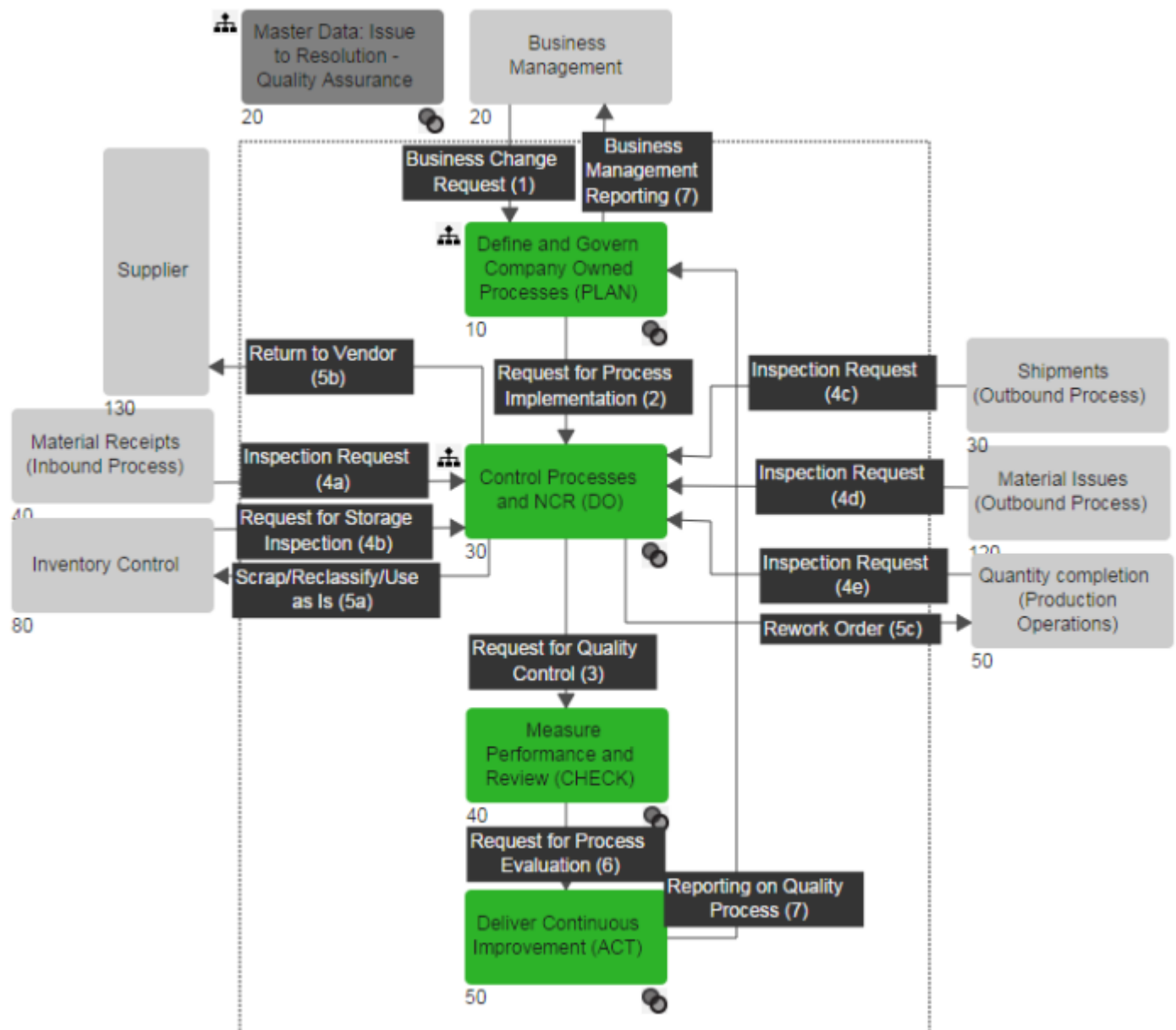


This issue to resolution scenario contains the plan, do, check, act cycle to accomplish a Continuous Process Improvement Cycle. It covers the process of verifying or determining whether products or services meet or exceed customer expectations. Quality Assurance is a process-driven approach with specific 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 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 (7) 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: Control Processes and NCR

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

An 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.

Monitor and evaluate the implemented quality process by testing the results against the predetermined objectives. Qualitative product aspects are inspected from inspection requests from the operations management (4a/4b/4c/4d/4e). 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.

The inspected goods that do not pass the quality inspection are stored in a quarantine warehouse. After further analysis you see one of these results:

- The goods are scrapped, reclassified or to be used as is (5a).
- The goods are returned to vendor (5b).
- The goods must be repaired, a rework order (5c) is created.

Check: Measure Performance and Review.

The results reported from the DO phase are analyzed and checked. This all is input for the Process Improvement Actioning phase (6).

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 (7).

Main Business Processes

- Maintain Business Process / Authorization (MPM020)
- Maintain Quality Gates (MQM010)
- Receive Material (MWH010)
- Ship Material (MWH020)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Quality Management) (MQM510)

# Scenario 901000 – ERP Application Support
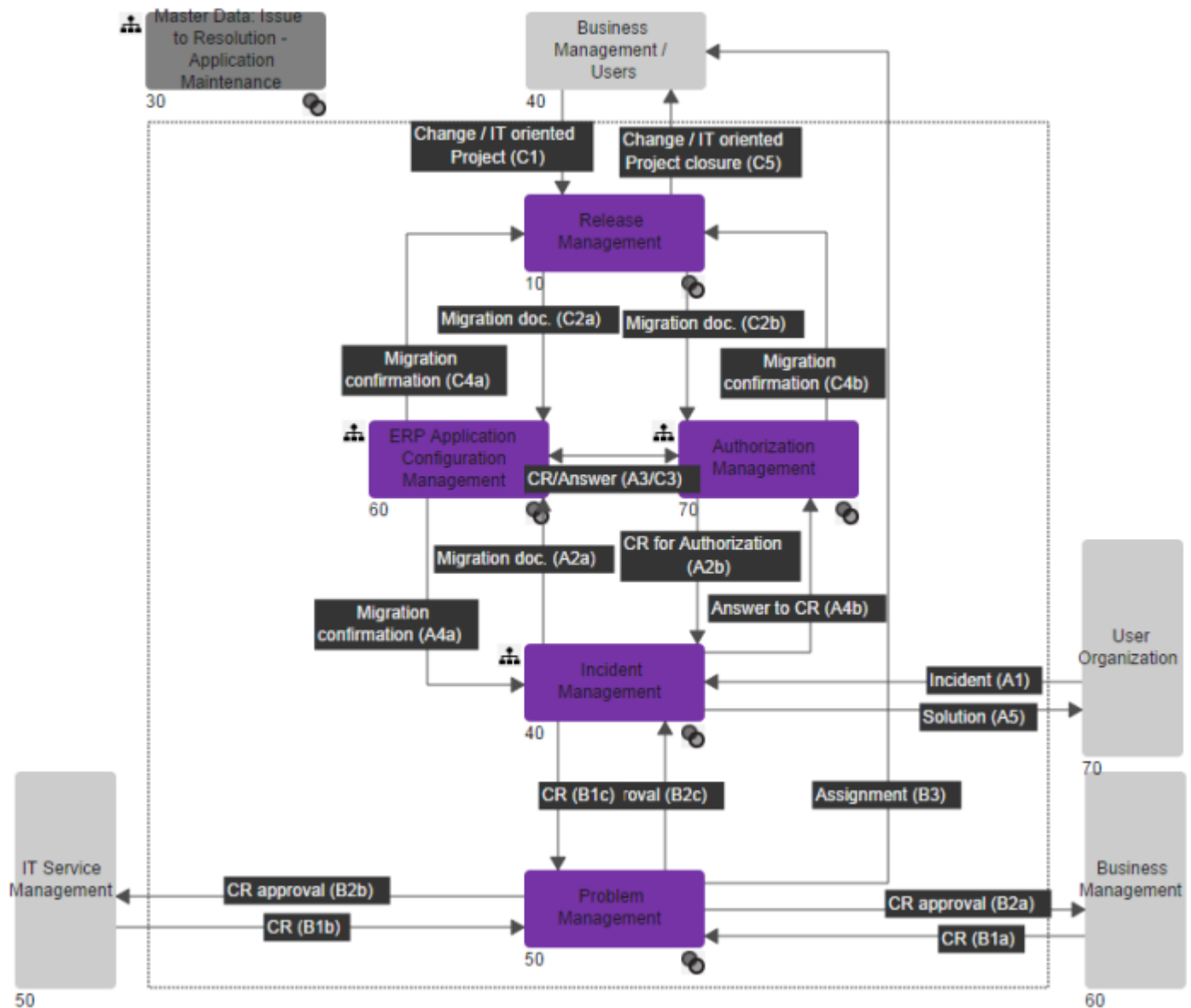


This issue to resolution scenario contains the business processes to monitor & control the Infor LN Application Configuration.

Line of Business

- Infor LN Application Support.

Business Characteristics

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

Business Triggers

- New Incident from the user organization (A1).

- New Change Request from the company owned Business Management (B1a) or IT Service Management (B1b). The same type of incidents can take place frequently, action is requested to deliver solution for this type of incidents (B1c).
- New Change or IT oriented project from the company owned Business Management which does affect the existing configuration largely (C1).

Description

Incident Management

The incident is logged as a Call. As long the incident does not affect the configuration potentially (such as knowledge related incidents) they are approved (or rejected) and solved directly to the originator (A5). 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 (A2a/A2b).

A change in configuration can require a change in authorization or the other way around (A3), the changes are confirmed (A4a/A4b).

Configuration and authorization changes are communicated to the User Organization and the Call is closed (A5).

Problem Management

Problem Management analyzes the change request (B1a/B1b/B1c) and approval is reported back (B2a/B2b/B2c). Where the same type of incidents is taken place frequently, an additional call is created to action a solution for this type of incidents (B1c). Next the call for this problem is closed (12a/12c/15). Business Management is asked to assign (B3) a project to release management to manage the changes.

Release Management (C)

A Change or IT oriented Project is setup to migrate the existing configuration (C1). Release Management runs the migration of the LN configuration. The Release Management tasks:

- Specify
- Design
- Develop
- Test
- Migration Plan (C2a/C2b)

A change in configuration can also require a change in authorization or the other way around (C3), the changes are confirmed (C4a/C4b).

Release Management updates Business Management with the results and closes the change or IT oriented project (C5).

Main Business Processes

- Maintain Calls (MSE002)
- Maintain ERP Application Configuration (MIT010)
- Maintain Business Process / Authorization (DEM) (MPM020)
- Parameters / Master Data (Common/Business Partners) (MCO510)
- Parameters / Master Data (ERP Application Configuration) (MIT510)
- Parameters / Master Data (Service) (MSE510)

# Project to Profit (090)

## Scenario 102175 – Project to Profit - Off-site (in house)
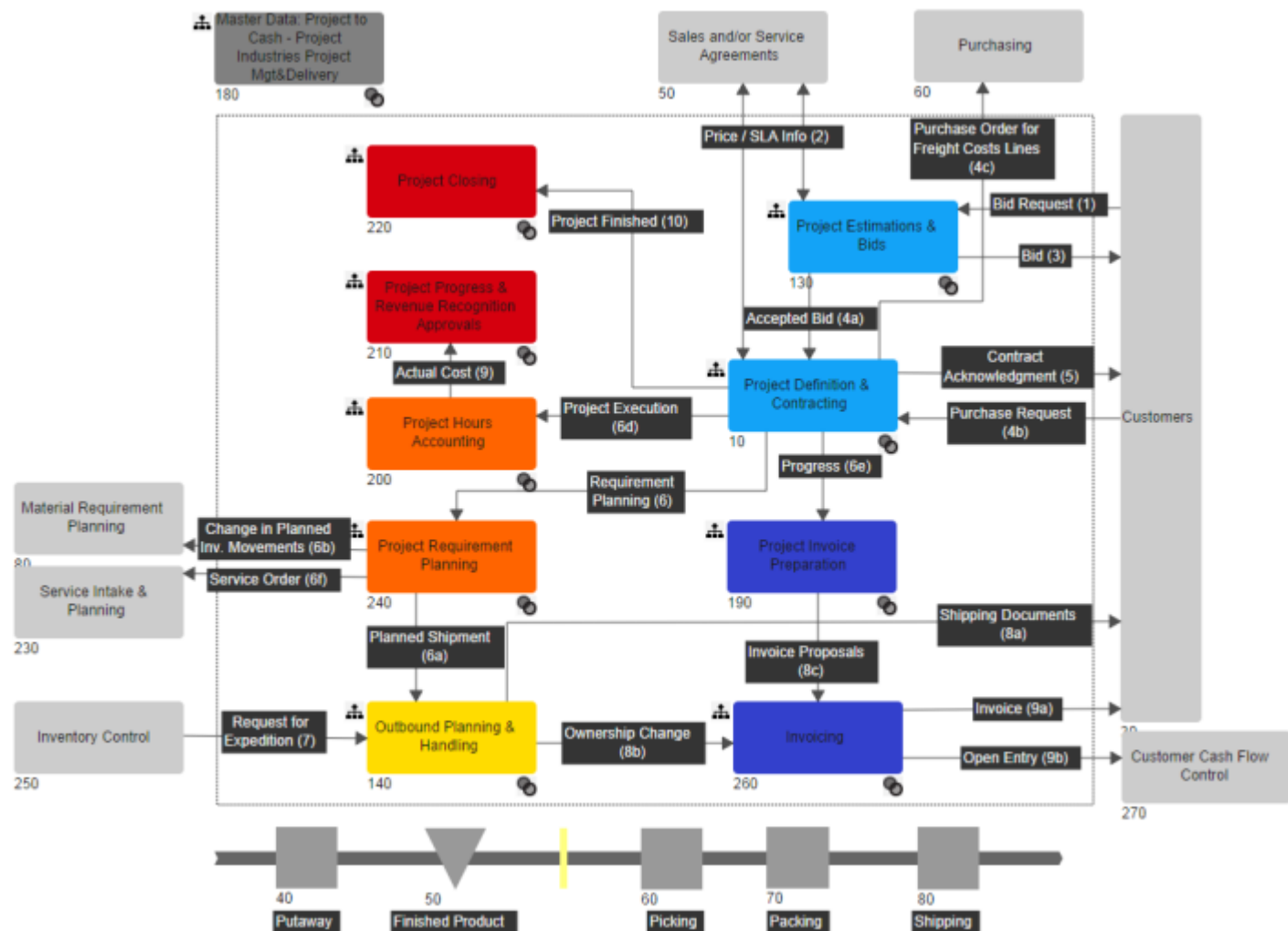


This Project to profit scenario contains the business processes to handle bids or a tender, define, plan and run the project and to ship the deliverable from the company's warehouse to the customer location.

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 Project Industries 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 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 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 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 project (6d/6e).
- Potentially 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 project (6f).
- Hours are booked on the project (6d).
- The 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 commences based on a combination of contract or project deliverables (8b) and project progress (8c).

The invoice is sent to the customer (9a) which also results in an open entry in accounts receivable (9b).

The project is evaluated and closed (10).

Main Business Processes

- Rendering a Project Estimation and Bids (MPR210)
- Create/Maintain Project Definition and Contracting (MPR100)
- Create/Maintain Project Budgeting (MPR230)
- Project Requirement Planning (MPR280)
- Manage Operations / Materials (MWH005)
- Progress / Approval on Project (MPR300)
- Ship Material (MWH020)
- Prepare Project Invoicing (MPR270)
- Create Invoice (MAR009)
- Project Closing (MPR310)
- Create / Maintain Prospect / Customer (MCO020)
- Parameters / Master Data (Financial Management) (MFI510)
- Parameters / Master Data (Hours Accounting) (MME510)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Project Delivery) (MPR510)

# Scenario 202000 – Project to Profit - on Site
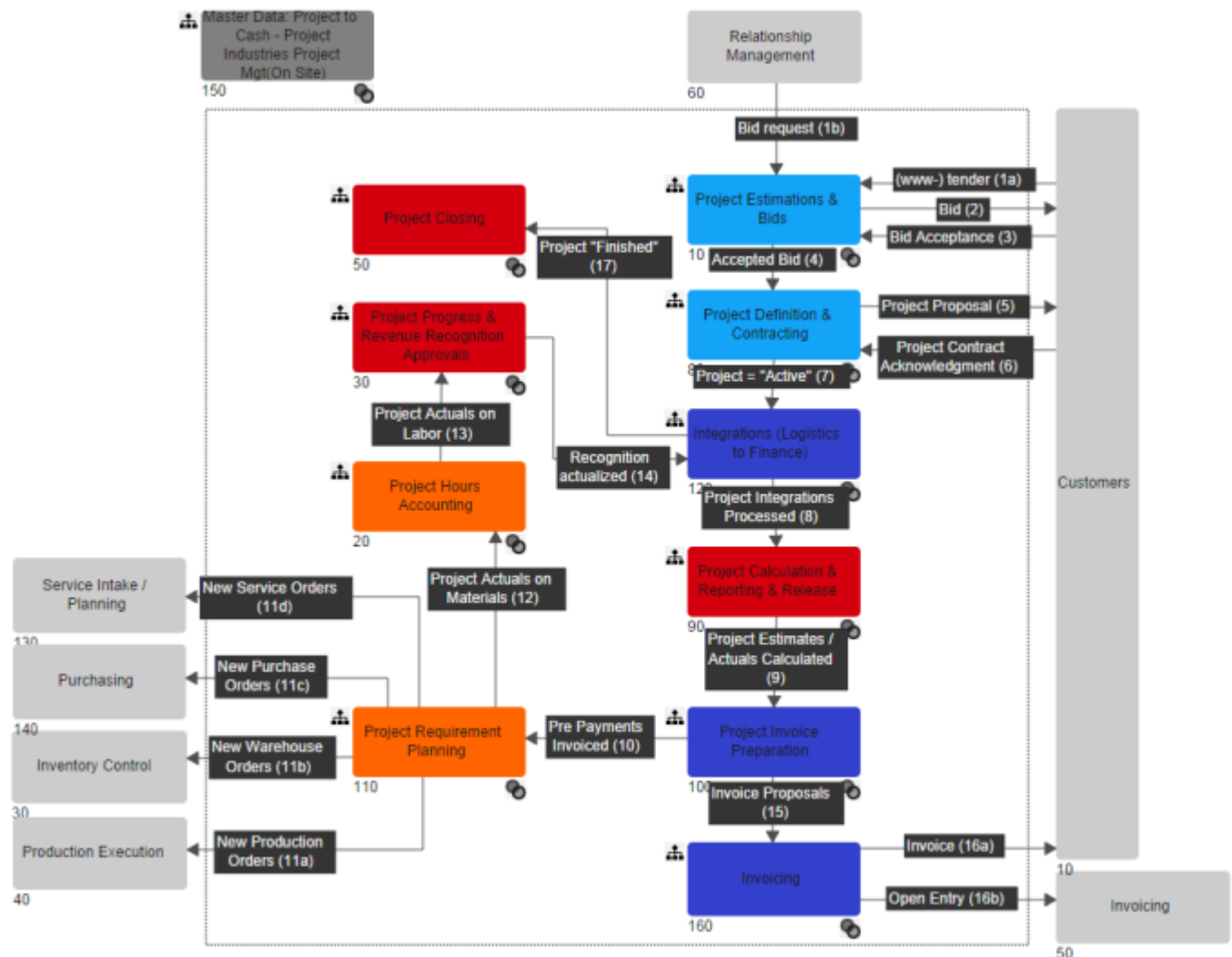


This project to profit scenario contains the business processes to handle bids or a tender, define, plan and run the project. It also provides tools to monitor the progress and actual costs spent. Finance is triggered by invoicing, hours accounting and revenue recognition.

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/1b) from a prospect or customer.

Description

Create a Project Industries Project Estimate for the tender or bid (1a/1b) with the components (estimated material; equipment; labor; subcontracting and other costs usage).

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

After definition of the project a project proposal (5) is sent in order to receive a contract acknowledgment (6). As soon as the project is active the actuals (12/13) are calculated and compared with the estimates (7/8/9). If applicable internal production orders, purchase orders and service orders are run (11a/11b/11c/11d). The invoice request commences based on project deliverables (9). All project costs (hours, materials, invoices of subcontractors) leads to the revenue recognition (14). The invoice is prepared (15) and invoiced (16a/16b). The project is evaluated and closed (17).

Main Business Processes

- Rendering a Project Estimation and Bids (MPR210)
- Create / Maintain Project Definition and Contracting (MPR100)
- Create / Maintain Project Budgeting (MPR230)
- Cost Control / Report Project (MPR260)
- Prepare Project Invoicing (MPR270)
- Create Invoice (MAR009)
- Project Requirement Planning (MPR280)
- Manage Operations / Materials (MWH005)
- Project Progress / Approvals (MPR300)
- Generate Integration Transactions (MFI010)
- Project Closing (MPR310)
- Create / Maintain Prospect / Customer (MCO020)
- Maintain Product Data (MPA014)
- Parameters / Master Data (Hours Accounting) (MME510)
- Parameters / Master Data (Financial Management) (MFI510)
- Parameters / Master Data (Project Delivery) (MPR510)

# Business Processes

<div style="text-align:right">**11**</div>

## End to End Processes Vertical Specific

| Code | Description | Explanation |
|------|-------------|-------------|
| OAU010 | Automotive Supplier | End to End Process for a 'Automotive Supplier. It shows the high level activities from Sales Schedule to Cash. |
| OAD010 | Defense Contractor | End to End Process for a 'Defense Contractor'. It shows the high level activities from Contract Award to Cash.<br><br>When the customer awards the assignment to you, the that contains invoice and payment agreements is activated. Also the Project is activated, costing breaks are set up to keep track of progress and costs.<br><br>The customer is invoiced according to the contract agreements |
| OIM010 | Industrial Machinery | End to End Process for 'Industrial Machinery'. It shows the high level activities for an Industrial Machinery company from Operational CRM to Cash. |
| OIM020 | Heavy Equipment | End to End Process for 'Heavy Equipment'. It shows the high level activities for an Industrial Machinery company from Operational CRM to Cash. |
| OGM010 | General Manufacturing | End to End Process for 'General Manufacturing'. It shows the high level activities for an General Manufacturing company from Sales Forecasting/Operational CRM to Cash. |
| OHT010 | High Tech Electronics | End to End Process for 'High Tech Electronics'. It shows the high level activities for a High Tech Electronics company from Sales Schedule to Cash. |

| Code | Description | Explanation |
|---|---|---|
| OCI010 | Project-Service | End to End Process for companies in the 'Project-Service' business. It shows the high level activities from Operational CRM to Cash.<br><br>Based on opportunities created by operational CRM, a project structure is created and a bid, based on an estimation is done to the customer. When the customer awards the assignment, a contract is created to set up and follow invoice and payment agreements. Project budget and planning is created and the project is activated to keep track of progress and costs. Service Orders are used to issue and follow activities and costs made 'on site'.<br><br>The customer is invoiced according to the contract. |

# End to End Processes Main Processes

| Code | Description | Explanation |
|---|---|---|
| OAU010 | Design to Deploy | End to End process describing the high level activities from Product Idea (external or internal) to Deploy .<br><br>A project is created to keep track of planning and costs.<br><br>In case of an external idea, after award, a contract is created to invoice the customer.<br><br>When the customer or internal department accepts the prototype, it can be deployed. |

# Main Business Processes

| Code | Description | Explanation |
|---|---|---|
| MAM003 | Manage Prospect/Customer Activities (CRM) | This process handles customer requests for information regarding:<br><br>• Sales Opportunities<br>• Sales Quotations<br>• Service Quotations<br>• Customer data (projects, contracts, orders, invoices, history) |

| Code | Description | Explanation |
|------|-------------|-------------|
| MAM004 | Create / Maintain Sales / Service Quotation | Sales- and Service Quotations (Service Sales, -Contract and -Orders) can be created, maintained and processed using this business process. |
| MAM510 | Parameters / Master Data (Marketing Campaigns) | This process views the parameters or maintain master data regarding marketing campaigns. |
| MAP001 | Control Supplier Cash Flow | This process is used to:<br>• Check on business partner statistics<br>• Correct open entries<br>• Assign unallocated payments<br>• Print supplier statements |
| MAP010 | Register / Approve Purchase invoices / Credit Notes | Use this process to register and/or approve invoices and credit notes. |
| MAR001 | Control Customer Cash Flow | This process is used to:<br>• Check on business partner statistics<br>• Correct open entries<br>• Assign unallocated payments<br>• Print supplier statements<br>• Check on factored documents<br>• Sent reminder letters |
| MAR009 | Create Invoice | This process creates and posts invoices from all origins. |
| MAS010 | Manage Fixed Assets | With this process you can create new assets and capitalize them. You can handle asset depreciation, adjustment, revaluation 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 | Create Payments | This process is used to create payments. It handles file-, checks- and wire payments. |
| MCM020 | Process Bank Statements | This process processes bank statements using electronic banking or manually. |
| MCM030 | Process Customer Receipts | Direct Debits, Check receipts, Factoring and processing of remittance advices are addressed in this process. |
| MCM040 | Manage Cash Flow | In this process you can check and/or maintain:<br>• Daily balances<br>• General ledger cash flow history |

| Code | Description | Explanation |
|------|-------------|-------------|
| | | • Business partner statistics (both customer and supplier |
| | | • Cash forecast |
| MCO020 | Create / Maintain Prospect / Customer | In this process you can set up and maintain customer data. |
| MCO030 | Create / Maintain (Potential) Supplier | To setup 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 required to handle customers and suppliers. |
| MEN003 | Manage Engineering Change 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 | Process Transactions Entry | This process contains activities to key in and finalize financial transactions. |
| MFI010 | Generate Integration Transactions | This process is used to map and post integration transactions. |
| MFI510 | Parameters / Master Data (Financial Management) | In this process you can view parameters and maintain all master data that is necessary to run the processes regarding financial management. |
| MFM020 | Create / Maintain Freight Order | To create and maintain freight orders. |
| MFM040 | Plan / Subcontract Freight | Use this process to create and maintain a freight plan (automatically or manual). |
| MFM050 | Manage / Close Freight Orders | 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 | Maintain ERP Application Configuration | Use this process for: <br> • ERP user management <br> • Hardware maintenance <br> • Software maintenance <br> • Data and database maintenance <br> • Financial process restarting <br> • Periodic backups <br> • Session personalization |

| Code | Description | Explanation |
|---|---|---|
| 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. |
| MMN010 | Complete Production / Assembly Order | Use this session to process, close or reopen productions and assembly orders. |
| MMN510 | Parameters / Master Data (Production/Assembly) | In this process you can view parameters and maintain all master data that is necessary to run the processes regarding production. |
| MPA014 | Maintain Product Data | 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 | Create / Maintain Financial Budget for Reporting | In this process you can setup and maintain budgets for both Labor and General Ledger Accounts/Dimensions. |
| MPB020 | Perform 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 | Create / Maintain Financial Budget for Consumable | In this process you can:<br><br>• Setup a budget<br>• Maintain and process budget exceptions<br>• Maintain and budget amendments<br>• Maintain budget transfers<br>• Maintain budget adjustments<br>• 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. |

| Code | Description | Explanation |
|---|---|---|
| MPL003 | Suppliers Supply Forecasting to Company owned WH | This process results in a committed planned supply for the warehouse of a customer. |
| MPL006 | Actualize the Demand Planning | In this process the demand is planned:<br>• Forecast source: Sales budget by item<br>• Manual change (+/-) on extra demand by item<br>• Forecast by plan item/distribution channel combination<br>• Planned extra incidental sales forecast volume<br>• Forecast/Inventory plan source by sales history |
| MPL010 | Actualize the Material Requirement Planning (Supply) | This process results in a transferred order planning. Purchase order advices direct from sales order are possible. |
| MPL011 | Dispatch Production Order | This process results in dispatched production orders. |
| MPL020 | Actualize the Master Planning (MPS) | This process results in a sales plan. These options are possible:<br>• Forecast by plan item/distribution channel combination<br>• Aggregate items into families for planning purposes<br>• Safety stock/EOQ/Expected annual Issue calculations<br>• Forecast driven safety stocks<br>• Planning of cumulative ATP and/or CTP<br>• Purchase forecast to define purchase contracts |
| MPL030 | Actualize the Material Requirements Planning (Production) | This process results in a transferred order planning for production. Several options are possible:<br>• Cumulative order lead time calculations<br>• Assembly line planning<br>• Material supply signals planning<br>• Planning on shop floor capacity constraints<br>• Repetitive manufacturing |
| 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 | Maintain Business Process / Authorization (DEM) | In this process you can set up and maintain:<br>• Warehouse procedures<br>• Warehouse, sales and purchase order types<br>• DEM Content Pack components<br>• Setup, maintain, review DEM authorizations |

| Code | Description | Explanation |
|------|-------------|-------------|
| 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 | Manage Manufacturing Projects | In this process you can maintain, plan, process and close projects. |
| MPR100 | Create / Maintain Project Definition and Contracting | Use this process to setup a project:<br>• Contract agreements<br>• Project structure<br>• Additional project information<br>• Project mapping with Service<br>• Project status |
| MPR210 | Rendering a Project Estimation and Bids | This process results in an actualized project estimate and/or bid. |
| MPR230 | Create / Maintain 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 | Costs Control / Reporting | In this process you can monitor project costs, perform a project performance measurement and view cost and revenue transactions. |
| MPR270 | Prepare Project Invoicing | In this process you can prepare invoice lines for projects:<br>• Advance payment requests<br>• Installments<br>• Cost plus<br>• 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 | Progress / Approval on Project | 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 | Control Supplier Performance | This process supplier rating is run. |

| Code | Description | Explanation |
|------|-------------|-------------|
| MPU003 | Process Purchase Orders Schedules | In this process you can create and maintain purchase orders and schedules, and perform progress control. |
| MPU010 | Actualize Purchase Agreements | In this process you can setup and maintain purchase contracts, prices and discounts agreed upon with you suppliers. |
| MPU020 | Process 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. |
| MQM010 | Maintain Quality Gates | In this process you can perform the activities for quality control like: Order Inspection, Storage Inspection, Instrument Calibration and Non-Conforming Material Reporting. |
| 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 | Close Financial Period | In this process you can run all steps that are necessary to close a financial period. Amongst others:<br><br>• Calculate and post overhead Project Industries projects<br>• Calculate and post revenue recognition for both capital and manufacturing projects<br>• Process currency and payment differences<br>• Account matching<br>• Reconciliation of integration transactions |
| MRA200 | Declaration of Taxes | 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 | Perform Financial Reporting | Use this process to create financial statements. |
| MRA510 | Parameters / Master Data (Financial Reporting and Compliance) | 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 | Create / Maintain Service Configuration | In this process you can setup and maintain service configurations. |
| MSE002 | Maintain Calls | Use this process to register and process calls. |
| MSE004 | Service Quotation Handling | In this process you register and maintain quotations for:<br><br>• Maintenance Sales<br>• Service Contracts |

| Code | Description | Explanation |
|------|-------------|-------------|
| | | • Service Orders |
| MSE005 | Complete & Close Service Order | At the end of this process service (In-house repair/On-site service) is handled. |
| MSE007 | Create / Plan Service Order | Use this process to register and plan requests for service (In-house or On-site). The result can be:<br><br>• Service order<br>• Field change order<br>• Maintenance sales order<br>• Production order |
| MSE008 | Manage Service Operations | Runs the planned requests for service (In-house or On-site), registered as:<br><br>• Service order<br>• Field change order<br>• Maintenance sales order<br>• Production order |
| MSE009 | Perform Service Inspections | This process handles service inspections. The maintenance notifications can be transferred to:<br><br>• Planned activities<br>• Service order (quote)<br>• Maintenance sales order (quote)<br>• Internal work order |
| MSE010 | Perform Preventive Maintenance | This process results in orders based on the preventive maintenance plan. |
| MSE020 | Create Customer Claim | This process results in a handled customer claim. |
| MSE030 | Create 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 | Actualize Sales / Service Agreements | In this process you can setup and maintain sales and service contracts, prices and discounts agreed upon with your customers. |
| MSL020 | Create / Maintain Sales Orders / Schedule | In this process you can create and maintain sales orders and / or schedules and perform progress control. |

| Code | Description | Explanation |
|------|-------------|-------------|
| 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 | Control Inventory | Use this process for:<br><br>• Cycle counting<br>• Storage inspection<br>• (Un)block zones/locations/inventory<br>• Inventory adjustments<br>• Inventory movements<br>• Maintaining project pegged inventory |
| MWH005 | Manage Operations / Materials | This process results into raw material/components from inventory issued to WIP and labor posted to WIP. |
| MWH010 | Receive Material | All activities to plan and handle inbound goods are addressed here. Optional activities are:<br><br>• Advance ship notice sent by the supplier<br>• Supplier managed inventory<br>• Handling units<br>• Cross Docking<br>• Warehouse locations<br>• Quality inspections & Non-Conforming Material Report |
| MWH020 | Ship Material | All activities to plan and handle inbound goods are addressed here. Optional activities are:<br><br>• Vendor managed inventory<br>• Quality inspections & Non-Conforming Material Report<br>• Handling units<br>• 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

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 specified. |
| AA0005 | Financial Multi Site | This functionality enables using 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 enables using general ledger transactions between multiple group companies. |
| AA0050 | Multi Language Support | Enables LN to store shared application data in multiple languages. This is useful if users from all over the globe are using the same environment. Depending on the user's software language, the application data can also be displayed in the same language. If a report for a business partner is printed, the layout and data of the report are in the business partner's language. |
| 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. |
| 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. |

| Code | Description | Explanation |
|------|-------------|-------------|
| 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 Project Industries 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 by BODs besides the LN application. The data tables to set up this business function can be specified. |
| AA8100 | Integration with Approva | Approva monitors user transactions. In case these transactions are not according to the rules, the relevant users are notified to take action. |
| | | Approva checks the authorization setup in the LN Tools. In case the authorization is not according to the rules, the responsible users are notified to take action |
| | | We provide a great number of out of the box rules which can be changed according to your business requirements. |
| AA8200 | Integration with HCM Suite | If you use the HCM (Human Capital Management) Suite: |
| | | • Personnel data is interchanged between LN and HCM. |
| | | • Project information is passed to Expense Management (part of the HCM suite) by LN to facilitate project related expenses. Ex- |

| Code | Description | Explanation |
|---|---|---|
| | | pense information is passed by Expense Management to LN. This to include both project and non-project related expenses. <br> • Payroll information is passed by Payroll (part of the HCM suite) to LN. |
| AA9000 | Archiving | Moving historical data from the operational environment to a special archive environment. In terms of electronic data in your LN system, archiving means moving historic data from the operational company to a special archive company. LN 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. |
| 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 Project Industries 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. |
| CI0000 | Invoicing | Create, print and post sales invoices based on operations (Sales, Service, Project, Freight) or manually specified invoice lines (for example; Fixed Assets or Management Fee). You can send the invoices to (external and internal) customers. |
| CI0010 | Interest Invoices | Billing the interest on outstanding invoices for which the last payment date has expired. |
| 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. |
| CO0010 | Logistics | Both customer and vendor data can include logistical and financial data. If the company number is a financial company, it is not necessary and not possible to define logistical data for the customer or vendor. Specify the data tables to set up this business function with information. |

| Code | Description | Explanation |
| --- | --- | --- |
| CO0110 | Revision Controlled Items | Revision Controlled Items are items which specifications can and may change during the life cycle 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 by 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 necessary 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 you can choose to define serialized items in the logistics process therefore creating serial numbers. This serial number can be automatically generated or manually specified. |
| CO0161 | Serial Life Cycle | Components of an installation are typically exchanged in a repair shop or abroad, and all changes to the structure should be processed. When many components are changed in the physical breakdown structure, the item often continues under a new item and/or serial number. This needs to be approved by authorized employees. |
| | | When changes are done in the repair shop, the origin of the change is typically a work order. When changes to the installation are done abroad by an employee of the company, a service order causes typically the change. It is possible that an external party changes components of an installation, and the new structure electronically for their system. |
| 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 you can choose to automatically or manually generate lot numbers. At every logistic transaction the lot number |

| Code | Description | Explanation |
|------|-------------|-------------|
| | | 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. |
| 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 you can 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. |

| Code | Description | Explanation |
|------|-------------|-------------|
| | | 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. |
| CO3001 | Material Pricing (Procurement) | Prices of materials such as copper, silver, gold, and aluminum often fluctuate. These prices represent a significant part of the finished goods' value and specific and tight controls are required to minimize risk and exposure. You can use material price surcharge costs to cover for additional material-related costs. |
| CO3002 | Material Pricing (Sales) | Prices of materials such as copper, silver, gold, and aluminum often fluctuate. These prices represent a significant part of the finished goods' value and specific and tight controls are required to minimize risk and exposure. You can use material price surcharges to account for price increases of materials. |
| 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. |
| CO3030 | Rounding on Commercial Documents | To round the grand total amounts on legal documents that you send to your customers, such al sales quotations, service contracts and sales invoices. This can be set per currency. |
| DM0000 | MS Office Docs. Mgt. from ERP (ODM) | ODM stands for Object Data Management. With ODM you can link an MS Office document to an object within the LN system. For example: linking a drawing in png or gif format to an item, or an appointment in doc format to a purchase contract line. When using ODM, specify the data tables for the ODM function wit information. |
| 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. |

| Code | Description | Explanation |
|------|-------------|-------------|
| FI0060 | Accounts Receivable | Open entries management for customers required. |
| FI0070 | Accounts Payable | Purchase invoice processing, payments and open entries management required. |
| FI0100 | Segment Accounting | Segment reporting is the reporting of the operating segments of a company . It is included in the company's disclosures accompanying the financial statements . Segment reporting is intended to give information to investors and creditors regarding the financial results and position of the most important operating units of a company, which they can use as the basis for decisions related to the company.<br><br>A business segment is a distinguishable part of the company that delivers an individual product or service or a group of products or services, which is subject to risks and returns that are different from other business segments. A geographical segment is a distinguishable part of the company that delivers products or services within a particular economic environment. |
| 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. |
| FI0150 | Cross Dimensional Validation | Use user-defined rules that enable you to indicate which combination of GL accounts and dimension values are valid. Cross validation rules are applied to all transactions in the General Ledger. |
| 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 specified. |
| 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 | Valuation Method other than FTP | Usage of one or more of these inventory valuation methods:<br><br>• Moving Average Unit Cost (MAUC)<br>• First In First Out (FIFO)<br>• Last In Last Out (LIFO)<br>• Serial Price<br>• Lot Price(LOT) |

| Code | Description | Explanation |
|------|-------------|-------------|
| | | • Lower Cost of Market Value (LCMV) |
| 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 you can 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. |
| 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. |
| FI3160 | Payment Agreements | To define how invoice amounts must be paid. This included the payment methods that apply to various part of the invoice amount and the payment currency. |
| FI3170 | Separate Account for Paid Advance Installments | Financial transactions that are required to post invoiced and paid advance receipt requests are posted to separate ledger accounts. |
| FI3180 | Payment Schedules Mandatory | A payment schedule (a distribution of the invoice amount to several payment periods) must be linked to every invoice. |
| FI3185 | Payment Method Mandatory | A payment method must be available on every invoice header or, if a payment schedule is linked to the invoice, for every payment schedule line. If no payment method is available for an invoice or payment schedule line, the invoice is blocked for processing. |
| FI3190 | Recurring Journal Invoice Creation | Next to recurring journal vouchers, it is now also possible to create recurring transactions for purchase invoices or sales invoices. |
| 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. |

| Code | Description | Explanation |
|---|---|---|
| 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.<br><br>Self-billed invoices are based on receipts or consumptions of goods by an agreement between business partners. |
| FI5100 | Intrastat Reporting | In LN, you can generate the EU Intrastat declaration. You can supply the declaration to the Intrastat authorities through 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. |
| FI5250 | EU Purchase Listing | Reporting requirement for VAT-registered companies in the European Union (EU) who import goods and certain services from a VAT-registered supplier 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. |
| FI5330 | DAS 2 Reporting | Déclaration annuelle des salaries (Annual declaration of the wages/fees). A report of all payments made to third parties during a fiscal year, which must be submitted annually to the French government. |
| FI5340 | Withholding Income Tax and Social Contributions | Income tax and social contributions on purchase invoices for which the supplier is liable and which the payer of a purchase invoice withholds on the payment and pays directly to the tax authorities, can be registered and declared. |
| FI5350 | Withholding Tax for Israel | When a company is located in Israel and needs to register and declare withholding tax (tax for which the supplier is liable and which the payer of a purchase invoice withholds on the payment and pays directly to the tax authorities) on purchase invoices. |
| FI5360 | Monthly Billing Invoices | A Monthly statement of the open sales invoices that you send to an invoice-to business partner. The business partner generates self-billed invoices and uses the monthly billing invoice for reference. |
| FI5370 | Bulgarian Localization | When a company is located in Bulgaria, select this option. These Tax reports are supported:<br><br>• POKUPKI - purchase register |

| Code | Description | Explanation |
|---|---|---|
| | | • PRODAJBI - sales register |
| | | • DEKLAR - tax declaration |
| | | • PROTOKOL - specification of the tax amounts, rate and nature of the invoice by invoice line |
| | | Also a separate electronic payment format for Bulgaria is available. |
| FI5380 | VAT Book (Italy) | Italian law requires companies to prepare and submit a VAT book and a VAT liquidation report. |
| | | The VAT book is a legal report of all value added tax (VAT) transactions of a company, in date sequence. The transactions can be grouped by tax articles, which typically group transactions that have the same tax percentage. |
| | | In addition to the VAT book, instead of the VAT declaration, companies must yearly submit a VAT liquidation report which shows the net VAT amount payable to the tax authorities for the report period. |
| | | The liquidated VAT amount is the result of the VAT on purchase minus the VAT on sales. If the result is a negative amount, the amount must be paid to the tax authorities. If the result is a positive amount, the amount is carried over as a credit amount to the next VAT book period. |
| FI5390 | Customer and Supplier List (Italy) | Provide a list of all taxable transactions for both the customer and supplier transactions. This list must be provided quarterly or yearly and reported to the Tax Authorities in Italy. These transactions must be divided into these categories: |
| | | • Operazione imponibili -> Taxable transactions |
| | | • Operazione non Imponibili -> Non Taxable transactions |
| | | • Operazioni esenti -> Exempt transactions |
| | | • Operazioni imponibili con IVA non esposta in fattura -> Taxable transactions where tax is not specified on the Invoice |
| | | • Operazioni imponibili comprensive dell'imposta afferente -> Taxable transactions including tax not indicated as Taxable transactions |
| FI5400 | Spesometro Tax Declaration (Italy) | Spesometro or "cost meter" is a way to track legit customers and suppliers is necessary in an Italian VAT implementation. |
| 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. |

| Code | Description | Explanation |
|---|---|---|
| FM0000 | Freight Manage-ment | Transportation 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.<br><br>The logistical forms:<br><br>• Transportation from the vendor to the own company as a result of a purchase order.<br>• Transportation from the own company to the customer as a result of a sales order.<br>• Transportation between its own warehouse A to an own ware-house B. |
| FM0201 | Subcontracting of Freight | Subcontracting of Freight orders to a Freight 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 Freight 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 Matri-ces | Extended freight planning automation. |
| FM2020 | Define Carriers / Freight 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 | Freight Tracking | Interim trace and track of stops of Freight means on a certain date. |
| IT0100 | Send Documents Through E-mail | This functionality enables you to send information by e-mail. An e-mail can be linked to a contact, a business partner, an opportunity or an activity. |

| Code | Description | Explanation |
|---|---|---|
| IT0200 | Customer Defined Fields | This functionality enables you to create 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. |
| 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 | Production/Assembly | Production/Assembly in manufacturing is transforming components and/or raw materials into components and/or into a finished product. Production orders can be created automatically through Enterprise Planning, Order Advice Generation or MRP. Man/machine hours for production orders can be posted. Master data necessary to run this business function can be set up. This includes 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. |

| Code | Description | Explanation |
| --- | --- | --- |
| MN3000 | EDI via Automotive Exchange | Purchase Schedules and Sales Schedules using Automotive Exchange. Customer specific product labels. |
| MN3100 | Assembly Lines | Assembly orders assembled on fixed assembly lines with fixed production stations. |
| MN3500 | Repetitive Manufacturing | Production scheduling by fixed production lines. |
| MN3600 | Reference Designators | Indicates the location to insert a component on an item, for example, where to mount an electronic component on a Printed Circuit Board. Reference designators are often used in electronics, and can originate from a Computer-Aided Design (CAD) station. |
| 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. |

| Code | Description | Explanation |
|------|-------------|-------------|
| PL0340 | Alternative and/or 'Use up' materials | ERP planning uses available BOMs. If a BOM item no longer is used then the available stock is consumed first and then an alternative BOM item is 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 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 | Planning clusters / Safety Stock by Item across multiple Warehouses | 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 | You can 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 is 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. |

| Code | Description | Explanation |
|------|-------------|-------------|
| PL1120 | Planning on Shop Floor Capacity Constraints | Review and match interactive the available shop floor capacity with the production tasks to accomplish. Level the availability by changing the production capacity. Level the production tasks by shifting tasks to another date, or by purchase the task temporarily or to perform the task on a different work center or machine. |
| 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. |
| 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. |
| PL2020 | Grouping of planned Production Orders | You can 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 | Project Industries | Necessary for Project Industries & Services. Characteristics: <br>• Complex Projects/Contracts/Programs <br>• Long Life Cycles (over 1-15 years) <br>• Engineer-to-Order (ETO) <br>• Engineer-Procure-Construct (EPC) <br>• Activity Driven (Project Schedules) <br>• Various Cost Views (WBS/CBS/OBS) |

| Code | Description | Explanation |
|------|-------------|-------------|
| | | • Project/Product Data Management |
| PR1000 | Top Down Budgeting | Estimating the budget of a Project Industries Project, which budget is to be divided into partial budgets? |
| PR1010 | Bottom Up Budgeting | Estimating the budget of a Project Industries 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 enables you 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. |
| 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 for Project Industries | Contract line for the maintenance and execution of (settled) advanced payments to be invoiced for a Project Industries project. |
| PR1060 | Bids | This functionality enables you to prepare a quotation or bid consisting of the sales price information of deliverables. This is 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. Use the available Bid templates 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 enables you to create project structures to indicate the subprojects that belong to a project. Project structures are especially important for 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. |

| Code | Description | Explanation |
|------|-------------|-------------|
| PR1082 | Plans | Plans enable requirements planning, specifying the activity structure, the schedule, and set start and end dates. Alternative plans for a single project can be setup . The active plan is used:<br><br>• To create baselines<br>• To track progress.<br>• To determine the requirements for ordering |
| PR1085 | Elements | Generate Physical Progress by Element/Cost Object. |
| PR1090 | Project Contracting | With this functionality you can create and maintain 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 | You can 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 you can keep track of the actual costs for the current and cumulative periods and compare 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. |
| PR1150 | Progress Payment Invoicing | Progress billing requests resulting in Standard Form 1443 are a specific way of dealing with cost as part of fixed prize contracts. The option to use progress billing requests is specific to companies working for the US Government |

| Code | Description | Explanation |
|---|---|---|
| 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: <br><br>• Manufacturing: the BOM components of the item<br>• Service: the Ad-built structure of the service item |
| PR1210 | Demand Pegging | Demand Pegging is used to designate a quantity of supply to a specific demand. If a particular quantity of an item is promices to a customer, the allocated inventory cannot be shipped to other customers and serves as a reservation. Or link an identifiable quantity of an item to a particular demand. In this way, this quantity cannot be interchanged with another quantity of the same item. For example to keep components and subassemblies together. |
| PR1220 | Project Pegging | In project manufacturing environments, to facilitate cost accountability for finished goods within projects, you can implement project pegging and indicate that items are project pegged. If a project pegged item is specified on a demand order, pegging information is used to allocate, track, trace, register, and supply inventory. You can track the costs at the project, activity, and element level throughout the entire flow of goods. That is, pegging information is added to items, inventory, and transactions when goods are ordered, received, issued, and consumed. <br><br>Peg distribution information is available for purchase, warehouse and shop floor orders to be able to track for which project cost account the goods are ordered. The peg distribution lines include the item, required quantity, unit, configuration, and the project cost account (peg) elements. In addition, the distribution lines contain information on the top demand order, such as customer, contract, prime contractor, and top demand order date. The main purpose of distribution lines is cost distribution and not the physical movement of items. <br><br>In case of exceptional situations, such as partial receipts, over issues, rejections, and returns, the quantities are allocated according to the fair, equitable and unbiased accounting principle in which the demand need date is the main driver. Multilevel order pegging inquiries are available to manage dependencies in the supply chain, and requirements of multiple projects can be commingled in one purchase order to leverage volume discounts. <br><br>Actual costing and earned value can be reported any time against the project. |

| Code | Description | Explanation |
|---|---|---|
| PR1230 | Project Pegging Audit Control | View the history data of the project cost peg. It is also possible to view the changes to the project peg data; when you add, modify, and delete the project peg data of the orders. |
| PU0000 | Purchase | Purchase consists of purchase order entry, receipt and monitoring the purchase orders. Price and discount information on the order is used during purchase invoice matching and approval. Master data necessary to execute this business function can be set up. |
| 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. |
| PU2010 | Subcontracting with Material Flow | Subcontractingincludes not only outsourcing work, but also the supply and receipt of the required material.<br><br>LN supports the physical and administrative flow of subassemblies as well as the required material. After the subcontractor has finished the activities on the subcontracted items the items are shipped back to the manufacturer.<br><br>You can choose between these types of subcontracting:<br><br>• Operation subcontracting, where part of production process (one or more operations) is subcontracted.<br><br>• Item subcontracting, where the entire production process is subcontracted. |
| 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. |
| 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. |

| Code | Description | Explanation |
|---|---|---|
| PU3080 | Handle Rejected Goods after Purchase Receipts | 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.<br><br>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. |
| PU4010 | 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. |
| 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 and/or discount. The monitoring/evaluation of purchase contracts is done based on demand via sales orders. |

| Code | Description | Explanation |
|---|---|---|
| PU8000 | Manufacturer Part Numbers | With this option you can use manufacturer part numbers required in Procurement and Warehousing. |
| PU8100 | Use Confirmation (Purchase) | Ordered quantities must be confirmed by the supplier before an order or schedule can be released to Warehousing. |
| PU9000 | Use Infor Supplier Exchange | Streamline and accelerate online collaboration / negotiation with suppliers throughout the world on purchase orders. Inventory tracking and visibility, including in-transit. Exception management; automated supplier scheduling and performance rating. Multiple replenishment methods, including Kanban and supplier-managed inventory. Fully integrated machine-to-machine electronic data interchange (EDI), other web-based communications systems, and automated fax capabilities. Capabilities for compliance with communication and quality requirements for automotive suppliers. |
| 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 specified.<br><br>Purchase inspections<br><br>When entering quantities for a (partial) receipt for a specific purchase order line, an inspection regarding the quality of the received goods can be carried out.<br><br>Production operation output<br><br>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). |
| QM0025 | Corrective Action Plans | The plan that details the actions performed to prevent recurrence of non-conformance or failure. The plan is based on the non-conformance material report (NCMR). |
| QM0030 | Non-Conformance Report | Handling of materials during receipt or issue of inventory which is not fulfilling the predefined specifications. |
| QM0040 | Calibration of Instruments | Instruments for quality inspection have to be calibrated from time to time. Continuous use of instruments can lead to a decrease in the exactness of measurements. If instruments are not calibrated the inspection results can be misleading. |
| QM0050 | Conformance Documentation | Indicates that an item requires a conformance document check at source inspection, which must be executed before shipment of an item. The purpose of conformance reporting is to deliver the related documents to the supplier or the third party who performs the inspection. |

| Code | Description | Explanation |
|------|-------------|-------------|
| 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 | You can 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 freight, 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 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 |

| Code | Description | Explanation |
|------|-------------|-------------|
| | | to the own company and after the repair is made the object is re-turned 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 you can 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. |
| SE4010 | Reference Activities | You can 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 and/or Supplier Warranty | Automatic warranty decisions for service purposes. |
| SL0000 | 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. Master data necessary to execute this business function can be set up. |
| 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. |

| Code | Description | Explanation |
|---|---|---|
| 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. |
| 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. you can 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. |

| Code | Description | Explanation |
|---|---|---|
| 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. |
| SL3140 | Use Confirmation (Sales) | Sold Quantities should be confirmed by the customer before an order can be approved or a schedule can be release to Warehousing. Sold Quantities should be confirmed by the customer before an order can be approved or a schedule can be release to Warehousing. |
| 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. |
| SL4010 | Terms & Conditions (for Sales) | Terms & conditions are the logistical and financial conditions agreed with a customer concerning the delivery of goods to the customer. |
| 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. |
| 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. |

| Code | Description | Explanation |
|------|-------------|-------------|
| 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 freight 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 freight departs to the customer. |
| WH0301 | Negotiation / Confirmation and Advance Shipment Notice | The supplier prepares and sends the Advance Shipment Notice with EDI through Supplier Exchange |
|  |  | Received goods are processed quickly by the Advance Shipment Number containing all the planned receipts. |
|  |  | For Outbound, Advance Shipment Notice messages are send to the customer by EDI to notify that the goods they ordered are about to be delivered. |
| WH0302 | Delivery Notes | A delivery note is a freight document that provides information on a consignment contained in one truck (or other vehicle) and refers to an order or a set of orders for one consignee at a delivery address. If the truck load contains shipments for various business partners, the load includes more than one delivery note. |
|  |  | The information on a delivery note includes the delivery date and address, the customer's name, the contents of the consignment, and other delivery information. In Italy, a delivery note is a legally required document, where it used to be called BAM (Bolla Accompagnamento Merci). Currently it is called DDT (Documento di Trasporto). In Portugal and Spain delivery notes are also used, but do not have the same legal status as in Italy. |
| WH0500 | 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. |
| WH5001 | 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. |
| 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. |

| Code | Description | Explanation |
|------|-------------|-------------|
| 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. |
| 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. |
| 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. |
| 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. |

| Code | Description | Explanation |
|------|-------------|-------------|
| WH2050 | Inventory/Zone/Location (Un)blocking | You can use several levels to block inventory at stock points: <br>• Fully Blocked <br>• Blocked for Outbound <br>• Blocked for Transfer (Issue) the stock point is blocked for transfer out of the warehouse <br>• Blocked for Cycle Counting and blocked for Assembly |
| WH3020 | Projected Shipments | Shipments can be generated with the status 'projected' at an early stage in the warehouse outbound procedure. Projected shipment functionality can be activated at order type level and can be generated automatically when an outbound order line is created. |

# Wizards

<div style="text-align: right">**13**</div>

| Code | Description |
| --- | --- |
| 111000.000000.10 | Subcontr. With Material Flow Production |
| 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) |
| MMN020.PL0030.20 | KanBan |
| MPA014.CO1090.10 | Handling Units and/or Package Definition |
| MPA015.CO0150.00 | Unit effective Items |
| MPA016.CO0160.10 | Serialized Items |
| MPL011.PL1110.10 | Planning of cumulative ATP and/or CTP |
| MPL050.PL0010.10 | Supply of Materials with low cost prices (SIC) |
| MPU000.PU3040.10 | Additional Purchase Order Cost Calculation |
| MPU030.PU6000.10 | Vendor Rating (Objective) |
| MPU080.PU3200.10 | Supplier Stage Payments |
| MSL000.SL3040.10 | Additional Sales Order Cost Calculation |

# Roles, Employees and Standard Project Model

<div style="float:right">

**14**

</div>

## Roles

Roles are used as a link between the 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 | Main Business Processes (E2ER10) |
|---|---|---|
| | | Industry Specific Processes (E2ER20) |
| | 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) | Administrator (EUIT10) |
| | Production Manager (KUMN10) | Production Supervisor (EUMN10) |
| | | Production Operator (EUMN20) |
| | Operations Planner (KUPL10) | Freight 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) | Service Planner/Dispatcher (EUSE20) |
| | | Service Administrator (EUSE30) |
| | | Service Engineer (EUSE40) |
| | Sales Manager (KUSL10) | Account Manager (EUSL20) |
| | | Sales Support (EUSL40) |
| | Warehouse Manager (KUWH10) | Receiving Clerk (EUWH10) |
| | | Shipping Clerk (EUWH20) |

# 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) |

| Employee | Linked Role |
| --- | --- |
| 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.