

Functional Requirements Document- Sales Support

Prepared for
Technica

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Table of Content

Contents

INTRODUCTION.....	3
1.1 PURPOSE.....	3
1.2 ACRONYMS	3
1.1 BUSINESS PROCESSES LIST	4
1.2 PROCESSES LIST	4
1.3 SALES SUPPORT PROCESSES	5
1.3.1 SS001 – Sales Support Overview.....	5
Process Overview	5
1.3.2 SS002 – DFI.....	5
Process Overview	5
Requirements	5
1.3.3 SS003 – Engineering Job Order.....	6
Process Overview	6
3. Requirements.....	6
1.3.4 SS004 – Building BOM.....	7
Process Overview	7
Requirements	7
1.3.5 SS005 – Assembly cost & Selling price Calculation	8
Process Overview	8
1.3.6 SS006 – Using Products from Library.....	11
Process Overview	11
1.3.7 SS007 – Quotation Preparation	11
Process Overview	11
Requirements	15
1.3.1 SS008 – Resource Time & Efforts.....	16
Process Overview	16
1.3.2 SS000 – Setup.....	17
1.3.2.1 Costing Sheet	17
1.3.2.2 Cost Groups.....	18
1.3.2.3 Product Category.....	18
1.3.2.4 Product Owner	19
1.3.2.5 Requirements	19

Introduction

1.1 Purpose

The Functional Requirements Document (FRD) describes in common terms:

- An overview of the processes comprising each Work stream
- An overview of each sub-process comprising the Work stream
- Major gaps between the business requirements and the functionality supported by the standard Microsoft Dynamics 365 solution
- The problem summary including current business/environment issues
- Proposed technology to support the new or altered business processes
- How implementation of the proposed solution will benefit the users/stakeholders

The FRD is the starting point of the solution and system development and is a collaborative effort between all business and technology stakeholders. The purpose of the Functional Requirements Document (FRD) is to document requirements for the requested system solution.

The objective of the Functional Requirements Document is to provide enhanced documentation for requirements that are a gap or will require a workaround or process change in order to fit the system solution of the client. The need for any modifications is clarified through the FRD. The FRD forms the basis of the subsequent task concerning the system design.

This document focuses on Production requirements.

1.2 Acronyms

Abbreviation	Explanation
FRD	Functional Requirement Document
System	Dynamics 365 Finance & Operation
D365	Dynamics 365 Finance & Operation
Backoffice	D365 F&O

1.1 Business Processes List

1.2 Processes List

To elaborate and define the functionality, the following processes have been presented in the subsequent sections:

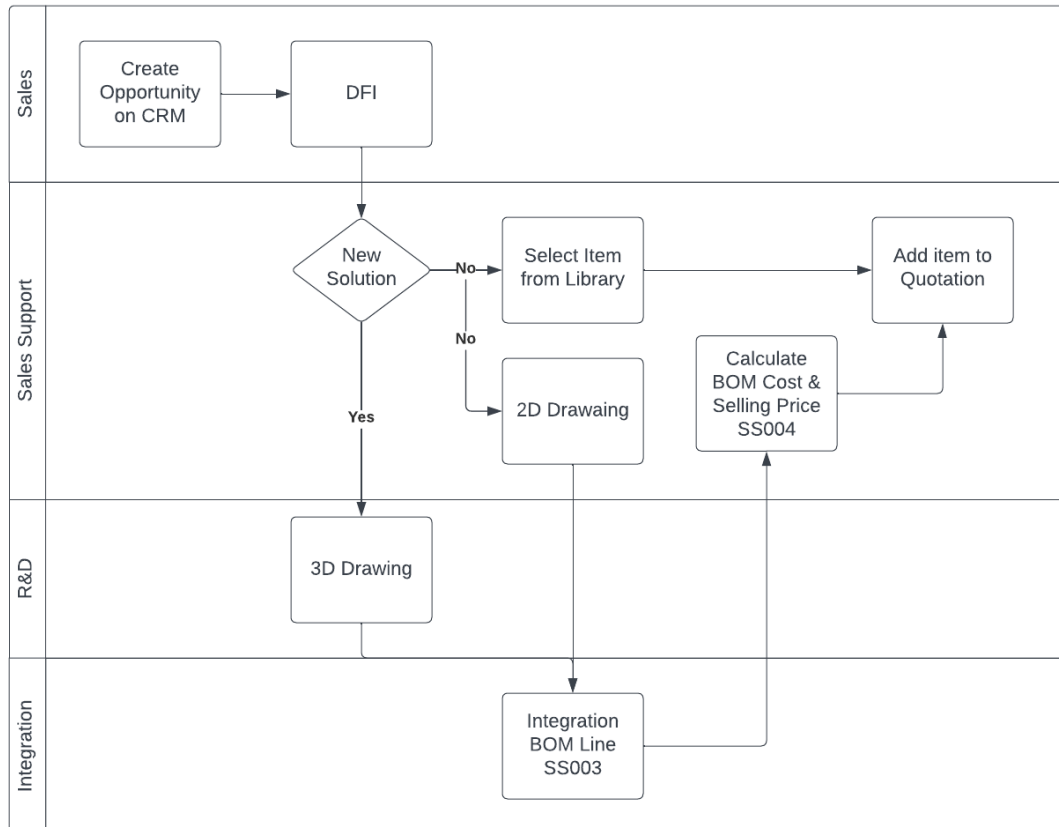
Process ID	Name
PRD001	Sales Support
PRD002	DFI
PRD003	Building BOM
PRD004	Assembly Cost & Selling Price

1.3 Sales Support Processes

1.3.1 SS001 – Sales Support Overview

Process Overview

The sales support main goal is to create a solution based on the customers requirement



1.3.2 SS002 – DFI

Process Overview

The Sales support will receive the DFI from CRM and will build their solution based on it; the DFI is mentioned in the Sales FRD in details.

Requirements

ID	Description	Fit/Gap
----	-------------	---------

SS002-01	Ability to track DFI	GAP - Customization
----------	----------------------	---------------------

1.3.3 SS003 – Engineering Job Order

Process Overview

Whenever the sales support requires a design for a new equipment they create an engineering Job order on F&O:

1. The Sales support issue an engineering job order, and include all the details with all technical specifications; once all the information is added, it needs to be approved by the Product category owner from the R&D department.
2. Once approved, the engineering job order can be processed to completion

3. Requirements

ID	Description	Fit/Gap
SS003-01	R&D's Trigger to initiate work based on new requirement will be handled by the Engineering Change Request issued by Sales Support	FIT
SS003-02	Change request can be initiated by Business Development or Sales	FIT
SS003-03	Ability to apply Change Request Workflow	FIT
SS003-04	Ability for R&D to track Engineering change request stages	FIT
SS003-05	Change Request needs to have a deadline	GAP
SS003-06	Engineering change request should be approved by the Mechanical or electrical HOD depending on the change or enhancement to a particular	FIT

1.3.4 SS004 – Building BOM

Process Overview

During the quotation phase, a 2D drawing is done and will be integrated in F&O;

The item on F&O can maintain multiple BOM versions, as displayed in the below screen and each BOM can be a different configuration; note that a BOM can be updated on the production order, meaning if for any reason there need to be a change of BOM line to the BOM that was imported, the sales support can update the BOM.

BOM versions | SAL1245-21CCR13-7 : CONVEYOR | Standard view

SAL1245-21CCR13-7 : Sales Support

BOM version

IDENTIFICATION	INVENTORY DIMENSIONS	PRODUCT REFERENCE	VALIDITY	To date	STATUS
BOM	Configuration	Item number	From qty		Active
SS01	SS	SAL1245-21CCR13-7	1.00		Yes
Name	Site	Product name	From date	Engineering controlled	Approved
Sales Support	Technica	Conveyor / Stainless Steel		No	Yes
				Approved by	.000043

Bill of materials lines

Item number	Configuration	Size	Color	Style	Warehouse	Resource c...	Quantity	Per series	Unit	Configuration group	Item type	Product name
SAL1245-21CCR00B							1.0000	1	ea			SAL1245-21CCR00B
SAL1245-21CCR00C							1.0000	1	ea			Motor Leg with Motor
FALBOHH106					1000		1.0000	1	ea			Hexagonal Head M10x20
FALNUHX1					1000		1.0000	1	ea			Hexagonal Nut M10x1.25
SAL1245-21CCR41					1002		1.0000	1	ea			SAL1245-21CCR41
PUC - R37DRN90L4BE2H							1.0000	1	ea			STEP AP214
SAL1245-21CCR34							1.0000	1	ea			Plate

On a related note, you can track multiple cost calculation based on different BOM Configurations from the Item Cost , in addition the activation date will allow for a more time sensitive cost tracking.

SAL1245-21CCR13-5 : Conveyor | Standard view

Item price

Pending prices | Active prices

Filter | Show latest only

Costing type	Price type	Version	Name	Configuration	Site	Price	Price quan...	Price charg...	Charges q...	Incl. in unit...	Unit	Activation date	B
Planned cost	Cost	Sales_Supp	Sales Support	SS	Technica	5,209.00	1.00		1.00		ea	5/29/2023	✓
Planned cost	Sales price	Sales_Supp	Sales Support	SS	Technica	6,341.50	1.00		1.00		ea	5/29/2023	✓
Planned cost	Cost	Sales_Supp	Sales Support	SS	Technica	5,209.00	1.00		1.00		ea	5/29/2023	✓
Planned cost	Sales price	Sales_Supp	Sales Support	SS	Technica	6,341.50	1.00		1.00		ea	5/29/2023	✓
Planned cost	Sales price	Sales_Supp	Sales Support	PS	Technica	4,462.50	1.00		1.00		ea	5/29/2023	✓
Planned cost	Sales price	Sales_Supp	Sales Support	SS	Technica	6,176.50	1.00		1.00		ea	5/29/2023	✓
Planned cost	Cost	Sales_Supp	Sales Support	PS	Technica	3,330.00	1.00		1.00		ea	5/29/2023	✓
Planned cost	Cost	Sales_Supp	Sales Support	SS	Technica	5,044.00	1.00		1.00		ea	5/29/2023	✓

Requirements

simulate these 4 processes

ID	Description	Fit/Gap
SS004-01	Ability to track an assembly BOM	FIT
SS004-02	Ability to Maintain multiple configurations of the same BOM	FIT
SS004-03	Ability to track where a certain item is used (in which BOM?)	FIT

1.3.5 SS005 – Assembly cost & Selling price Calculation

Process Overview

In order for the sales support to calculate the cost and selling price of any assembly, all the nested BOM's and material that make up this assembly need to have a defined cost price;

FANUHK1:1.4 Standard view													
Item price													
Pending prices Active prices													
Filter Show latest only													
<input type="radio"/> Costing type	Price type	Version	Name	Configuration	Site	Price	Price quan...	Price charg...	Charges q...	Incl. in unit...	Unit	Activation date	Blocked
<input type="radio"/> Planned cost	Cost	Sales_Supp	Sales Support		Technica	390.00	1.00		0.00		ea	6/14/2023	✓

A costing version will be defined for sales support specifically.

SAL1245-21CCR13-5 : Conveyor Standard view													
Item price													
Pending prices Active prices													
Filter Show latest only													
<input type="radio"/> Costing type	Price type	Version	Name	Configuration	Site	Price	Price quan...	Price charg...	Charges q...	Incl. in unit...	Unit	Activation date	B
<input type="radio"/> Planned cost	Cost	Sales_Supp	Sales Support	SS	Technica	5,209.00	1.00		1.00		ea	5/29/2023	✓
	Planned cost	Sales price	Sales_Supp	Sales Support	SS	6,341.50	1.00		1.00		ea	5/29/2023	✓
	Planned cost	Cost	Sales_Supp	Sales Support	SS	5,209.00	1.00		1.00		ea	5/29/2023	✓
	Planned cost	Sales price	Sales_Supp	Sales Support	SS	6,341.50	1.00		1.00		ea	5/29/2023	✓
	Planned cost	Sales price	Sales_Supp	Sales Support	PS	4,462.50	1.00		1.00		ea	5/29/2023	✓
	Planned cost	Sales price	Sales_Supp	Sales Support	SS	6,176.50	1.00		1.00		ea	5/29/2023	✓
	Planned cost	Cost	Sales_Supp	Sales Support	PS	3,330.00	1.00		1.00		ea	5/29/2023	✓
	Planned cost	Cost	Sales_Supp	Sales Support	SS	5,044.00	1.00		1.00		ea	5/29/2023	✓

Released product details									
Technica *									
Filter									
<input type="radio"/> Item number	Product name	Search name	Product type	Product subtype	Cost group	Item group	Item model group	Coverage group	
FABO.HH.106	Hexagonal Head M10x20	1.3	Item	Product	M3	Assembly	WAVG	Req	
FANUHK1	Hexagonal Nut M10x1.25	1.4	Item	Product	M3	Assembly	WAVG	Req	
PUC - R37DRN90L4BE2H	STEP AP214	1.6	Item	Product	M2	Assembly	WAVG	Req	
SAL1245-21CCR13-7	Conveyor	Conveyor	Item	Product master	M2	Assembly	WAVG	Req	
SAL1245-21CCRC00B	SAL1245-21CCRC00B	1.1	Item	Product	M2	Assembly	WAVG	Req	
SAL1245-21CCRC00C	Motor Leg with Motor	1.2	Item	Product	M2	Assembly	WAVG	Req	
SAL1245-21CCRC34	Plate	2	Item	Product	M2	Assembly	WAVG	Req	
SAL1245-21CCRC41		1.5	Item	Product	M1	Assembly	WAVG	Req	

And each item will be assigned to a cost group; the cost group is better defined in the setup section below (section 1.3.2.2)

Once all the above are in place, the sales support can run cost calculation routine in order to calculate the cost and selling price of the assembly for all the defined layers for a specific BOM which was integrated in section 1.3.4

Save Delete +New BOM version Bill of materials Options

Maintain BOM version

Approval
Deactivate
Calculation

SAL1245-21CCR13-7
Sales Support
SS01

SAL1245-21CCR13-7
Painted Steel
SS02

BOM versions | SAL1245-21CCR13-7 : CONVEYOR | Standard view

SAL1245-21CCR13-7 : Sales Support

BOM version

IDENTIFICATION
BOM
SS01

INVENTORY DIMENSIONS
Configuration
SS

PRODUCT REFERENCE
Item number
SAL1245-21CCR13-7

VALIDITY
From qty
1.00

To date

Engineering controlled
No

STATUS
Active
Yes
Approved
Yes
Approved by
000043

Bill of materials lines

Item number	Configuration	Size	Color	Style	Warehouse	Resource c...	Quantity	Per series	Unit	Configuration group	Item type	Product name
SAL1245-21CCRC00B							1.0000	1	ea			SAL1245-21CCRC00B
SAL1245-21CCRC00C							1.0000	1	ea			Motor Leg with Motor
FA.B0.HH.106					1000		1.0000	1	ea			Hexagonal Head M10x20
FA.NU.HX.1					1000		1.0000	1	ea			Hexagonal Nut M10x1.25
SAL1245-21CCRC41					1002		1.0000	1	ea			SAL1245-21CCRC41
PUC - R37DRN90L4BEZH							1.0000	1	ea			STEP AP214
SAL1245-21CCRC34							1.0000	1	ea			Plate

As a result the system will generate the cost and selling price based on the cost sheet, cost groups and BOM;

Edit +New Delete Calculate item cost View calculation details Report calculation details Cost rollup by cost group Activate pending prices Standard cost Log Dimensions display Options

SAL1245-21CCR13-7 : CONVEYOR | Standard view

Item price

Pending prices Active prices

Filter

Costing type	Price type	Version	Name	Configuration	Site	Price	Price quan...	Price chang...	Charges q...	Incl. in unit price	Unit	From date	Blocked	Calculated	Log
Planned cost	Sales price	Sales_Supp	Sales Support	Technica		6,231.00	1.00		1.00		ea	6/14/2023		✓	✓
Planned cost	Cost	Sales_Supp	Sales Support	Technica		5,546.00	1.00		1.00		ea	6/14/2023		✓	✓

once the sales support are satisfied with the figures they can activate the cost and selling price which will make the cost and selling price active as of a certain activation date.

Furthermore, the calculation group can notify the user of any missing component during selling and cost price calculation, for example: whether there is "No Bom", "No Route", No Resource, "No Consumption", or most importantly "No Cost price" on any of the BOM lines

← Edit +New Delete Options

Filter

STD
Standard

Standard view

Calculation groups

Calculation group Name

STD Standard

General

COST PRICE	SALES PRICE	WARNINGS
Cost price model	Sales price model	<input checked="" type="checkbox"/> No BOM
Item cost price	Cost group	<input checked="" type="checkbox"/> No route
Alternate cost price model	OTHER	<input checked="" type="checkbox"/> No resources
Item cost price	Stop explosion	<input checked="" type="checkbox"/> No consumption
	<input type="radio"/> No	<input checked="" type="checkbox"/> No cost price
		Max. age of cost price
		0
		Min. contribution margin
		0.00

And as a result, the user is notified of any of these missing components during price calculation which would allow the user to revisit and amend the missing area during price calculation,

for example if there is any cost price missing on any of the components the user would be notified on which specific item(s)

The screenshot displays the SAP Finance and Operations interface. The main window shows the 'Item price' calculation for item SAL1245-21CCR13-7. The table lists various cost types and their corresponding prices. On the right, a 'Message details' pane lists several error messages related to the calculation, such as 'No active route version exists' and 'Cost doesn't exist for Setup Cost'.

Costing type	Price type	Version	Name	Configuration	Site	Price	Price quan...	Price charge...	Charges q...	Incl. in unit price
Planned cost	Sales price	Sales_Supp	Sales Support		Technica	42.006.02...	1.00		1.00	
Planned cost	Cost	Sales_Supp	Sales Support		Technica	30.005.39...	1.00		1.00	
Planned cost	Sales price	Sales_Supp	Sales Support		Technica	6.231.00	1.00		1.00	
Planned cost	Cost	Sales_Supp	Sales Support		Technica	5.546.00	1.00		1.00	

In regards to the margin calculation, a topic was discussed during the analysis session that sometime after BOM cost and selling price calculation, the sales support used to change the margin at the top level of the BOM, in order to address this, the sales support can use the cost group profit-setting, where multiple different profit scenario's can be applied on all BOM layers from the bottom top instead of just at the top later, this will allow the sales support to try out different margin calculation while maintaining a full link from the lowest nested BOM to the top.

The screenshot shows the SAP Cost groups configuration interface. The 'Cost groups' section is active, showing the configuration for cost group M2. The 'General' tab is selected, displaying the 'Cost group type' as 'Direct materials' and the 'Behavior' as 'Standard'. The 'Profit' tab is also visible, showing a table of profit settings.

Profit-setting	Profit perc...
Standard	35.00
Profit 1	45.00
Profit 2	50.00
Profit 3	65.00

That Cost and Selling price that are generated here will affect the quotation, now even after the prices are confirmed, if any re-work need to be done, or if any reconsideration need to happen on the cost or selling price, we can allow special roles to re-visit this area and generate new figures in case this is required.

1.3.6 SS006 – Using Products from Library

Process Overview

In the case where Sales support want to use an existing item from the library, then it is no longer necessary to go through process SS005 where they calculate the BOM Selling and Cost price since it is already done, they can process to creating a quotation in process SS007 and adding the item that already exists.

1.3.7 SS007 – Quotation Preparation

Process Overview

- A.** Sales support meantime prepare a quotation and collaborate with engineers in parallel and drawings are being issued.
- B.** Meantime, communication with R&D are done as they need to check which technology to proceed with it or if its available.
- C.** At the end, quotation is issued to the customer from CRM as shown in the below steps:
 - From the related opportunity, create project quotation with the related references, currencies but without project ID as it will not be created in this stage since the quotation are not yet confirmed (Deal not signed yet since sales team are negotiating the offer with the customer so obviously the opportunity still not won).

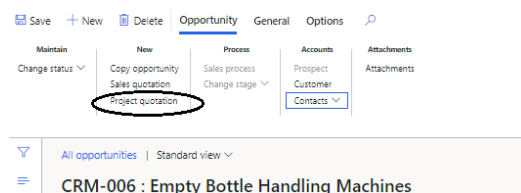


Figure 10 – All opportunities create quotation

- Quotation is created with a status “Created”.

General TECH-000021 | USD

SALES QUOTATION

Quotation:

Quotation type:

Source code:

Invoice account:

EXPIRATION DATE

Expiration date:

REFERENCES

Customer requisition:

Customer reference:

Opportunity ID:

Project ID:

CURRENCY

Currency:

Figure 11 – Create Quotation

- D.** Within the quotation screen, import WBS from a readymade template (WBS will be created automatically to register different Project Activities (with due dates to follow up later regarding Project Progress). Technica will have many templates that will be migrated later during migration phase:

Save + New Delete Project quotation Quote Follow up General Options

Maintain Copy View

Work breakdown structure From all Totals Estimates

Project quotation | CRM-006 : EMPTY BOTTLE HANDLING MACHINES | Standard view

TECH-000021 : 1000 - Master Chips

Project quotation header

DELIVERY ADDRESS ESTIMATED DATE DESCRIPTION

Name: Master Chips Calendar: Production Internal notes

Postal address Estimated project start date

Figure 12 – Project Quotation screen

- i. Click maintain WBS and import existing template.

Options

Work breakdown structure | TECH-00121 : TECH-000021

Standard view

TECH-000021 : Master Chips

+ New Delete Outdent Indent Move up Move down Expand to Details Import Export Attachments Auto scheduling

Filter: Scheduling

Auto scheduling Show schedule errors

WBS ID Scheduling error Note Task name

TECH-000021

Copy from WBS template

Parameters

Show only templates: Yes

Name Description

WBS_Tech

Figure 13 – WBS with scheduling view

- ii. Below is a sample of an existing imported template of Technica's.

Work breakdown structure | TECH-00121 : TECH-000021

Standard view

TECH-000021 : Master Chips

+ New Delete Outdent Indent Move up Move down Expand to Details Import Export Attachments Auto scheduling Resource Product dimension

Filter: Scheduling

Auto scheduling Show schedule errors

WBS ID	Scheduling error	Note	Task name	Predecessors	Category	Effort in hours	Task start date	Task end date	Duration
1			TECH-000021			1,399.00	19/06/2023	17/07/2023	21.
2			Initiation			56.00	19/06/2023	27/06/2023	7.
2.1			Execution	1		1,055.00	19/06/2023	17/07/2023	21.
2.2			Layout Engineering			104.00	28/06/2023	14/07/2023	13.
2.3			Design			304.00	19/06/2023	07/07/2023	15.
2.4			Manufacturing			96.00	30/06/2023	17/07/2023	12.
2.5			Material Delivery			64.00	19/06/2023	28/06/2023	8.
2.5.1			Assembly			128.00	19/06/2023	22/06/2023	4.
2.5.2			EPMIC			24.00	19/06/2023	21/06/2023	3.
2.5.3			EPMA			32.00	19/06/2023	22/06/2023	4.
2.5.3.1			EPMB			32.00	19/06/2023	22/06/2023	4.
2.5.3.2			Mechanical		Efforts	8.00	19/06/2023	19/06/2023	1.
2.5.3.3			Cable Wiring	2.5.3.1	Efforts	8.00	20/06/2023	20/06/2023	1.
			Electrical Panel	2.5.3.2	Efforts	8.00	21/06/2023	21/06/2023	1.

Figure 14 – WBS with scheduling view

- E. In every activity created, the team can assign items, expenses, hour.
- In WBS Scheduling view, select the activity/task line and click on **"Details"**.

Work breakdown structure | TECH-00121 : TECH-000021

Standard view

TECH-000021 : Master Chips

+ New + Delete + Outdent + Indent + Move up + Move down Expand to Details Import Export Attachments Auto scheduling Resource Product dimension

Filter View Scheduling Auto scheduling Show schedule errors

WBS ID	Scheduling error	Note	Task name	Predecessors	Category	Effort in hours	Task start date	Task end date	Duration	Number of res...	Role ID
2.5.2.3			Electrical Panel	2.5.2.2	Efforts	8.00	21/06/2023	21/06/2023	1.00	1.00	
2.5.2.4			Packing	2.5.2.3	Efforts	8.00	22/06/2023	22/06/2023	1.00	1.00	
2.5.3			EPMB			32.00	19/06/2023	22/06/2023	4.00	1.00	
2.5.3.1			Mechanical		Efforts	8.00	19/06/2023	19/06/2023	1.00	1.00	
2.5.3.2			Cable Wiring	2.5.3.1	Efforts	8.00	20/06/2023	20/06/2023	1.00	1.00	
2.5.3.3			Electrical Panel	2.5.3.2	Efforts	8.00	21/06/2023	21/06/2023	1.00	1.00	
2.5.3.4			Packing	2.5.3.3	Efforts	8.00	22/06/2023	22/06/2023	1.00	1.00	

Figure 15 – WBS Scheduling Views (Insert Cost Details)

- Technica team will add the below data (Via integration from CAD system → WBS will be sent to CAD with the related activity number then the CAD will fill the related item... and send it back to D365):
 - Transaction Type: Item, Hour, Expense.
 - Project category: Will show related category of item, hour or expenses depends on what you chose in the transaction type.
 - Every type created or category created will have a resource assigned to it, Role ID.
 - Same transaction type, same project category might be created twice (This is doable), but every line will have different resource assign to it with its unique prices (Price details by resource will be elaborated in detail in the Resource allocation section).
 - As for the item cost/price please refer to sales support FRD for price calculation (under section Assembly cost & selling price calculation):
 - Technica get the price of sales support based on a BOM that doesn't exist. They assume that it exists based on history and calculation of a study (best practice). Sales support do the configuration.

Line details for Electrical Panel

Activity number: TECH-000021

Notes:

Priority: Normal

Activity status: Not started

Duration: 1.00

Estimated costs and revenue

+ New + Save + Delete + Refresh Product dimensions

Transaction type	Description	Project category	Role ID	Quantity	Unit cost price	Unit sales price	Total cost price	Total sales price	Item number	Sales category	Line property
Hour	Efforts	Efforts		8.00	100.00	1,800.00	800.00	14,400.00			Billable
Expense	Fights	Fights		1.00	150.00	250.00	150.00	250.00			Billable
Item	Conveyor	Item		1.00	4,086.00	5,602.00	4,086.00	5,602.00	SAL1245...		Billable

Figure 16 – WBS Cost Details

- F. Once WBS is completed, go back to quotation page in the “Lines” section and click on generate “Create quotation lines from WBS”.

Project quotation | CRM-006 : EMPTY BOTTLE HANDLING MACHINES | Standard view

TECH-000021 : 1000 - Master Chips

Name: Master Chips
Calendar: Production
Estimated project start date: 19/06/2023
Estimated project end date: 17/07/2023
Project ID: [dropdown]
Transferred to forecast: No
Transferred to item requirement: No
Disregard the resources' calendar: No

Internal notes: [text area]
Notes: [text area]
Context menu: COPY, **Create quotation lines from WBS**, Copy from all, CALCULATE, ATTACHMENTS, DISPLAY

Lines: + Add line, Remove, Inventory, Product and supply, Update line, **Generate**

Figure 17 – Project quotation Line

- Lines will be updated by all the items coming from WBS then submit workflow for approval (**Workflow details will be sent by Technica during migration phase**)

Save + New Delete Workflow Project quotation Quote Follow up General Options

Workflow: Submit

Project quotation | CRM-006 : EMPTY BOTTLE HANDLING MACHINES | Standard view

TECH-000021 : 1000 - Master Chips

Lines:

Transaction type	Project category	Sales category	Item number	Resource	Quantity	Activity number	Task name	Unit price	Net amount	Project date
Hour	Efforts				8.00	TECH-003080	Mechanical	0.00	0.00	19/06/2023
Hour	Efforts				8.00	TECH-003081	Cable Wiring	0.00	0.00	20/06/2023
Hour	Efforts				8.00	TECH-003082	Electrical Panel	1,800.00	14,400.00	21/06/2023
Expense	Flight				1.00	TECH-003082	Electrical Panel	250.00	250.00	21/06/2023
Item	Item		SAL1245-21CCR13-1		1.00	TECH-003082	Electrical Panel	5,602.00	5,602.00	21/06/2023
Labour	Efforts				8.00	TECH-003082	Electrical Panel	0.00	0.00	22/06/2023

Figure 18 – Project Quotation lines (2)

- Workflow is for internal approval before sending the quotation to the customer. Once approved, the status will be changed to Approved → Then sent the quotation to customer.

Save + New Delete Workflow Project quotation Quote Follow up General Options

Process: Send quotation

Figure 19 – Send quotation path.

- Once the quotation is status “Sent”, the sales support have the ability to printout the actual quotation.
 - In regards to the Printout, the Sales support need to rearrange the cost groups to be visible in separate items
 - i.e.: installation labor costs is a cost group for each assembly.

- In the final print out the sales support need to show the labor cost as a separate item which needs to be done by customizing the final printout report
- ii. The Sales Support need to be able to include/exclude all the installation in simple check box, which also requires customization.
- Once Rejected/Approved by the customer. The sales team will need to update the opportunity status. Or if it was rejected for the purpose of updating the quotation, then the sales team will have access also to update the quotation and send it back.

G. Opportunity Loss/Won

- If an opportunity is lost, the project quotation will be cancelled.
- If the opportunity is won, the project quotation will be confirmed and will be ready to create the related project. See below steps that was adopted by Technica:
 - i. Go to opportunity created and update status to "Win".
 - ii. Once updated to "Win", Project quotation will be automatically updated to status "Confirmed".

Requirements

ID	Description	Fit/Gap
SS005-01	Ability to create a costing version for Sales Support	FIT
SS005-02	Ability to assign a cost for each item	FIT
SS005-03	Ability to assign a Cost Group for each item	FIT
SS005-04	Ability to calculate item cost and selling price	FIT
SS005-05	Ability to add margin on each cost group	FIT
SS005-06	Ability to add justification on Quotation Item Line	GAP
SS005-07	Re-arrange Labor cost to show as separate items	GAP
SS005-08	Ability to Show/Hide Installation on Printout	GAP

1.3.1 SS008 – Resource Time & Efforts

Process Overview

All efforts incurred by the sales support department needs to be recorded, whether it is during the sales process, or after the project was won;

To do that the Sales support will need to record efforts on timesheets that are linked to Projects and activities within the WBS; so the Sales support activities needs to be included in the WBS even before winning the project

The screenshot displays the 'Timesheet' application interface. At the top, there is a navigation bar with options like 'Save', 'New', 'Delete', 'Workflow', 'Timesheet', and 'Options'. Below this, a sidebar contains 'Maintain' (My delegates), 'Related information' (Hour transactions), and 'Print' (Print timesheet). The main header area shows 'All timesheets | Standard view' and 'TECH-00001 : Assembly Worker'. Below the header, there are tabs for 'Lines' and 'Header'. The 'Timesheet' section shows a 'Draft' status and a 'Timesheet total' of 13.00. The 'Timesheet lines' section contains a table with columns for 'Legal entity', 'Customer', 'Name', 'Project ID', 'Project name', 'Activity number', 'Activity', 'Category', and a grid of dates from Mon 07/24 to Sun 07/30. The table has two rows: one for 'TECH' with '1000' and 'Master Chips' (Project ID: TECH-000110, Project name: Technica New Pro..., Activity number: TECH-003141, Activity: Execution, Category: Efforts, Total: 8.00, Billable) and another for 'TECH' with '1000' and 'Master Chips' (Project ID: TECH-000110, Project name: Technica New Pro..., Activity number: TECH-003140, Activity: Initiation, Category: Efforts, Total: 5.00, Billable).

Legal entity	Customer	Name	Project ID	Project name	Activity number	Activity	Category	Mon 07/24	Tue 07/25	Wed 07/26	Thu 07/27	Fri 07/28	Sat 07/29	Sun 07/30	Total	Line property
TECH	1000	Master Chips	TECH-000110	Technica New Pro...	TECH-003141	Execution	Efforts			8.00					8.00	Billable
TECH	1000	Master Chips	TECH-000110	Technica New Pro...	TECH-003140	Initiation	Efforts	5.00							5.00	Billable

1.3.2 SS000 – Setup

1.3.2.1 Costing Sheet

The costing sheet will define how Technica perceives their cost and selling price structure; the costing sheet will allow Technica to add the Cost groups (that are linked to items) in the structure which most suits Technica.

▲	Root
▲	Costs of purchase
▲	COP-Material
	COP - M1 - Electronic comp.
	COP - M2 - Cabinets comp.
	COP - M3 - Misc comp.
	COP - M4 - Chemicals
▲	Overhead on Purchase
▲	COP - OVH1 - Transport overhead
	% of purchase price
▲	Cost of Conversion
▲	COC-Material
	COC - M1 - Electronic comp.
	COC - M2 - Cabinets comp.
	COC - M3 - Misc comp.
	COC - M4 - Chemicals
▲	COC-Labor
	COC - L1 - Packaging
	COC - L2 - Roasting
	COC - L3 - Polishing
	COC - L4 - Q&A
	COC - L5 - Cutting
	COC - Bromine - COC - Bromine
▲	Overhead on Conversion
▲	COC - OVH2 - Plant overhead
	Machine depreciation - Output unit based
▲	COC - OVH3 - Material overhead
	Internal logistics - % of cost
▲	COC - OVH4 - Labor overhead
	Indirect labor cost - Rate per process time

The costing sheet will be collected from Technica during the migration phase

1.3.2.2 Cost Groups

Each item can be linked to one cost group, the cost group can be "Direct Materials", "Direct Manufacturing", "Indirect", "Direct Outsourcing"; the cost group will define what is the cost group type as well as what margin that will be calculated on top of the item cost

Cost group	Name
M1	Electronic comp.

General		
Cost group type	Behavior	Default
Direct materials		<input checked="" type="radio"/> No

Profit		
+ Add - Remove		
	Profit-setting	Profit perc...
<input checked="" type="radio"/>	Standard	20.00

Technica will provide all cost groups during the migration phase

1.3.2.3 Product Category

An engineering product category serves as the foundation for creating a specific engineering product. Each category defines a set of default values and policies. Consequently, when you initiate the creation of an engineering product, your first step is to choose the relevant category.

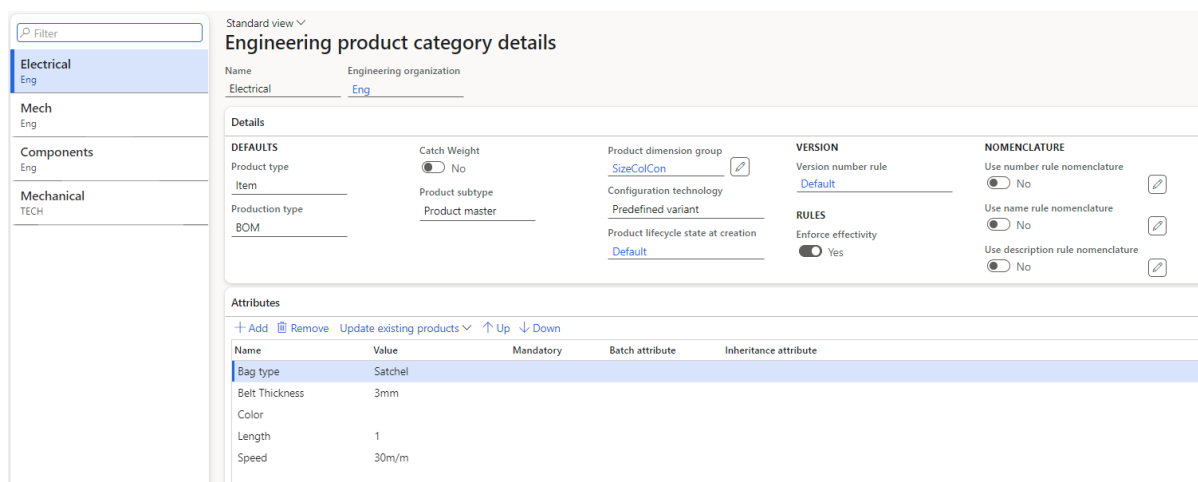
Please note that a new type of category hierarchy, known as the engineering product hierarchy, is automatically established for your convenience. You also have the option to manually create categories by navigating to Engineering change management > Setup > Engineering product category details.

Every engineering product category sets the default behavior for the engineering products that fall under that category.

When a specific engineering product category is created, certain settings are restricted from being altered. These settings include:

1. Engineering company
2. Product type

3. Product subtype
4. Product dimension group
5. Configuration technology
6. Version number rule



Standard view

Engineering product category details

Name: Electrical Engineering organization: Eng

Details

DEFAULTS

Product type: BOM

Item:

Production type:

Product subtype: Product master

Product dimension group: [SizeColCon](#)

Configuration technology: [Predefined variant](#)

Product lifecycle state at creation: [Default](#)

VERSION

Version number rule: [Default](#)

RULES

Enforce effectivity: ☒ Yes

NOMENCLATURE

Use number rule nomenclature: ☐ No

Use name rule nomenclature: ☐ No

Use description rule nomenclature: ☐ No

Attributes

+ Add - Remove Update existing products ↑ Up ↓ Down

Name	Value	Mandatory	Batch attribute	Inheritance attribute
Bag type	Satchel			
Belt Thickness	3mm			
Color				
Length	1			
Speed	30m/m			

However, other settings may inherit default values from the engineering product category, and these can be modified as per the system rules.

To manage engineering product categories, you can access the Engineering change management > Setup > Engineering product category details section. Once there, follow one of these procedures:

1. To create a new category, click on "New" in the Action Pane, and then proceed to fill in the required fields as explained in the subsequent subsections.
2. To edit an existing category, select it from the list pane, click on "Edit" in the Action Pane, and update the fields as per your requirements, following the instructions in the subsections.
3. To delete an existing category, choose it from the list pane, and then click on "Delete" in the Action Pane.

1.3.2.4 Product Owner

The product owner comprises a set of users accountable for particular products. Upon assigning a product owner group to a specific product, only the members within that group hold the authority to release the said product. Additionally, the product owner can be involved in the approval process within engineering change management workflows.

1.3.2.5 Requirements

ID	Description	Fit/Gap
SS000-01	Ability to create a cost group for each item	FIT

DOCUMENT APPROVALS

I have reviewed the information contained in this document and approved it through by sign off below:

Name	Department	Date	Signature

Comments:

The specifications and conditions are hereby accepted. Info-Sys is authorized to execute the project as outlined in this document. This document is not valid until signed by the customer representative and returned to Info-Sys.

Signature: _____ Date: _____

