
FUNCTIONAL SPECIFICATION DOCUMENT FOR SUPPLIER RECOVERY

***TAVANT WARRANTY MANAGEMENT SYSTEM FOR HVAC SBUS (CS,
RS, PARTS)***

VER 1.0
MAR 18, 2016



**Tavant Technologies India Pvt. Ltd.
#12, CSRIE-II, Guava Garden,
5th Block, Koramangala,
Bangalore 560 095
India**

Revision History			
Name	Date	Reason for Changes	Version
Saya Sudha	NOV 26, 2015	Initial Draft version	0.1
Saya Sudha	Mar 09, 2016	Incorporated FS review comments	0.2
Saya Sudha	Mar 15, 2016	Incorporated RS review comments provided by Scott	0.3
Abhijit Hebsur	Mar 18, 2016	Incorporated review comments provided by Ryan, Tim, Scott and John	0.4
Kirk Spencer	Mar 18, 2016	Approved Document	1.0

Approvals: This document requires the following signed Approvals

Name	Title	SBU	Approved On	Signature
Jean Skemp (Tim Welker)	Global Warranty Process Leader	Commercial	3/18/16	See Sharepoint for email approval
Robyn Ward (Scott Riegel)	Warranty Director, Finance	Residential	3/18/16	See Sharepoint for email approval
Holly Blanchard (Ryan Goodwin)		Global Parts	3/18/16	See Sharepoint for email approval
Kirk Spencer	Project Manager	PMO	3/18/16	

For more information

Contact Name	Contact Details	
Devarapalli Moshe	devarapalli.moshe@tavant.com	Tavant
Abhijit Hebsur	abhijit.hebsur@tavant.com	Tavant
Kirk Spencer	kirk.spencer@irco.com	Ingersoll Rand

TABLE OF CONTENTS

1	INTRODUCTION.....	5
1.1	PURPOSE	5
1.2	SCOPE	5
1.3	DEFINITIONS, ACRONYMS AND ABBREVIATIONS.....	5
1.4	REFERENCES.....	6
2	SYSTEM FEATURES	7
2.1	GENERATE RECOVERY CLAIM FOR BATCH OF WARRANTY CLAIMS	7
2.1.1	Requirements.....	7
2.1.2	Facility to generate recovery claim for batch of warranty claims	7
2.2	AUTO INITIATION PROCESS	13
2.2.1	Requirements.....	13
2.2.2	Auto Initiation process improvement by using 'Supplier Score' value	13
2.2.3	Auto Initiation process improvement by using 'Precedence' value	15
2.2.4	Auto Initiation process through 'Recovery Claim Supplier Processing Rules'.....	16
2.3	ITEM SYNC AND SUPPLIER CONTRACT CHANGES	19
2.3.1	Requirements.....	19
2.3.2	Assign Part to Supplier Contract based on new Flag	19
2.4	IDENTITY THE SUPPLIER FAILURE CODE AND POPULATE IT ON RECOVERY CLAIM FOR THE SUPPLIERS.....	20
2.4.1	Requirements.....	20
2.4.2	Identify Supplier Failure Code	21
3	EXISTING REQUIREMENTS	22

1 INTRODUCTION

Tavant is working with HVAC to customize Tavant Warranty Management Solution as per Trane's requirements. This document provides business requirements for managing Supplier Recovery in new Trane Warranty System.

This document describes the Supplier Recovery workflow.

1.1 PURPOSE

The purpose of this functional specification document is to clearly list down the scope for each change, the behavior of the system before and after implementing the change and any perceived effects/ risks involved on other functionalities due to the change. Specifications and functionalities of the change are captured through Use cases. This document will act as a guide for technical design, development and quality testing to ensure that the changes are implemented and integrated into the current TWMS Single Corporate Instance successfully.

1.2 SCOPE

This document covers following information for each business requirement related to Supplier Recovery:

- AS-IS Functionality – Current process explanation.
- To-Be Process for Trane.
- Requirements – Itemized and Verifiable High Level Business Requirements.

1.3 DEFINITIONS, ACRONYMS AND ABBREVIATIONS

Abbreviation	Description
TWMS	Tavant Warranty Management System
Warranty Administrator	Tavant term for person who can do the system configuration or set up
DISTRIBUTOR	Who files Claim, Trane Parts Store, IWD, American Standard Dist.
Processor	Tavant term for the employee with an LOA to pay claims (Trane calls these Claim Administrators)
SRA	Supplier Recovery Administrator
SRP	HVAC Supplier Recovery processor (Internal user who handles Supplier Claims)
SRI	Supplier Recovery Initiator
BU	Business Unit (SBUs) "Residential HVAC", "HVAC TCP"
HVAC	Heating Ventilation and Air Conditioning of IR. Commercial, Residential and Global Parts are SBU s of IR HVAC
BU Configuration	Frame work in Tavant System for configuring required parameters for certain functionality

1.4 REFERENCES

Business Requirement Document:

<http://svn.corp.tavant.com/svnproj/IR-Program/TWMS HVAC/2.Working/Development/Functional Design>

2 SYSTEM FEATURES

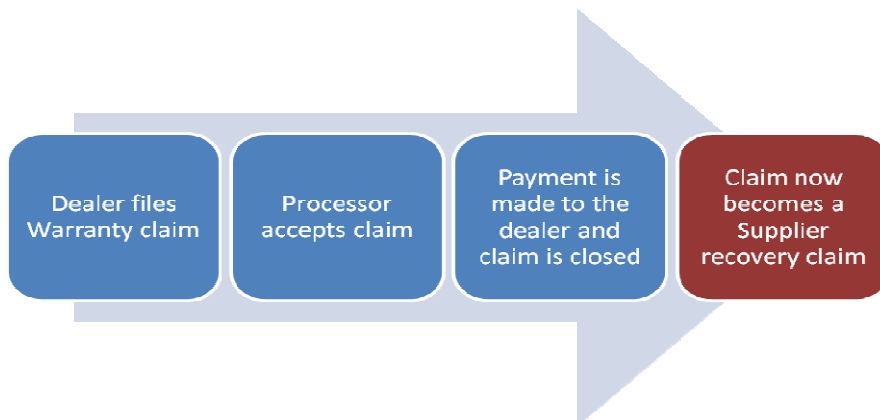
Functional Requirements for the following system features are described in detail

2.1 GENERATE RECOVERY CLAIM FOR BATCH OF WARRANTY CLAIMS

2.1.1 Requirements

RTM No	Use Cases	Summary
SRM-SRC-10	1	The system should provide a facility to generate a batch claim for any given Supplier Contract(s) for a period
SRM-SRC-11	1	The system should provide a claim number for the selected batch of supplier claim(s)

Functional Design – Use Cases

Use Case # 1	2.1.2 Facility to generate recovery claim for batch of warranty claims
Description	Batch Process to group all Warranty Claims based on Supplier for generating recovery claim
Business Values	This will enable business to batch all Warranty Claims based on the same Supplier for generating one recovery claim
Actors	Warranty Administrator, Supplier Recovery Administrator and Supplier Recovery Processor
Current Process/ Functionality in TWMS	<p>Not Applicable. Currently Once the warranty claim is closed (paid), then TWM system is creating recovery claim if it is eligible for recovery.</p> <p>When a distributor submits a warranty claim, one or more parts could have been sourced from suppliers. Based on the terms of the contract with the supplier, these parts may have to be sent to the supplier for recovering the amount on the concerned parts.</p> <p>The entire business process of supplier recovery involves negotiating the amount to be recovered back for these parts from the supplier.</p>  <pre> graph LR A[Dealer files Warranty claim] --> B[Processor accepts claim] B --> C[Payment is made to the dealer and claim is closed] C --> D[Claim now becomes a Supplier recovery claim] </pre>

Proposed Flow

1. New System BU Configuration
 - a. Name: **Initiate Recovery Claim for Batch of Warranty Claims**
 - b. Type: Boolean (Yes/No)
 - c. Description: YES – Allowing to Initiate Recovery Claim for Batch of Warranty Claims
 - d. Section: Supplier Recovery
 - e. Setup: 'Yes' for HVAC TCP & Residential HVAC
'No' for the rest of the business units who do not want to use this feature
2. New System BU Configuration
 - a. Name: **Frequency to Generate Recovery Claim for Batch of Warranty Claims**
 - b. Type: Select
 - c. Values:
 - WEEKLY
 - FORTNIGHTLY (bi weekly)
 - MONTHLY
 - NEVER
 - d. Description: Based on the selected frequency system will group all the Warranty Claims with the same Supplier and it will generate recovery claims from inbox 'Recovery Claim Pending Initiation'
 - e. Section: Supplier Recovery
 - f. Setup: Business has to confirm the frequency for HVAC TCP & Residential HVAC.
'NEVER' for the rest of the business units (Batching will happen manually)

Allowing to Initiate Recovery Claim when Warranty claim state in Pending Payment Response state	<input type="radio"/> Yes <input checked="" type="radio"/> No
Initiate Recovery Claim for Batch of Warranty Claims	<input checked="" type="radio"/> Yes <input type="radio"/> No
Frequency to Batch Warranty Claims	<div> <div>FORTNIGHTLY</div> <div> <div>WEEKLY</div> <div>FORTNIGHTLY</div> <div>MONTHLY</div> <div>NEVER</div> </div> </div>

3. When the BU configuration 'Initiate Recovery Claim for Batch of Warranty Claims' is set to Yes, Once the warranty claims are closed, if they are eligible for recovery TWM system will fetch corresponding Supplier Contract and all the Warranty claims and those will be moved into new inbox 'Recovery Claim Pending Initiation' inbox.
4. This new inbox will be under the Claims tab on the left navigation menu same inbox will be displayed in the Action Folders in the home page. This inbox will be displayed to SRP.
5. If there are multiple Supplier contracts applicable on the part, based on the Precedence value provided on the contract set up, TWM system will set minimum Precedence Value Supplier Contract on the warranty claim. For complete details refer use case 2.2.3.
6. TWM system will group Warranty claims with same Supplier. For example, if the scheduler job will be set to run monthly twice, then TWM system will generate recovery claims like below mentioned in the table.

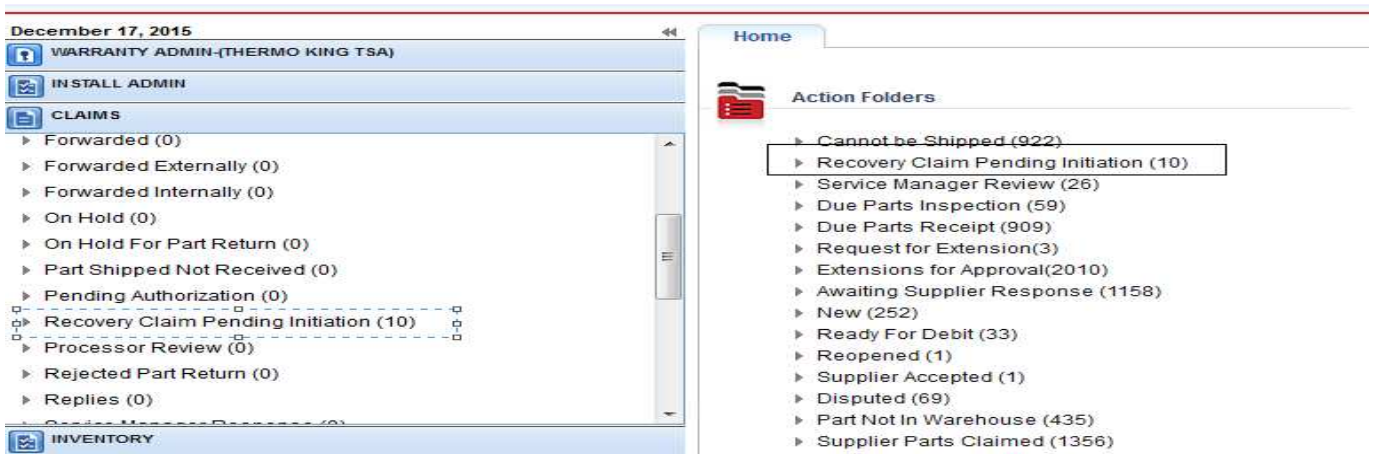
Warranty Claim	Supplier Contract	Causal Part	Filed On Date	Paid on Date		Recovery Claim Number
					When job runs on Nov 15th 2015	
W1	S1	P1	Nov 1st 2015	Nov 6th 2015		W1_1
W2	S1	P1	Nov 6th 2015	Nov 9th 2015		
W3	S1	P2	Nov 8th 2015	Nov 11th 2015		
W4	S1	P3	Nov 8th 2015	Nov 11th 2015		
W5	S2	P3	Nov 8th 2015	Nov 13th 2015		W5_1
W6	S2	P2	Nov 10th 2015	Nov 14th 2015		
					Next job will run on Nov 30th 2015	
W7	S1	P1	Nov 13th 2015	Nov 17th 2015		W7_1
W8	S2	P2	Nov 20th 2015	Nov 25th 2015		W8_1

Refer below spread sheet with the example data



W-R IFC Claims 4
Qtr 2015.xlsx

7. System will allow to generate Recovery claim for the batch of warranty claims with the same Supplier Contract from 'Recovery Claim Pending Initiation' inbox in two ways
 - i. Auto Initiation Process
 - ii. Manually Initiation Process



Option 1: Auto Initiation Process :

- i. Based on the BU configuration 'Frequency to Generate Recovery Claim for Batch of Warranty Claims' value TWM system will run scheduler job on regular period, which will pick all the warranty claims with the same Supplier and it will generate Recovery Claims automatically.

- ii. Based on the Supplier Contract set up, if 'Is Processor Review Needed?' checked then Recovery claim will be moved into Supplier Recovery Processor 'New' inbox, else it will be routed directly to Supplier.

Option 2: Manually Initiation Process:

- i. For example, if the BU configuration 'Frequency to Generate Recovery Claim for Batch of Warranty Claims' value set as MONTHLY basis, but Supplier Recovery processor wants to generate recovery claim for any Supplier Contract instead of waiting for the next frequency to run, she/he can initiate recovery manually from the Recovery Claim Pending Initiation inbox
- ii. When Supplier Recovery Processor open any warranty claim from Recovery Claim Pending Initiation inbox, System will display all the remaining warranty claims in the detail page which contains same Supplier Contract
- iii. Supplier Recovery Processor can select/unselected the warranty claims which needs to be associated with the recovery claim.

<input checked="" type="checkbox"/>	Claim Number: C-1405848	Fault Location: OO
<input checked="" type="checkbox"/>	Claim Number: C-1406056	Fault Location: OO
<input checked="" type="checkbox"/>	Claim Number: C-1406595	Fault Location: OO

CAUSAL PART

Part Number	Description	Supplier Contract
672752	COIL COND CS	--Select--

[Update Contract At Quantity Level](#)

REMOVED PARTS

Serial Number:	Part Number	Quantity	Description	Return Part Status	Return Location	Supplier Contract
	610600TKA	1	FILTER-DRIER	Part Not Requested		--Select--
	672752	1	COIL COND CS	Part Accepted	MINNEAPOLIS (DANFOSS:1)	--Select--

COMMENTS HISTORY

Date	User	Comments
------	------	----------

COMMENTS

Comments :

(4000 characters left)

- iv. After selecting Supplier contract, when click on 'Adjust Recovery Claims' button TWM system will display Cost details (This will be total cost details for all the selected warranty claims). In this page SRP can modify amount and she/he can initiate recovery claim by clicking on the 'Initiate Supplier Recovery' button. System will generate Recovery claim number by considering first warranty claim number. For example, WC_1

CLAIM DETAILS

Claim Number	Fault Location	Claim Status
CC-1405848	FF-032-0170	Accepted and Closed
CC-1406056	FF-032-0058	Accepted and Closed
CC-1406595	FF-032-0291	Accepted and Closed

RECOVERY CLAIMS

CC-1405848_1

Parts

Part Number	Description	Unit Cost Price	Currency	UOM	Quantity
105017201	ASM, THROTTLE BODY/ECU EX40	461.25	USD	EA	23

Details

Individual

Cost Element	Warranty Claim Value	Contract Value	Actual Value
Club Car Parts	USD 16396.92	USD 10608.75	USD 10608.75
Non Club Car Parts	USD 0.00	USD 0.00	USD 0.00
Labor	USD 1122.00	USD 93.50	USD 93.50
Travel By Distance	USD 0.00	USD 0.00	USD 0.00
Item Freight And Duty	USD 0.00	USD 0.00	USD 0.00
Meals	USD 0.00	USD 0.00	USD 0.00
Parking	USD 0.00	USD 0.00	USD 0.00
Travel By Trip	USD 696.00	USD 58.00	USD 58.00
Travel by Hours	USD 0.00	USD 0.00	USD 0.00
Per Diem	USD 0.00	USD 0.00	USD 0.00
Total	USD 18214.92	USD 10760.25	USD 10760.25

Supplier

ROBIN SUBARU

Contract

[Robin America](#)

Ship

☐

Cancel

Initiate Supplier Recovery

In both the Options (1 and 2) logic will be same to generate recovery claim for the batch of warranty claims based on the same Supplier .

Important Points:

1. Batching of Warranty claims should be based on Supplier Level.
2. Should not be based on Causal Parts Level.
3. Irrespective of Causal Part, claims should get batched based on Supplier.
4. Once Batching is done and recovery claim is generated, Supplier should have an option to reject unwanted Warranty Claim within the batch. (Ex: Yellow Colour)
5. Amount/Cost related to that claim should be made 0 (zero) to reject.
6. Also there should be an option to accept individual warranty claim within the batch Partially (Ex: Brown Colour)

Warranty Claim	Supplier	Causal Part	Recovery Claim	Amount
W1	S1	P1	W1_1	10
W2	S1	P2		5
W3	S1	P3		10
W4	S1	P4		10
W5	S1	P5		0
W6	S1	P6		10
W7	S1	P1		10
W8	S1	P1		0
W9	S1	P1		10
W10	S1	P1		10
Total				75

1. Grouping at Supplier level.
2. No grouping based on Causal Part.
3. Cost should be editable at claim level for Supplier.
4. If Supplier does not want to pay any Warranty Claim within the batch, cost associated with that claim will can be made 0(zero).
5. There can be Partially Acceptance for the individual warranty claim within batch. Supplier should be able to edit the Cost at individual claim level.
6. There will be only one status for the Recovery Claim (batched claim).

RECOVERY COST DETAILS			
Recovery Claim Number: C-10738725_1			
Detail	Individual		
	Contract Value	Asked Value	Actual Value
Warranty Claim Number: C-10738725	\$ 336.24	\$ 312.06	USD 312.06
Warranty Claim Number: C-10749233	\$ 336.24	\$ 312.06	USD 50.00
Warranty Claim Number: C-10743415	\$ 336.24	\$ 312.06	USD 0.00
Warranty Claim Number: C-10746600	\$ 336.24	\$ 312.06	USD 312.06
Warranty Claim Number: C-10749233	\$ 336.24	\$ 312.06	USD 312.06
Total:	\$ 336.24	\$ 312.06	\$ 986.18

Here Claim Number 10749233 has been partially Accepted by Supplier by making amount 50.

Claim Number 10743415 has been rejected by Supplier by making amount 0.

Impact on existing BUs	As this feature is configured at Business configuration, So no impact for other BU.
Assumptions and Dependencies	Note: Business has to confirm Job Timer frequency and the same is configured in BU configuration .
Business Priority	High
References/Expectations	None.
Notes	None.

2.2 AUTO INITIATION PROCESS

2.2.1 Requirements

RTM No	Use Cases	Summary
SRM-SC-09	1	Provision to associate one or more supplier warranty performance scores to the supplier (Supplier master) (This can be either through an interface from BI/manual maintenance)
SRM-SC-10	2,3	Provision to build rules for supplier warranty claims based on the supplier warranty performance score associated with the supplier

Functional Design – Use Cases

Use Case # 1	2.2.2 Auto Initiation process improvement by using 'Supplier Score' value
Description	Supplier Recovery Admin has to provide Supplier Scores for all the suppliers.
Business Values	Supplier Recovery administrator can set up Recovery Business Conditions and build Business rules for recovery claims routing purpose and for Auto Processing/Acceptance
Actors	Supplier Recovery administrator
Current Process/ Functionality in TWMS	<p>At present, Once the warranty claim is closed (paid), then Tavant system is creating recovery claim if it is eligible for recovery.</p> <p><u>Manual Initiation:</u> Warranty Claim will be moved into Pending Recovery Initiation inbox if there are multiple contracts are applicable on the same part, where Supplier recovery initiator has to choose proper contract and initiate recovery.</p> <p><u>Auto Initiation:</u> If there is only one contract then Recovery claim will be moved into Recovery Processor or Supplier 'New' inbox as per the contract 'Is Processor Review Needed' set up. Suppliers have access to TWMS. They can login. They can see inboxes like NEW, DISPUTED, READY FOR DEBIT etc.</p> <p>Please find below Manual and Auto Initiation present recovery scenarios.</p>

Contract On Causal Part	Contract On Removed Part	System Behaviour
Not Available	Not Available	No Recovery
	Single	Auto Initiation
	Multiple	Manual Initiation
Single With Collateral	Not Available	Auto Initiation
	Single	Auto Initiation
	Multiple	Auto Initiation
Multiple With Collateral	Not Available	Manual Initiation
	Single	Manual Initiation
	Multiple	Manual Initiation
Single Without Collateral	Not Available	Auto Initiation
	Single	Manual Initiation
	Multiple	Manual Initiation
Multiple Without Collateral	Not Available	Manual Initiation
	Single	Manual Initiation
	Multiple	Manual Initiation

Proposed Flow

1. New System BU Configuration
 - i. Name: **Display Supplier Score**
 - ii. Type: Boolean (Yes/No)
 - iii. Description: YES – Supplier score will be captured in the Create/Update Supplier page by Admin
 - iv. Section: None (not available on UI for warranty admin)
 - v. Setup: Yes for HVAC TCP & Residential HVAC, No for the rest of the business units
2. New parameter Supplier Score will be added in the Create/Update Supplier page based on the above BU set up.
3. Supplier Recovery administrator can provide Scores for all the Suppliers. This is mandatory if 'Display Supplier Score' set as Yes. And it should be unique number.
4. New parameter 'Supplier Score' and 'Total Recovery Amount' will be added in the 'Recovery Business Conditions'. Recovery administrator can set up Recovery Business Conditions and build Business rules for recovery claims routing purpose and for Auto processing/Acceptance.

December 4, 2015

Home Manage Suppl... Create Suppl...

SUPPLIER DETAILS

Supplier Number: Supplier Name:

Preferred Location Type: Address: [Enter Address](#)

Preferred Currency:

A Fixed Frequency For Email Notification: ☐ WEEKLY ☐ FORTNIGHTLY ☐ MONTHLY ☐ NEVER

Quantity Of Claims:

Claims Total Amount:

Supplier Score:

SUPPLIER ITEMS

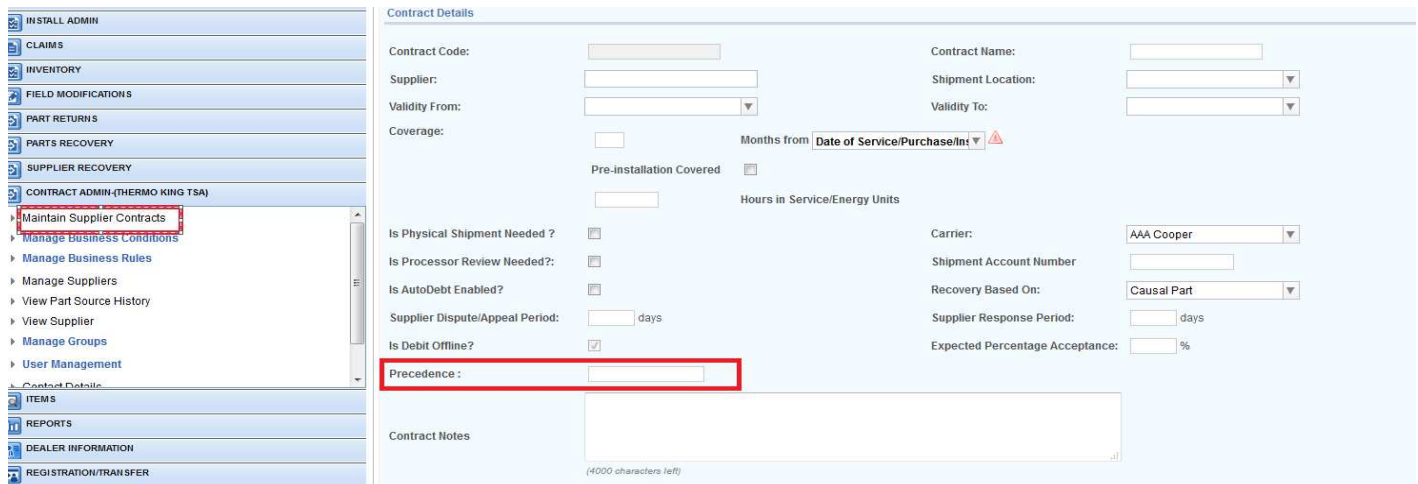
Part Number	Description	Supplier Part Number	Supplier Part Description	From Date	To Date	Add Row
<div>Cancel Add Supplier</div>						

Impact on existing BUs	As this feature is configured at Business configuration, So no impact for other BU.
Assumptions and Dependencies	None
Business Priority	Normal
References/Expectations	None
Notes	None
Use Case # 2	2.2.3 Auto Initiation process improvement by using 'Precedence' value
Description	Supplier Recovery Admin has to provide Precedence (Priority) value on the Contracts to select one contract in case of multiples.
Business Values	This feature will improve Auto initiation recovery process
Actors	Supplier Recovery Administrator
Current Process/ Functionality in TWMS	Not Applicable. Does not exist in TWMS.

Proposed Flow

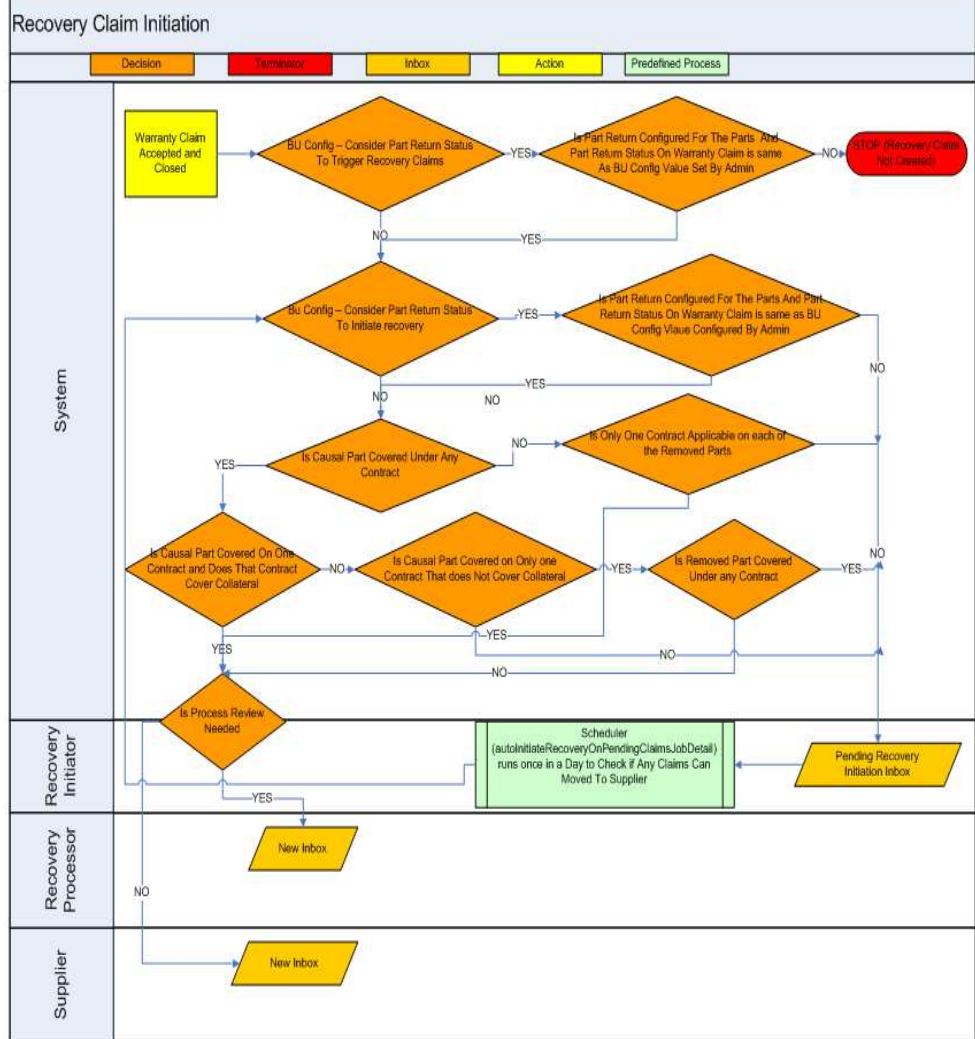
1. New parameter Precedence (Priority) will be added in the 'Create Supplier Contract' page in Maintain Supplier Contracts under the Contract Admin tab on the left navigation menu.
2. Supplier Recovery Admin has to provide Precedence for all the Supplier Contracts.
3. In case of multiple Supplier Contracts are applicable on the part, based on the Precedence value provided on the contract set up, Tavant system will pick with the **minimum** Precedence value and recovery claim will be generated for that Supplier Contract.

This feature will improve Auto initiation process for the recovery.



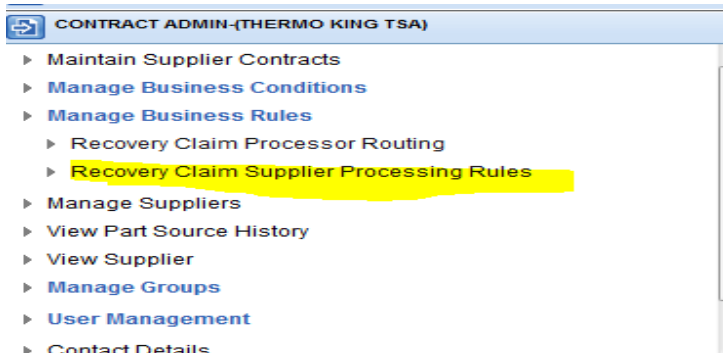
The screenshot displays the 'Contract Details' form in the Supplier Recovery Admin interface. The left navigation menu includes options like 'INSTALL ADMIN', 'CLAIMS', 'INVENTORY', 'FIELD MODIFICATIONS', 'PART RETURNS', 'PARTS RECOVERY', 'SUPPLIER RECOVERY', and 'CONTRACT ADMIN (THERMO KING TSA)'. Under 'CONTRACT ADMIN', 'Maintain Supplier Contracts' is selected. The main form contains fields for 'Contract Code', 'Supplier', 'Validity From', 'Coverage', 'Contract Name', 'Shipment Location', 'Validity To', 'Months from Date of Service/Purchase In', 'Pre-Installation Covered', 'Hours in Service/Energy Units', 'Carrier', 'Shipment Account Number', 'Recovery Based On', 'Supplier Response Period', 'Expected Percentage Acceptance', 'Is Physical Shipment Needed?', 'Is Processor Review Needed?', 'Is AutoDebt Enabled?', 'Supplier Dispute/Appeal Period', 'Is Debit Offline?', and 'Precedence'. The 'Precedence' field is highlighted with a red box.

Impact on existing BUs	This feature will be value added for all Business units. Precedence (Priority) will be displayed for all BU's. If value is not provided, then system will work as present system. As this value set up by SRA no impact on other BU's.
Assumptions and Dependencies	None
Business Priority	Normal
References/Expectations	None
Notes	None
Use Case # 3	2.2.4 Auto Initiation process through 'Recovery Claim Supplier Processing Rules'
Description	New 'Recovery Claim Supplier Processing Rules' will be added.
Business Values	This feature will improve Auto initiation process for the recovery claims.
Actors	Supplier Recovery Administrator, Supplier Recovery processor and Supplier
Current Process/ Functionality in TWMS	At present system runs only 'Recovery Claim Processor Routing' rules based on this claims will be sent for manual adjudication to various recovery claim processors.

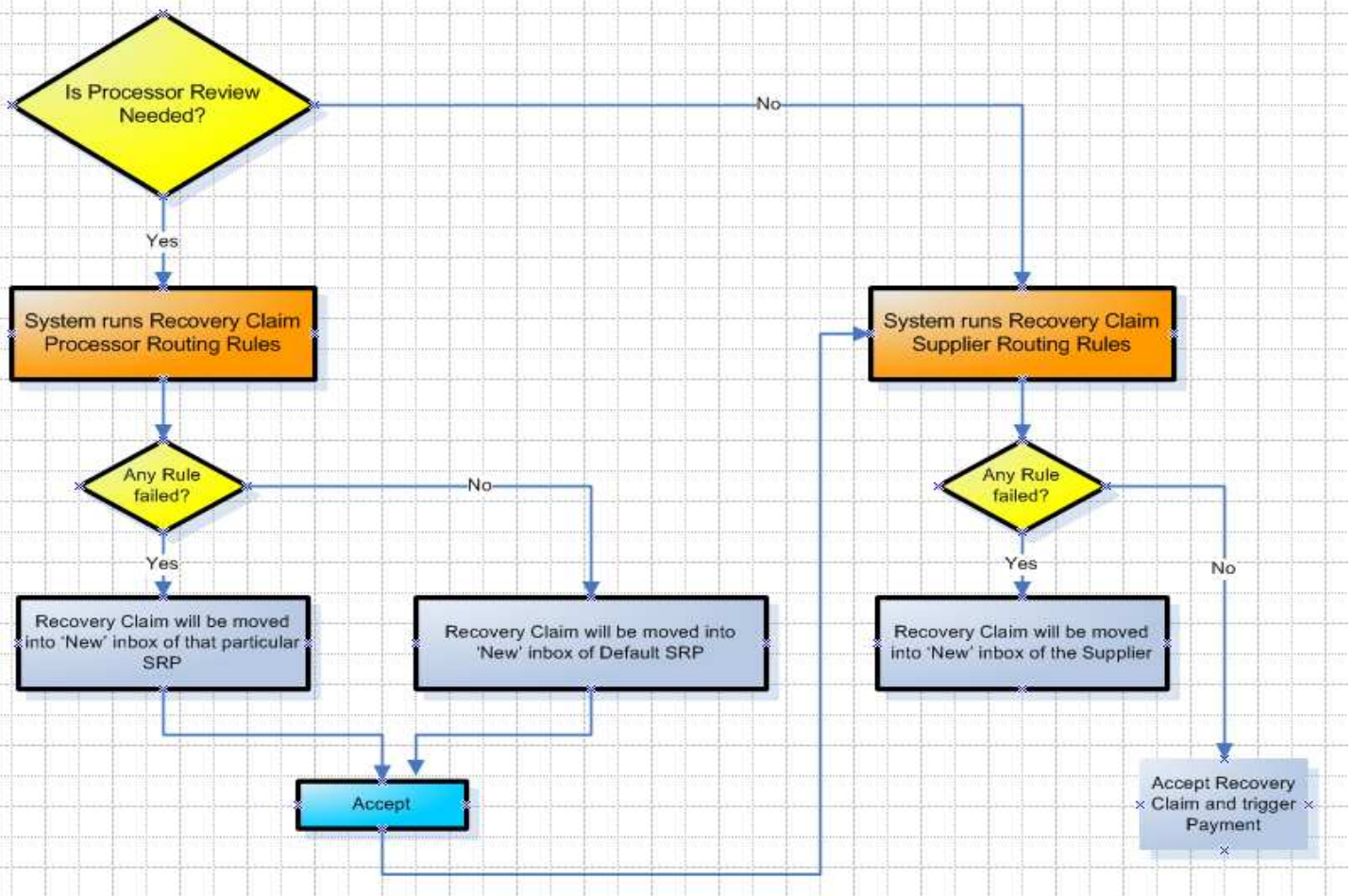


Proposed Flow

1. 'Recovery Claim Supplier Processing Rules' will be added in the Manage Business Rules under "Contract Admin" tab.



2. Where Recovery admin can create Recovery business condition and set up 'Recovery Claim Supplier Processing Rules' rules for that. Based on these rules recovery claim will be accepted automatically and it will be ready for the payment (It will be moved to 'Ready For Debit' state. Please find below the recovery claim rules execution process flow diagram.



Impact on existing BUs	Enhancement Functionality will be available for all business units to help improve the auto initiation process for recovery claims
Assumptions and Dependencies	None
Business Priority	High
References/Expectations	None
Notes	None

2.3 ITEM SYNC AND SUPPLIER CONTRACT CHANGES

2.3.1 Requirements

RTM No	Use Cases	Summary
SRM-SC-11	1	Assign part to supplier contract based on "allow new item flag" set in Supplier contract. Item Sync and Supplier Contract changes

Functional Design – Use Cases

Use Case # 1	2.3.2 Assign Part to Supplier Contract based on new Flag
Description	Based on the new flag, tavant system will decide if Supplier Item needs to be added to that particular contract or through Item sync.
Business Values	This feature will allow to handle adding items at contracts level.
Actors	Supplier Recovery Administrator
Current Process/ Functionality in TWMS	<ol style="list-style-type: none"> At present based on the business unit configuration “Consider supplier item to associate to the contract via Sync” set up, Tavant system will decide if the supplier item needs to be associated with the contract or not through Item Sync. If this above BU flag is set to “Yes”, an additional check on Item Sync to find if any valid contract is present for that supplier and associate the parts with the contracts. This additional check will also verify if the same part (which has come through sync) has already been removed by the contract admin from UI before, then system will not allow to add that part to the contract via sync. If already added, ignore as well. If there is more than one valid contract associated with that supplier, then add the part to all contracts setup for that supplier. At any point admin can add and remove supplier item from the contract from the application.

Proposed Flow

1. New parameter “**Supplier Item to be added on Contract Via Sync?**” will be added in the Supplier Contract set up.
2. This flag will decide if any new supplier item synced into Tavant system needs to be added on that particular Supplier Contract or not?
3. If this flag unchecked this system will behave as per present system.

Is Physical Shipment Needed ? <input type="checkbox"/>	Carrier: <input type="text" value="AAA Cooper"/>
Is Processor Review Needed?: <input type="checkbox"/>	Shipment Account Number: <input type="text"/>
Is AutoDebt Enabled? <input type="checkbox"/>	Recovery Based On: <input type="text" value="Causal Part"/>
Supplier Dispute/Appeal Period: <input type="text"/> days	Supplier Response Period: <input type="text"/> days
Is Debit Offline? <input checked="" type="checkbox"/>	Expected Percentage Acceptance: <input type="text"/> %
Is Supplier Item to be Added Via Sync ? <input checked="" type="checkbox"/>	
Contract Notes <input type="text"/> <small>(4000 characters left)</small>	

Impact on existing BUs	As this is admin set up. For other BU's this value will be set as false. So no impact on other business units.
Assumptions and Dependencies	None
Business Priority	Normal
References/Expectations	None
Notes	None

2.4 IDENTITY THE SUPPLIER FAILURE CODE AND POPULATE IT ON RECOVERY CLAIM FOR THE SUPPLIERS

2.4.1 Requirements

RTM No	Use Cases	Summary
SRM-SRC-12	1	Provision to identify the failure mode (a dropdown from Supplier part failure mode master) on the Supplier claim based on the Supplier's feedback.
SRM-SRC-14	1	In the event that there is a new failure mode, a provision should exist to allow the supplier indicate the same on the supplier claim.
SRM-SPR-03	1	Provision to maintain Supplier part wise list of failure modes and descriptions.
SRM-SPR-02	1	In addition to Supplier Address and Contact details, provision to capture mapping of Trane Part and Supplier Part Nos, Failure Mode and failure mode descriptions, DMR # for Failure Mode.
SRM-SPR-01	1	Based on the supplier acceptance, the system should provide an option to update the supplier response details at the individual part level like Tracking # , Recovery Req.amt.,Recovery Rec.amt.,Supplier failure Analysis, Supplier Date Code, Recovery Date Received, Credit/Check#, Barcode/Label.

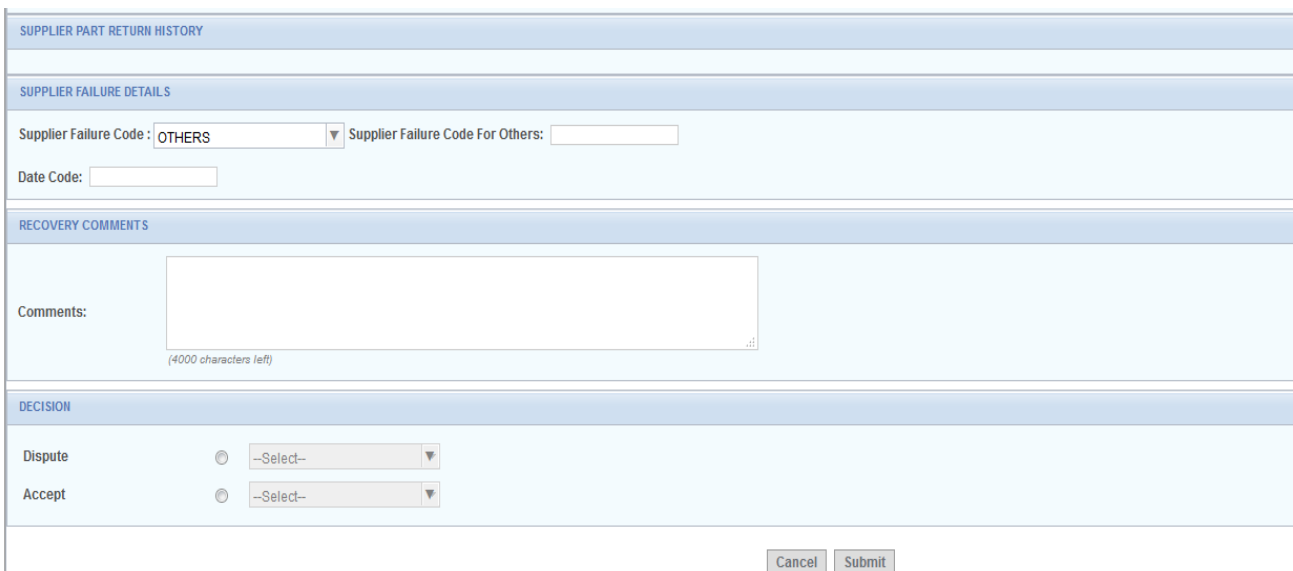
SRM-SC-01	1	Ability to define supplier policies by supplier along with terms and condition which could include attributes like Trane RS Part #, Supplier Part#, Coverage duration since unit start date, Coverage duration since Part Build date, Free text description to capture information like date code decoder (for identifying supplier build date from part marking), Unique Supplier Part Marking, Date Code.
-----------	---	---

Functional Design – Use Cases

Use Case # 1	2.4.2 Identify Supplier Failure Code
Description	Identity the Supplier failure code
Business Values	Identity the Supplier failure code and populate it on recovery claim for the suppliers
Actors	Supplier Recovery Administrator and Supplier Users
Current Process/ Functionality in TWMS	Not Applicable. Does not exist in TWMS

Proposed Flow

1. Supplier Failure Code will be of list of values (LOV) type. Supplier Recovery Administrator will set these values.
2. System will display all the Supplier Failure Codes in the drop down (LOV) on the recovery claim to supplier users based on the BU configuration (“Display Supplier Failure Section” Yes / NO)
3. If Supplier user selects Failure Code as ‘Others’, then supplier user has to provide failure code in the free text box. After accepting the recovery claim this new Failure, code will be added into LOV.



The screenshot displays a web application interface for Supplier Recovery. It includes sections for 'SUPPLIER PART RETURN HISTORY', 'SUPPLIER FAILURE DETAILS' (with dropdowns for 'Supplier Failure Code' and 'Supplier Failure Code For Others', and a 'Date Code' field), 'RECOVERY COMMENTS' (with a large text area for comments), and a 'DECISION' section with radio buttons and dropdowns for 'Dispute' and 'Accept'. 'Cancel' and 'Submit' buttons are at the bottom right.

4. Date Code decoder, basically, this will provide date of manufacture of the parts. TWM system will provide free text box to supplier users to enter Date Code on the recovery claims. There is no functionality on this value at TWMS side. This will be used for BI purpose.

Impact on existing BUs	These fields will be added to Supplier Recovery Claim as new section and this is BU configurable.
Assumptions and Dependencies	The Supplier Failure codes will be complete list and not filtered based on any criteria.
Business Priority	High
References/Expectations	None
Notes	None

3 EXISTING REQUIREMENTS

Below are the list of requirements, which currently exist in TWMS. Tavant will be preparing a separate document explain all such requirements with relevant screenshots.

Requirement ID	Description	Type
SRM-SRC-13	Provision to track the parts to be returned to a supplier and expedite the same based on the warranty end dates on the parts identified for return. (especially for serialized parts)	Exists
SRM-SC-02	Ability to define supplier policies that will have supplier claims on a responsibility ratio with an option to capture the responsibility percentage for the Supplier for a date range.	Exists
SRM-SC-03	The system should provide a facility to specify parameters like Part no. / From ~ To date to pull the claim details of the supplier parts from Tavant RS Customer Warranty claim details	Exists
SRM-SC-04	The system should provide a facility to display a summarized view of the supplier parts (causal / replaced) with details like Trane RS Warranty Claim Number, Causal Part, Parts Amount Approved, Total Approved Amount, In-service Date, Failure Date, Dealer Code etc	Exists
SRM-SC-05	The system should provide a facility to capture the supplier details like supplier code, supplier name, Address, Contact details for the respective part numbers (could be an integration with Supplier Master from a source system)	Exists
SRM-SC-06	Based on the Supplier details & terms, the system should associate the respective warranty terms & conditions to a supplier claim	Exists
SRM-SC-07	The system should provide a facility to send the claim details to the supplier. (Workflow / e-mail)	Exists

Requirement ID	Description	Type
SRM-SC-08	Provision to be able to raise and process supplier warranty claims without parts returns associated. (e.g.) Supplier accepts responsibility for a build date range for the part	Exists
SRM-SPR-04	Provision to be able to print an attachable label (based on predefined format) on parts shipped to Suppliers.	Exists
SRM-SRC-01	Based on the above details the system should provide an option to generate supplier Return Material Authorization (RMA)	Exists
SRM-SRC-02	The system should provide an option (workflow) to view the status of the supplier claim at individual part level.	Exists
SRM-SRC-03	The system should provide a facility to capture Credit/Debit note against a supplier claim (Credit Memo Number)	Exists
SRM-SRC-04	Ability to upload the Supplier Claim response through Excel	Exists
SRM-SRC-05	Ability to generate a Paynter Chart for the Supplier Failure analysis	Removed
SRM-SRC-06	Ability to inactivate, adjust, Cancel a Supplier Claim or portion of it.	Exists
SRM-SRC-07	Provision to capture preferred Freight method and Avg. Freight cost negotiated with Supplier. This freight method and Avg. freight cost are primarily for use by Supplier Warranty.	Exists
SRM-SRC-08	ability to upload a picture of the Supplier part, Start Date of Supply, End date of Supply	Exists
SRM-SRC-09	Provision to have either the Trane Supplier Warranty Analyst / supplier with portal access to be able to update the Supplier warranty claim.	Exists