IFS DESKTOP INSTRUCTIONS

Ontic Supplemental

Revision History

Revision Date:	Revision:	Sections / Page Revised:	Description / Reason for Revision:	Approved by:
28/FEB/2022	Original	All	Initial release of document.	R. Wuestenfeld

Contents

1. Basics of IFS

Opening IFS

IFS is a cloud-based application so it can be accessed from any web browser. Here are the links to the various environments. Simply open the link and then use your username and password to log in.

1. Training
   http://azifststap.aarcorp.com:61080/client/runtime/Ifs.Fnd.Explorer.application

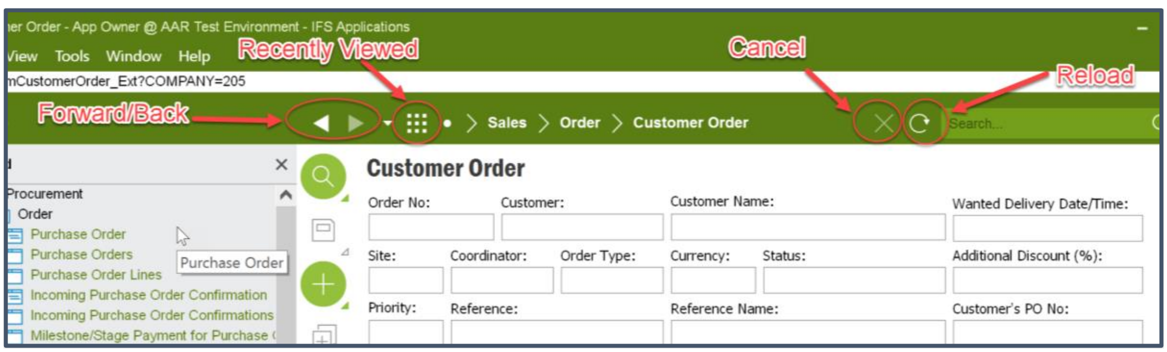
   This environment is to be used for practice and training.

2. Production
   http://azifsprdap.aarcorp.com:58080/client/runtime/Ifs.Fnd.Explorer.application

   This environment is for production.

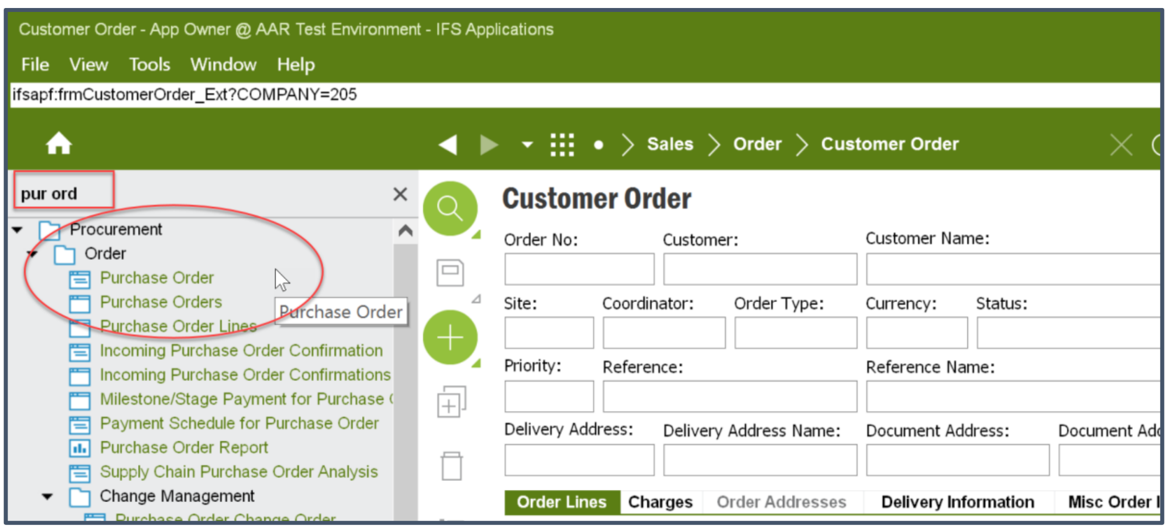
The Navigator

Navigating IFS is sort of a cross between a web browser and a file structure. The top of the window is the part that is like a web browser. There are back, forward, cancel loading and reload buttons, along with a recently viewed windows button.



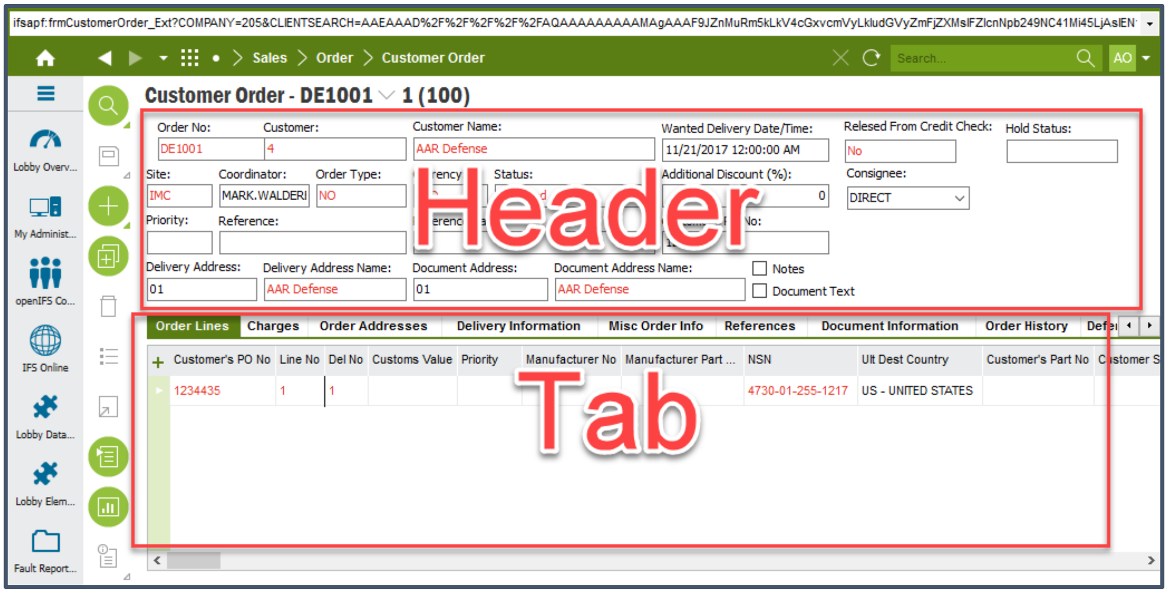
The portion that is like the file structure is accessed by clicking the button that looks like three bars in the upper left of the window.

That will expand the navigator. There you can search for the screen you are looking for. Any screen that contains the terms you enter will appear in the menu. To go to it, just click on the name of the screen you are looking for.

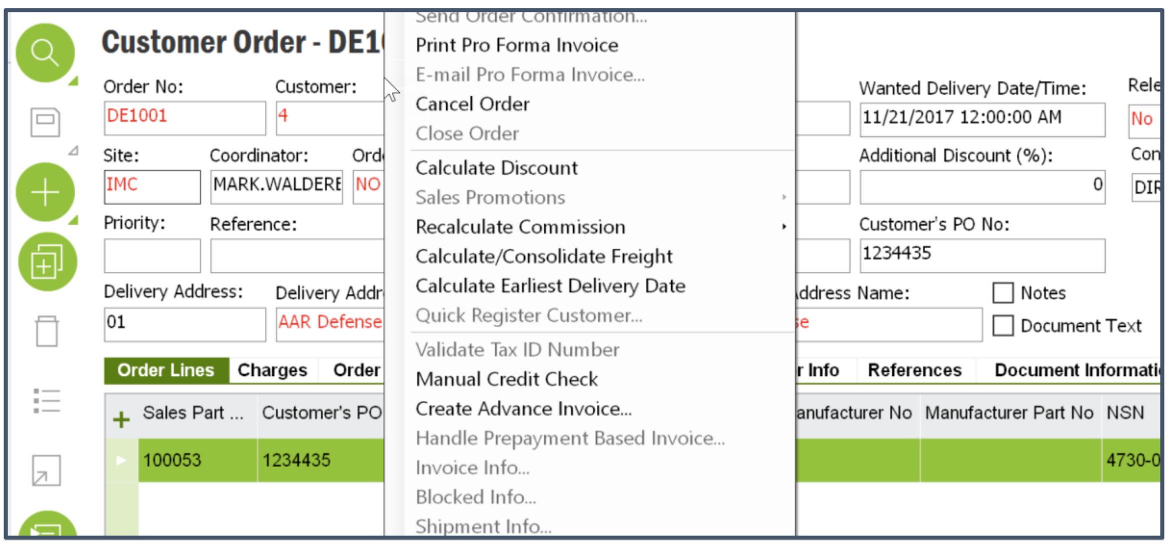


Header vs. Tabs

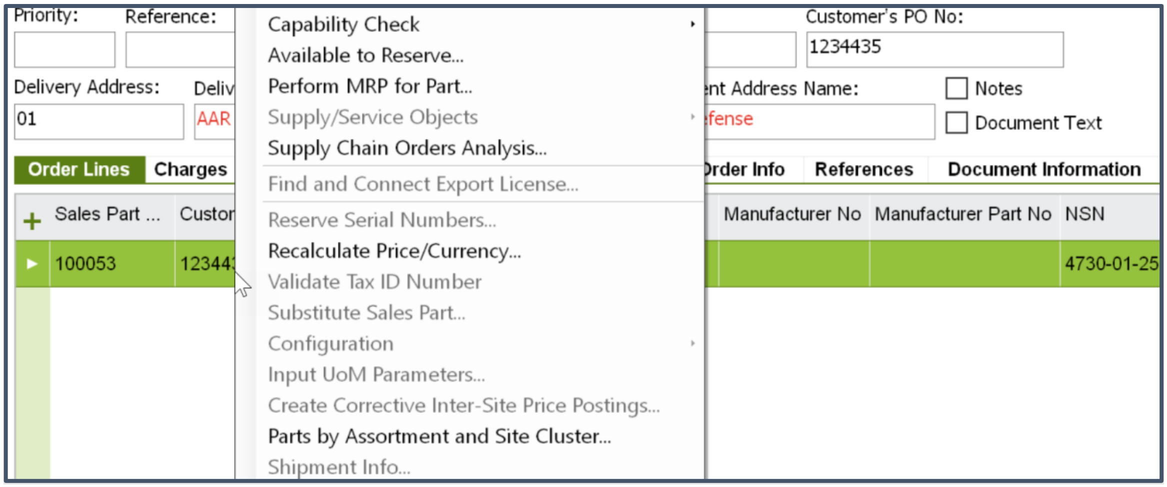
Many of the functions in IFS are dependent on where your cursor is on the screen. There are two basic distinctions in most IFS screens, headers and tabs. Headers contain information that applies to the entire record, whereas tabs can display information that is either applicable to the whole record, or specific to a sub-record. A good example of this is a customer order. In a customer order, you have header information such as the order number and the customer, but then you also have sub-records in the form of lines. Each line contains information like part, quantity, and price that is not applicable to the other lines on the order.



In IFS, if you right click in the header of a customer order, you get the below menu options.



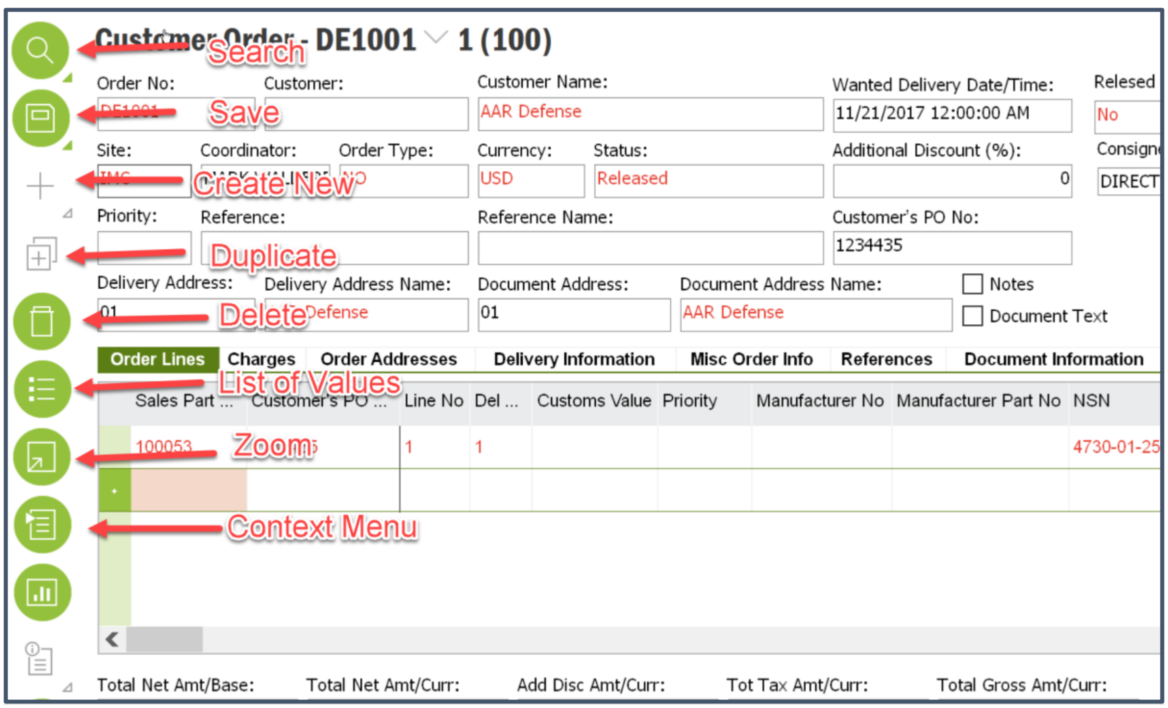
But if you then right click on an individual line, you get different options.



Always be mindful of where your mouse is or what field you last clicked in when trying to perform functions in IFS, as this could affect what functions you can do, or how that function works.

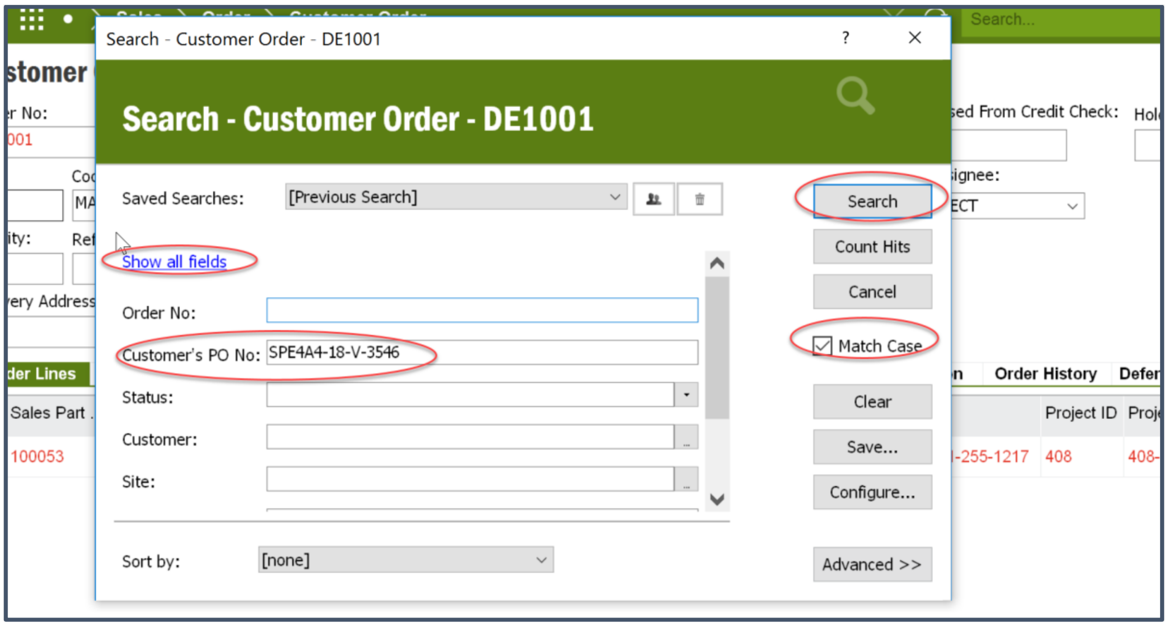
Left Side Buttons

The left side of every screen in IFS has a collection of buttons for commonly performed actions. Below are descriptions of what each does. Note that depending on the circumstance, you may not be able to use all the buttons all the time. For example, if you have not made changes to a record, you can't save it.



1. Search

As the name suggests this button is used to search for records corresponding to the screen that you are on. For example, if you are on the Customer Order screen and you click the search button, a popup will appear with possible search options. You can search by many different fields either individually or in conjunction with one another. In the example below the search will return any customer orders where the Customer's PO No field is equal to SPE4A4-18-V-3546. You can also use wildcard characters like % in your search. If at first you don't see the field you want to search by, click the blue text "Show all fields" in the upper left.



2. Save

This button is used to save changes. If you make a mistake and don't want to save changes, click the reload button at the top. This will refresh the page to the last version that was saved.

3. Create New

This button creates a new record corresponding to the screen you are on. So, pressing the new button on the customer order screen will create a new customer order. Fields highlighted in red on new records are mandatory, you will not be able to save without filling them in.

4. Duplicate

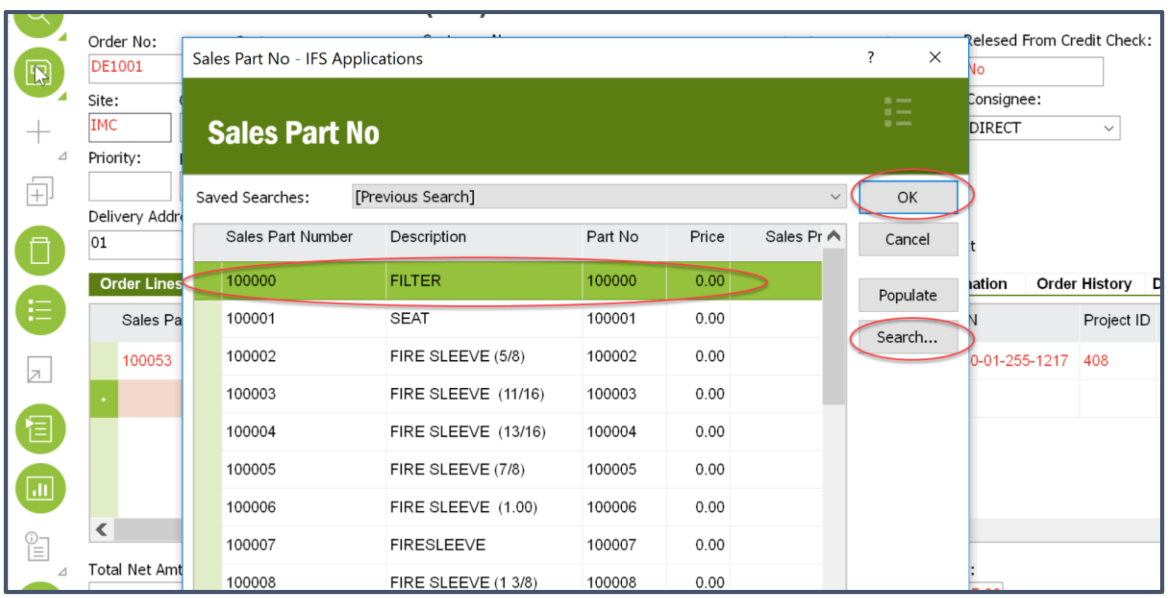
Duplicate functions similarly to the New button, except that it copies various aspects of the record you have selected/are viewing when you click the button. For example, when viewing a customer order, clicking Duplicate will bring over the information from the header of the customer order you are viewing (customer, delivery date, addresses, etc.)

5. Delete

This button is also clear in what it does, however, there are some notable restrictions on when you can use it. You cannot delete things like customer orders or purchase orders once they have progressed to a certain point, you cancel them instead. You also can't delete items if they are used in other areas. For example, you cannot delete a customer profile if they have customer orders.

6. List of Values

The List of Values button is used when you want to select a value from a list of possible options. Common examples of this are part numbers, customer ID's, addresses, etc. When you press the List of Values button, a popup appears listing the values you can choose from. You can narrow the list by clicking the "Search…" button on the right side of the popup. This creates a secondary popup that works the same as the Search button as described above. Once you have found what you are looking for, select the value and click ok.

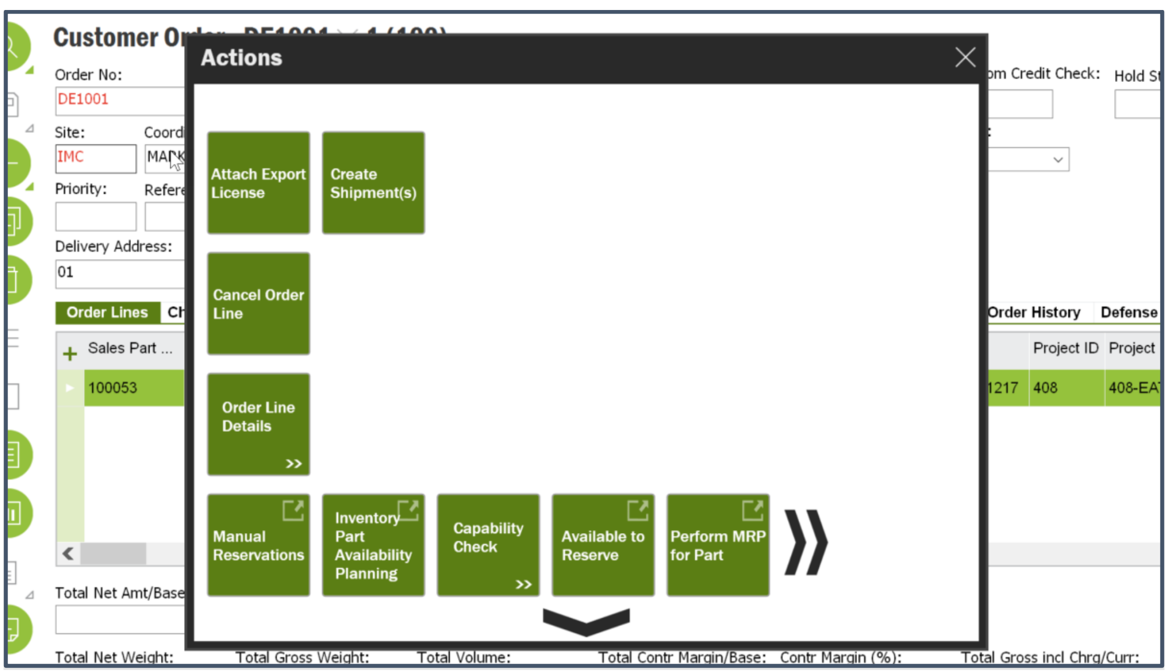


7. Zoom

The zoom button is not something most users need to worry about, but if you are curious as to where certain values are configured, click in a field then click the Zoom button. This takes you to the source for those values. For example, clicking Zoom while in the part number field on a customer order line will take you to the Sales Parts screen.

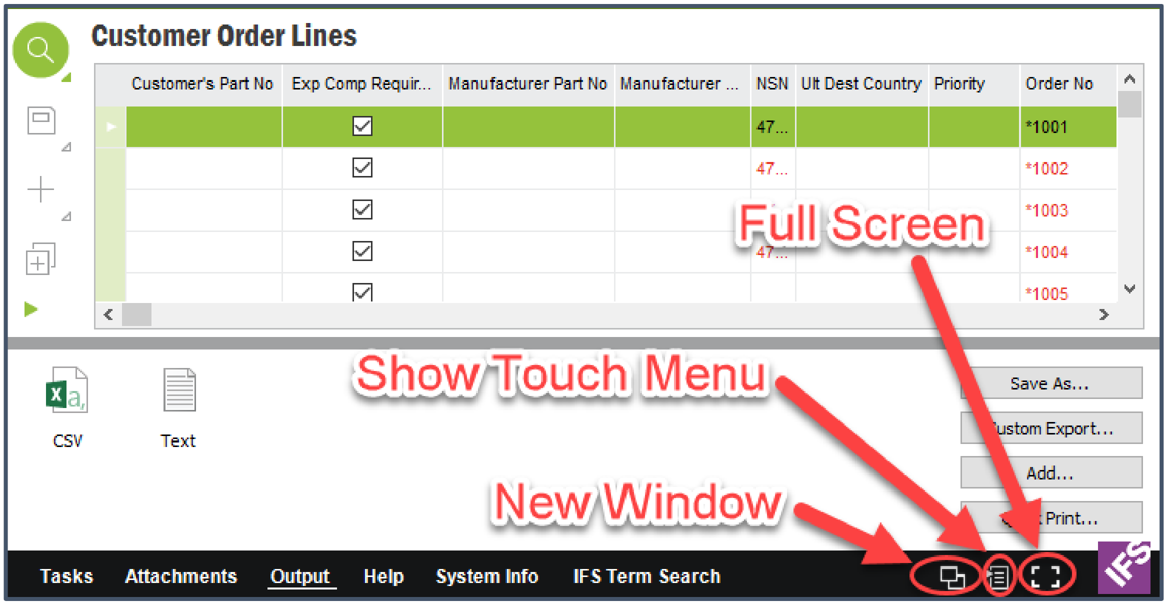
8. Context Menu

The context menu presents a list of possible actions the user can do one a given screen. The options change based off where the cursor is on the screen. For example, there are different options for a customer order header and a customer order line. Below is an example of the context menu for a customer order line. Note that most options found in the customer order line, can also be accessed by right clicking in the given section.



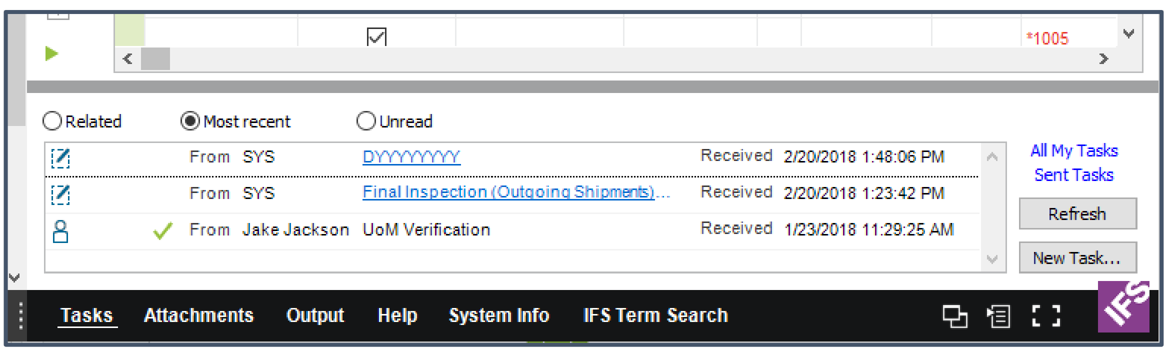
Bottom Black Bar

At the bottom on the IFS window, there are a few options the user can use to navigate and get more information about what they are looking at in IFS. Like the context menu button, what appears when you select various one of the options sometimes depends on what portion of the screen you are in.



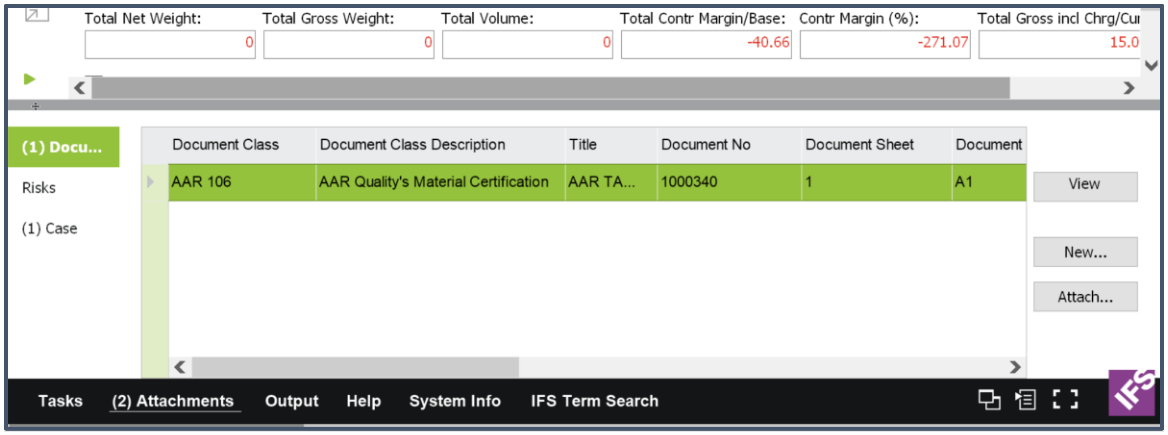
1. Tasks

Users can assign tasks to each other or themselves to serve as reminders to perform various activities. To view your tasks, select the Tasks option from the black bar. From there you can create new tasks, view tasks assigned to you and tasks created by you.



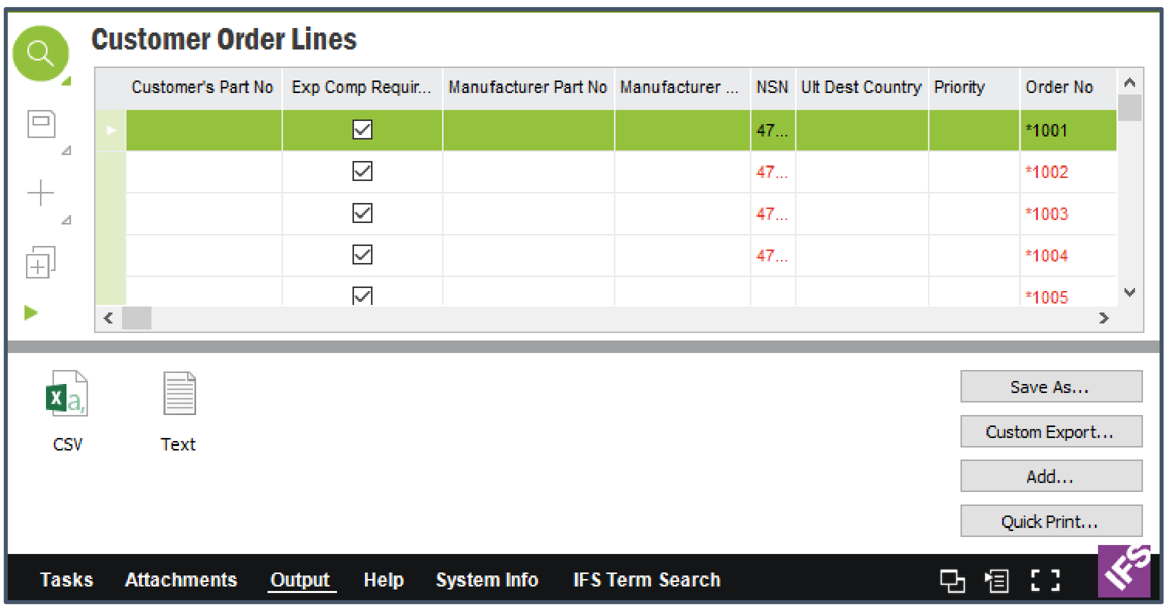
2. Attachments

In IFS you can attach things to certain records, including but not limited to, files (.docx, .xlsx, .pdf, .jpeg) and other records like call center cases. This option is also dependent on where your cursor is in the window, so always be sure you have selected the correct area of the screen before clicking the option. For more information on this option see the Attachments & Document Management section in this document.



3. Output

Anything that is displayed in a tabular format in IFS can be exported using the Output option in the black bar. Form there you can customize what columns get exported, where to save the file and what format to export the information in.

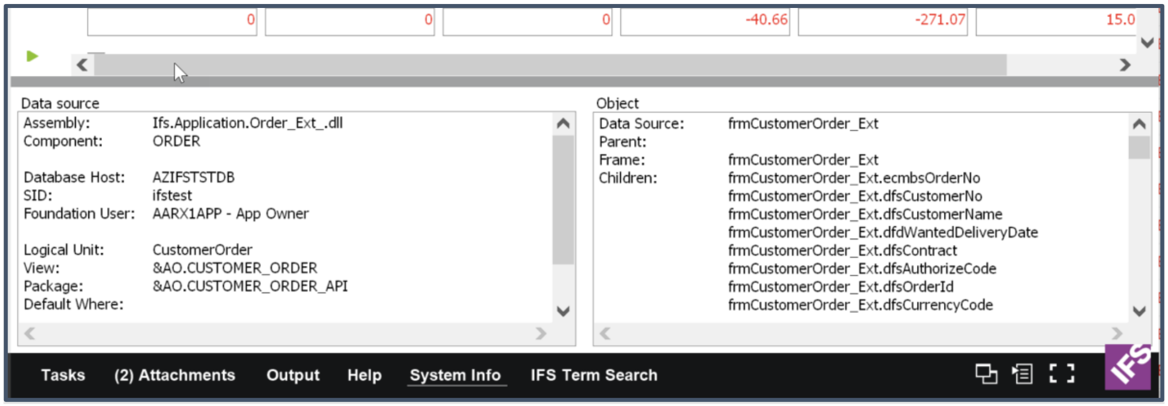


4. Help

See Help Sections for info.

5. System info

This option is only useful when you are trying to create a quick report or query. Click in a field and then click the System Info option and you will be shown the details of where the field comes from in the database, what logical unit it belongs to, etc.

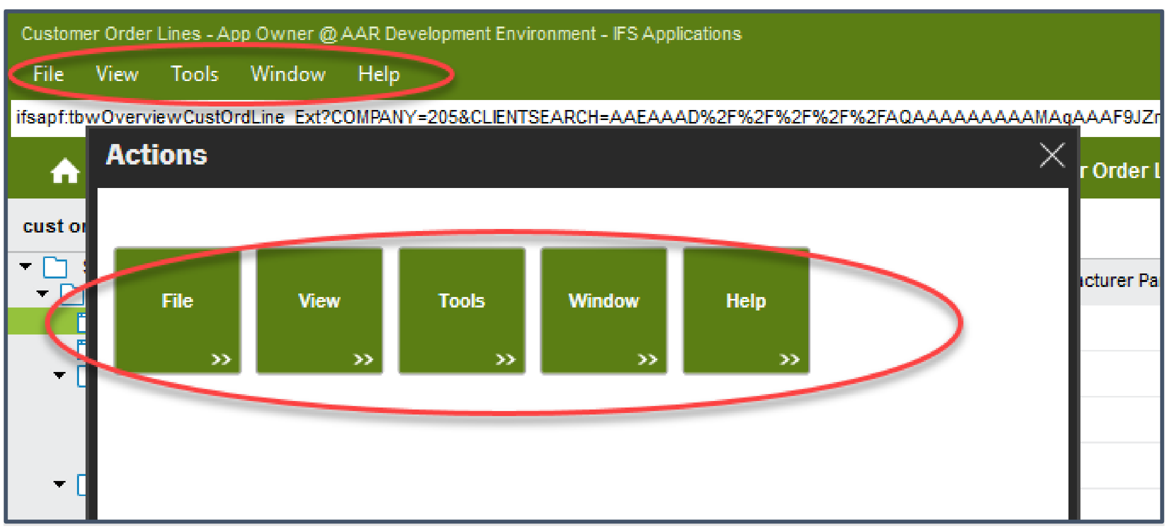


6. New Window

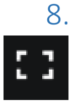
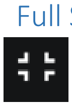
The new window button allows you to open a new window of IFS so that you can have different records open at the same time. There is no practical limit to many windows you can have open at any given time.

7. Show Touch Menu

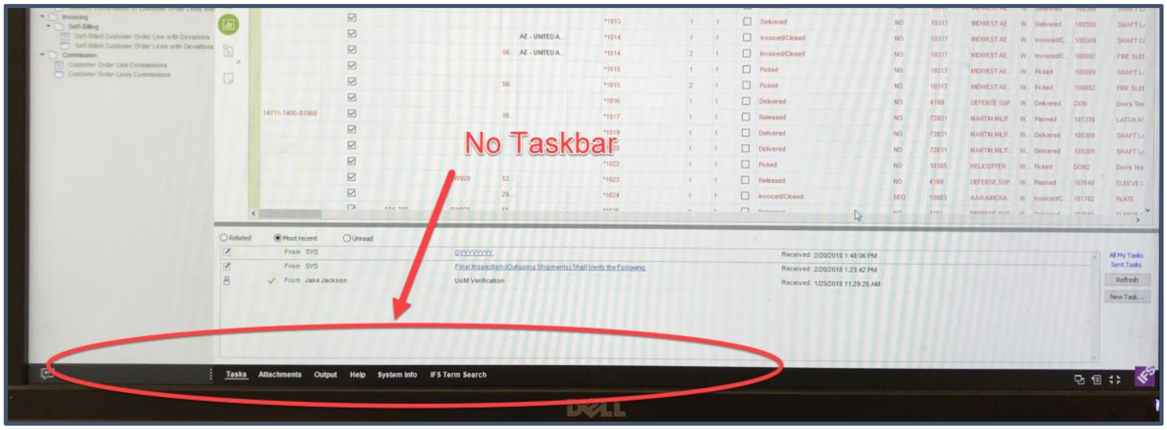
If you are using a touch screen, you can press this button to see touchscreen friendly versions of the menus at the top of the window (File, View, Tools, etc.)



8. Full Screen/Exit Full Screen

The buttons are used to toggle between full screen mode. Note that this is different than maximizing the window as full screen mode obscures the taskbar at the bottom of your screen.

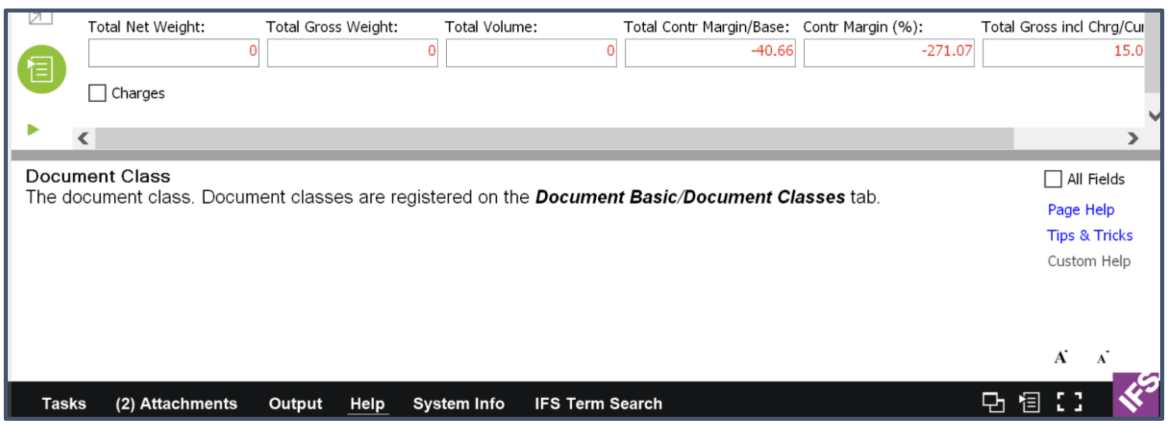


Help Sections

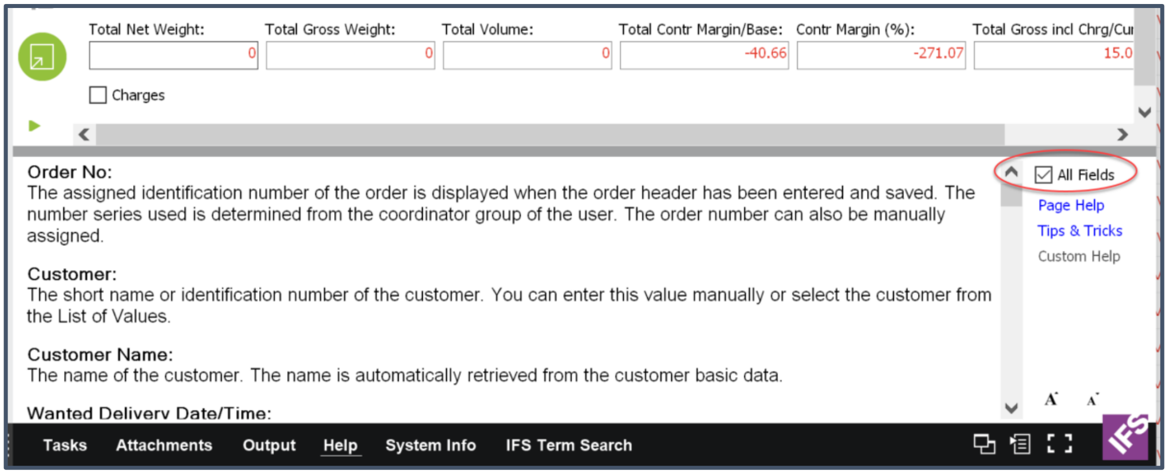
There are three principle ways to find help information in IFS. Note that not all of them work in every scenario. If you can't find the help you need via the below methods, consult this document, or contact your Application Solution Manager for help.

1. Black Bar Help

The black bar at the bottom of the screen has an option labeled Help. When you click on this, information on the screen and/or field you are looking at appears at the bottom of the window. Click in a field and then click help to see the specific help related to this field.



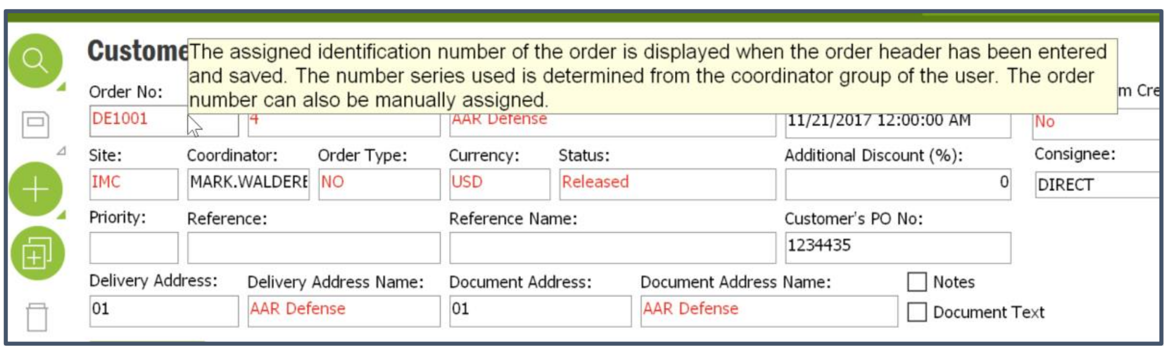
Or you can check the "All Fields" checkbox to show all the help for that screen.



Note that not every screen/field has this sort of help available.

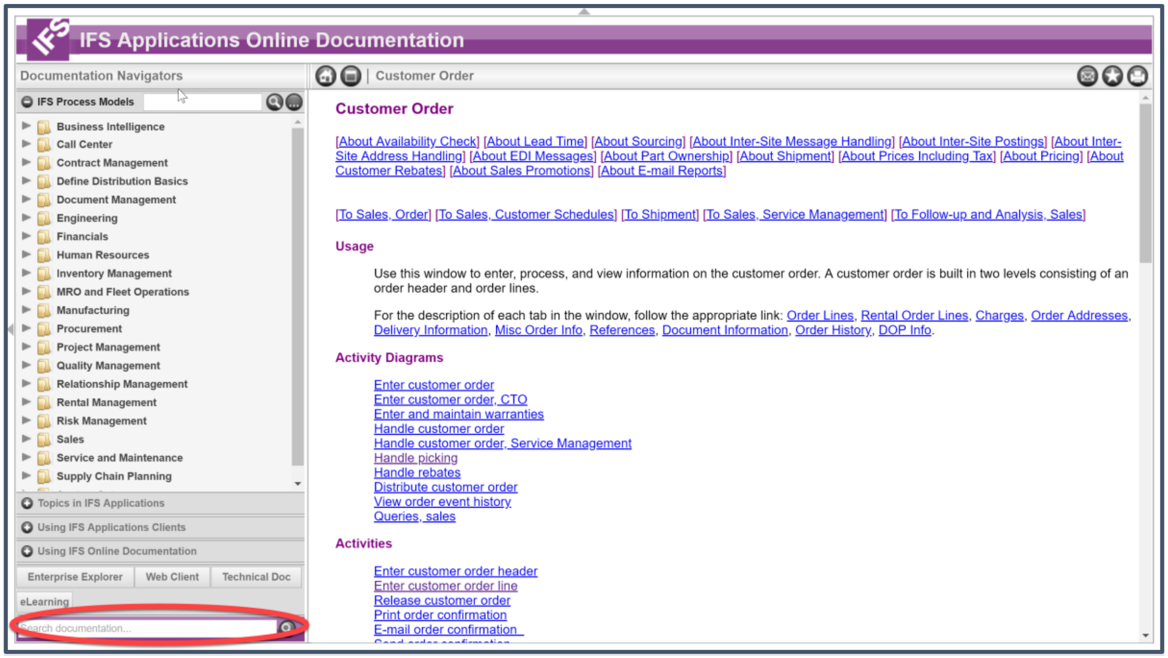
2. What's This (Shift + F1)

When you are only concerned with a particular field, you can hit Shift+ F1 on your keyboard and then click in the field you are interested in. This will temporarily show help information on the field. Note that this is the same info that is displayed using the black bar help option and therefore is also not available for all fields.



3. IFS Online Documentation (F1)

If either of the above options do not answer your questions, you can try hitting F1 while on the screen you have questions about. This will take you to IFS's online documentation which gives more detailed information regarding screens, including information about how various processes work in IFS. You can also search all the documentation using the search bar **at the bottom** of the screen. This will search all documentation whereas the one at the top only searches a subset.


IFS Applications Online Documentation
Documentation Navigators
Customer Order
IFS Process Models
Business Intelligence
Call Center
Contract Management
Define Distribution Basics
Document Management
Engineering
Financials
Human Resources
Inventory Management
MRO and Fleet Operations
Manufacturing
Procurement
Project Management
Quality Management
Relationship Management
Rental Management
Risk Management
Sales
Service and Maintenance
Supply Chain Planning
Topics in IFS Applications
Using IFS Applications Clients
Using IFS Online Documentation
Enterprise Explorer
Web Client
Technical Doc
eLearning
Customer Order
[About Availability Check] [About Lead Time] [About Sourcing] [About Inter-Site Message Handling] [About Inter-Site Postings] [About Inter-Site Address Handling] [About EDI Messages] [About Part Ownership] [About Shipment] [About Prices Including Tax] [About Pricing] [About Customer Rebates] [About Sales Promotions] [About E-mail Reports]
[To Sales, Order] [To Sales, Customer Schedules] [To Shipment] [To Sales, Service Management] [To Follow-up and Analysis, Sales]
Usage
Use this window to enter, process, and view information on the customer order. A customer order is built in two levels consisting of an order header and order lines.
For the description of each tab in the window, follow the appropriate link: Order Lines, Rental Order Lines, Charges, Order Addresses, Delivery Information, Misc Order Info, References, Document Information, Order History, DOP Info.
Activity Diagrams
Enter customer order
Enter customer order, CTO
Enter and maintain warranties
Handle customer order
Handle customer order, Service Management
Handle picking
Handle rebates
Distribute customer order
View order event history
Queries, sales
Activities
Enter customer order header
Enter customer order line
Release customer order
Print order confirmation
E-mail order confirmation

2. Create Inventory Location

Functional Groups

Logistics Technician, IFS Admin

Process Overview

This process covers the creation of new inventory locations, and the labeling thereof.

Prerequisites

- None.

Process Steps

1. Create New Location

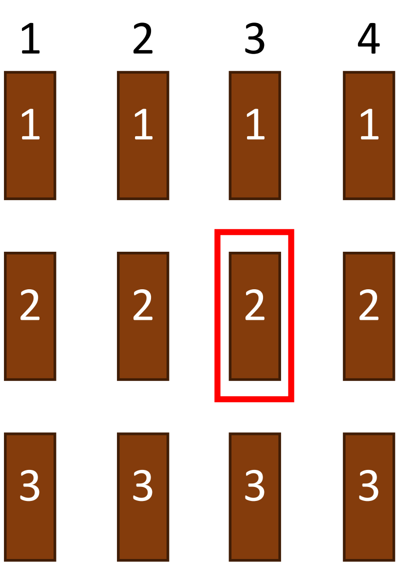
Functional Group

IFS Admin

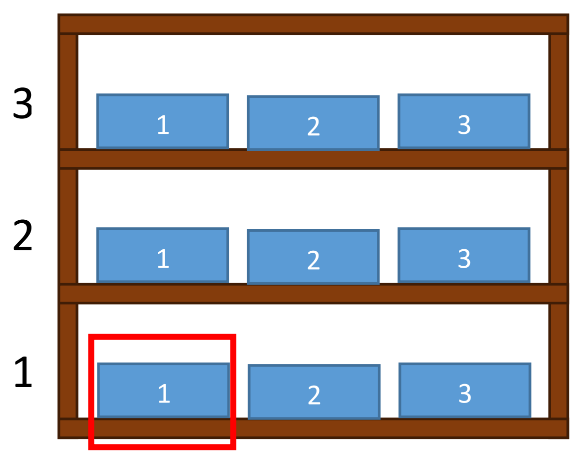
Description

Navigate to *Inventory→Location→Inventory Locations* and click the plus sign in the upper left of the screen, then enter info as detailed below, and save when complete. When determining Bay, Row, Tier, and Bin use the following methodology.

Birds Eye View

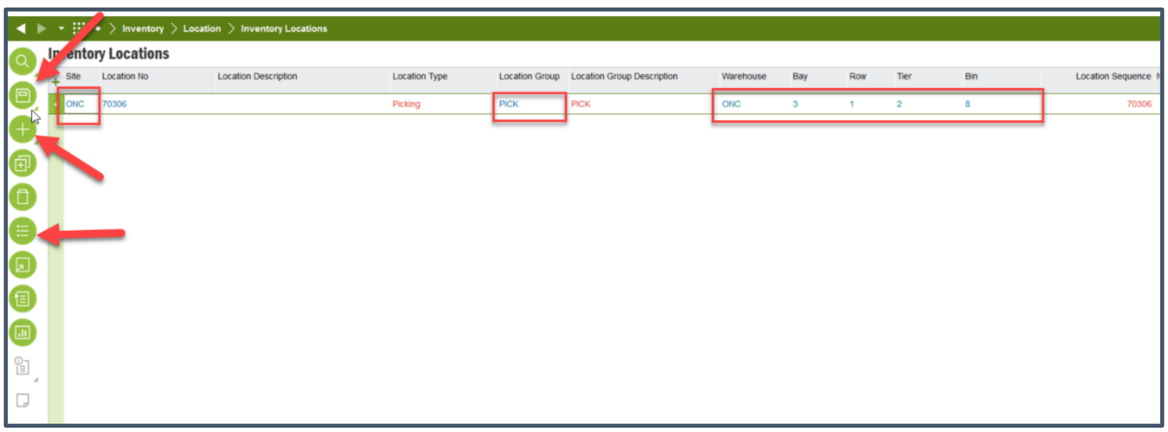


Shelf View



A **bay** is a line of shelves that might have gaps between them for more easily navigating the warehouse space, as denoted by the blank numbers in the Birds Eye View above. A **row** is a contiguous line of shelves inside of a bay, as denoted by the white numbers in the birds eye view. A **tier** denotes what shelf you are referencing in a given row, as denoted by the black numbers in the Shelf View. Finally, a **bin** is a storage bin located on a given tier, as denoted by the white numbers in the Shelf View. So if you where creating a location for the areas boxed in red above, the values would be: bay 3, row 2, tier 1, bin 1.

- Site – Enter ONC (use list of values button)
- Location Group – enter the appropriate location group per the below (use list of values button)
    - If creating a location for storing material, select “PICK”
    - If creating a location into which you will receive new material, select “G_AR”
    - If creating a location for quarantining non-conforming material, select “MRB”
- Warehouse – Enter “ONC”
- Bay – Enter the bay the new location will be in
- Row – Enter the row the new location will be in
- Tier – Enter the tier the new location will be in
- Bin – Enter the bin for the new location



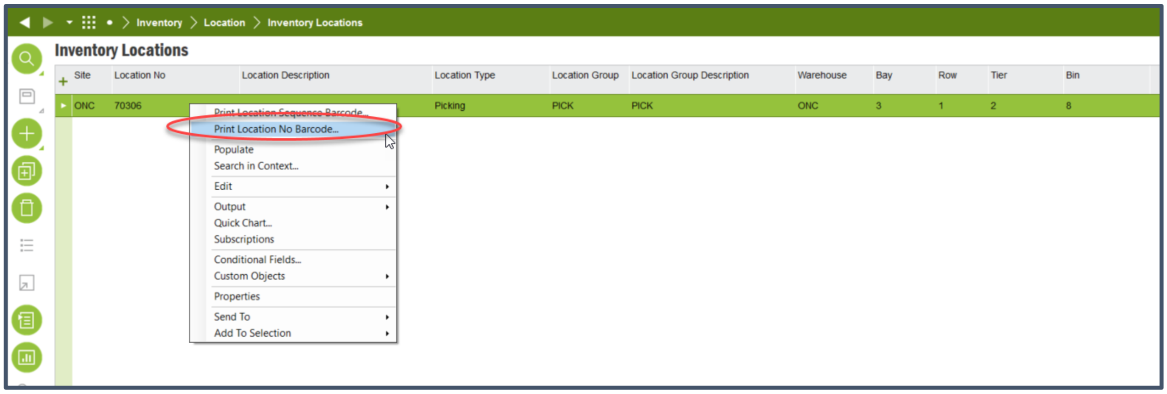
2. Print Location Label

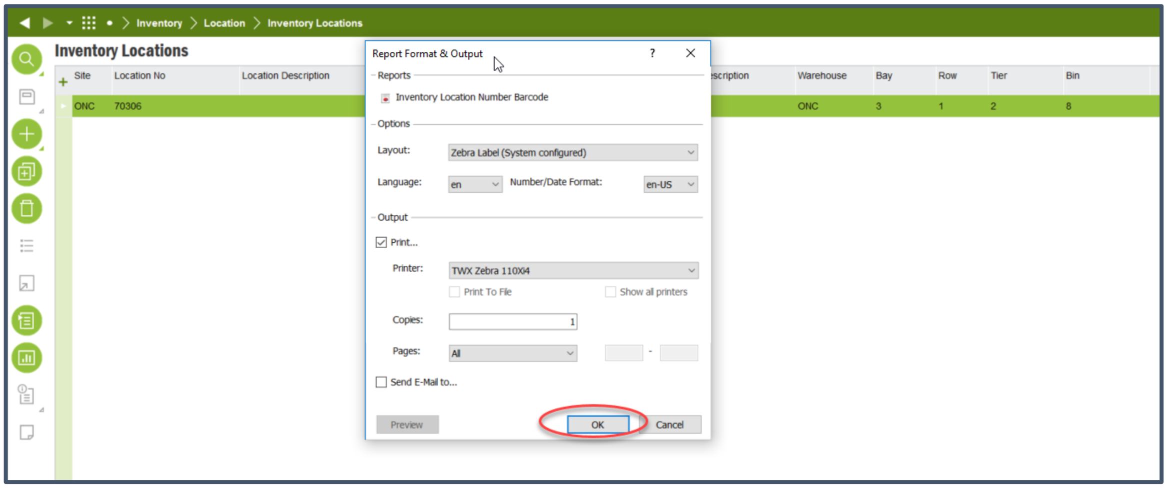
Functional Group

Logistics Technician

Description

Right click on the location you want to print a label for and select “Print Location No Barcode…” and then click “Ok” in the following popup. The label will then print out and you can affix it to its corresponding location.


Inventory > Location > Inventory Locations
Inventory Locations
Site
Location No
Location Description
Location Type
Location Group
Location Group Description
Warehouse
Bay
Row
Tier
Bin
ONC
70306
Picking
PICK
PICK
ONC
3
1
2
8
Print Location Sequence Barcode...
Print Location No Barcode...
Populate
Search in Context...
Edit
Output
Quick Chart...
Subscriptions
Conditional Fields...
Custom Objects
Properties
Send To
Add To Selection


Inventory > Location > Inventory Locations
Inventory Locations
Report Format & Output
Reports
Inventory Location Number Barcode
Options
Layout:
Zebra Label (System configured)
Language:
en
Number/Date Format:
en-US
Output
Print...
Printer:
TWX Zebra 110X4
Print To File
Show all printers
Copies:
1
Pages:
All
Send E-Mail to...
Preview
OK
Cancel

3. Print Inventory Label

Functional Groups

Logistics Technician

Process Overview

This process covers how to print inventory labels for existing inventory.

Prerequisites

- Material exists in IFS.

Process Steps

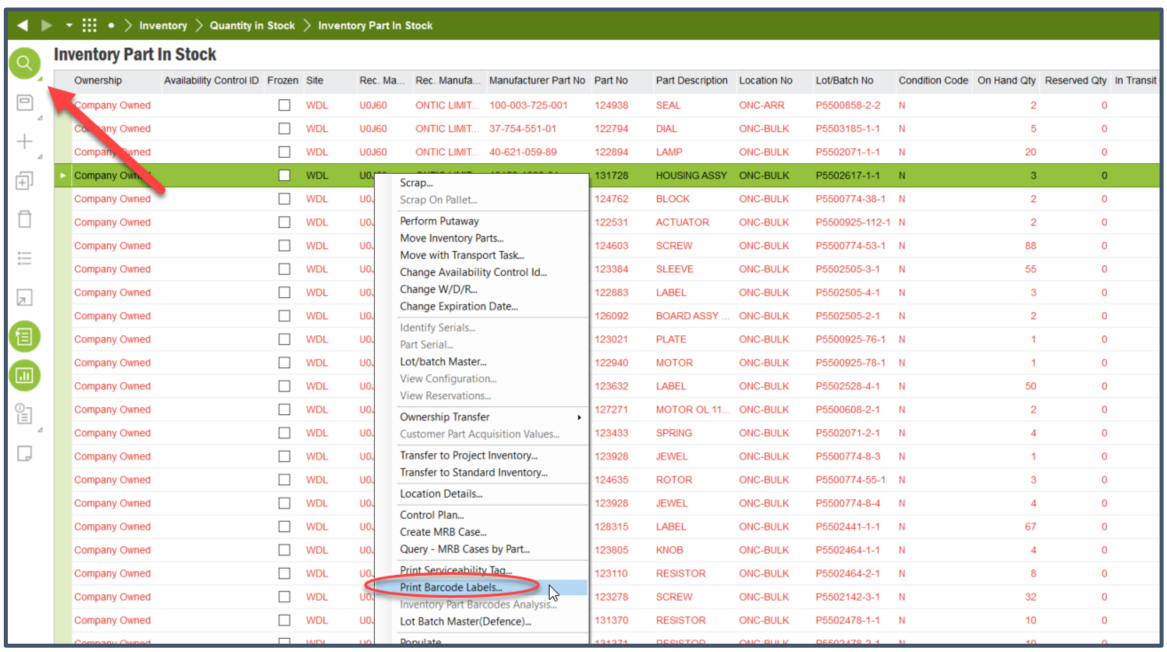
1. Find Inventory in IFS

Functional Group

Logistics Technician

Description

Navigate to *Inventory→Quantity in Stock→Inventory Part in Stock* and use the search button to find the material you are looking for. Then right click on the corresponding row and select “Print Barcode Labels…”.



You can also highlight multiple locations and print multiple locations at once.

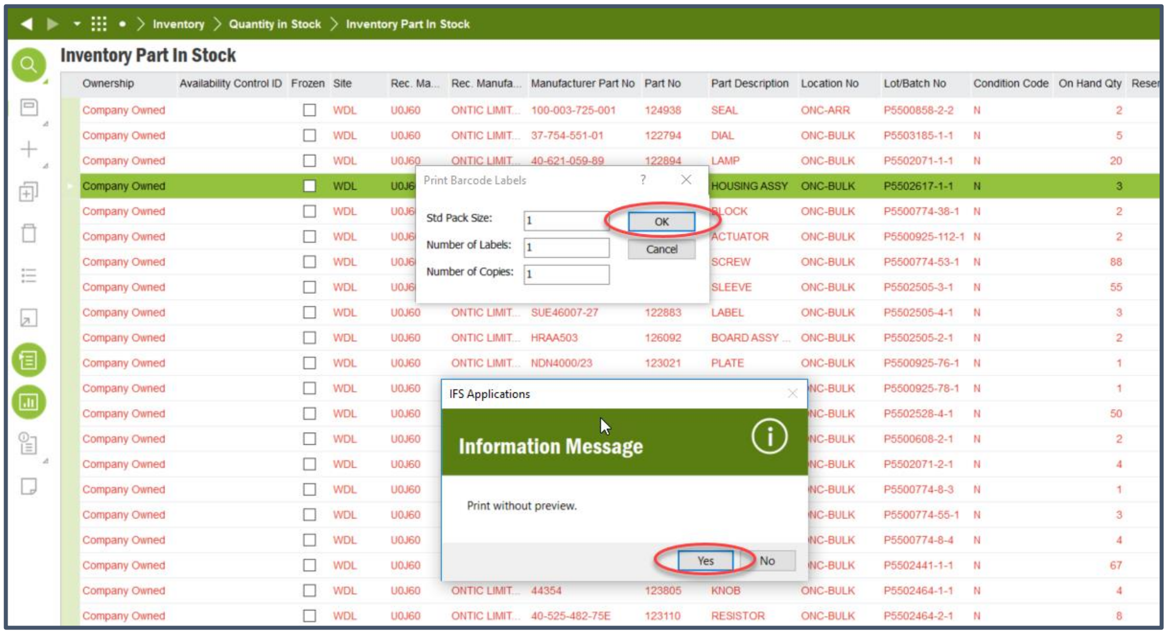
2. Print Inventory Label

Functional Group

Logistics Technician

Description

In the following popups click "Ok" and then "Yes". Fetch the label from the printer and affix to the corresponding inventory.



4. Receive Purchase Order

Functional Groups

Quality Control, Logistics Technician

Process Overview

This process covers the standard receipt and inspection process conducted by QC. This process will end with the parts passing inspection. In the event that a fault with the parts is discovered during inspection, reference the Return to Vendor at PO Receipt for what to do. If the parts have been short-shipped, reference the Non-Conformance Process for Short Shipped Purchase Order Lines section of this document.

Prerequisites

- Purchase order has been delivered to AAR.

Process Steps

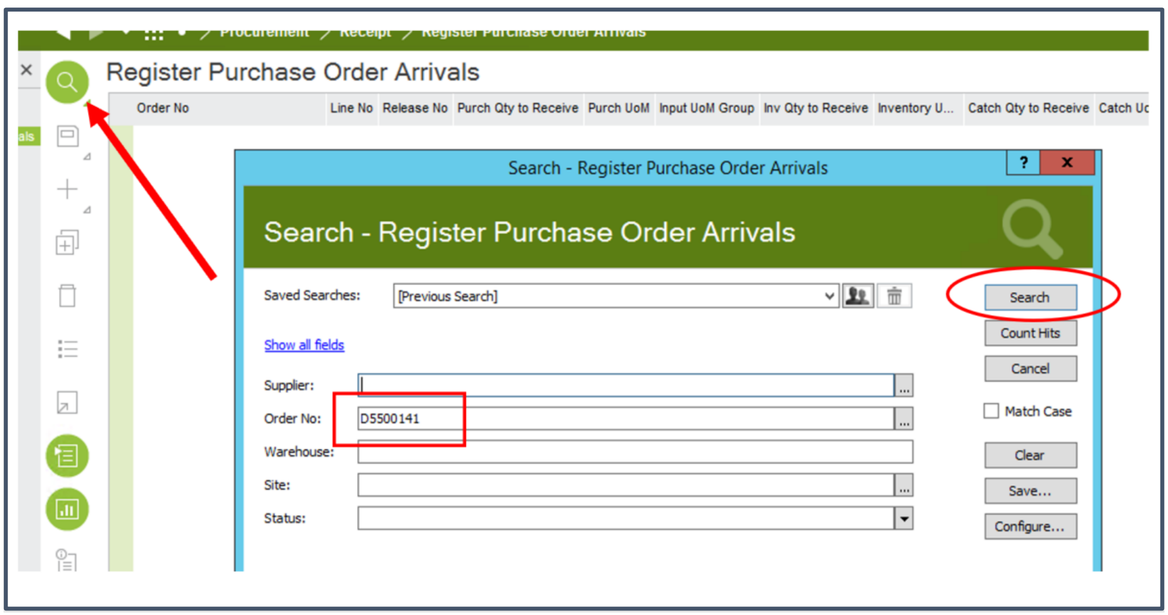
1. Register Purchase Order Receipt

Functional Group

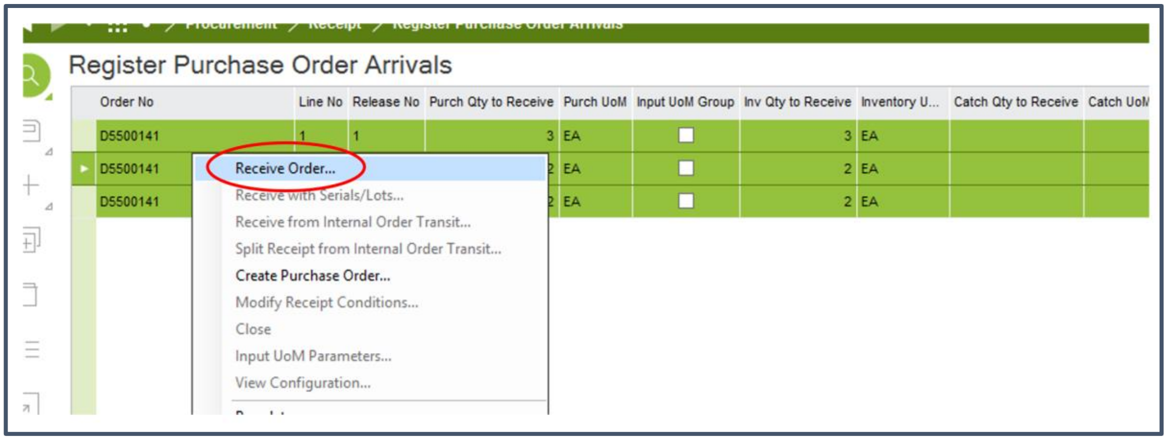
Logistics Technician

Description

Using the paperwork that came with the shipment, determine the PO number and line number(s) for the arrived product. Then navigate to *Procurement→Receipt→Register Purchase Order Arrivals*, click the magnifying glass in the upper left of the window, and search for the PO.



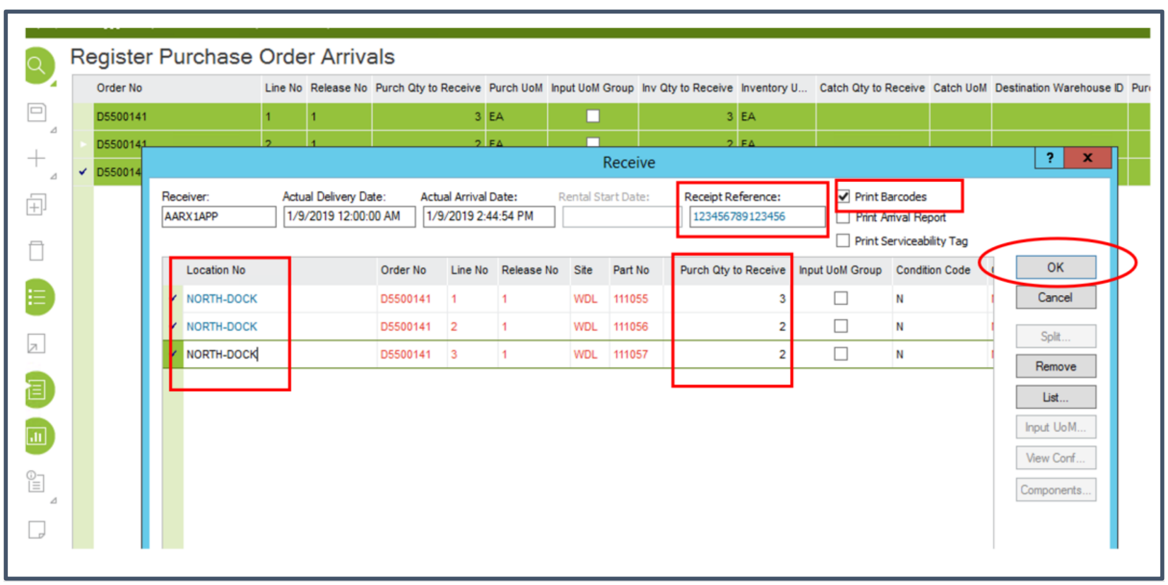
Select the lines that have arrived, right click and select "Receive Order…"



In the popup that appears, enter receipt information as detailed below. Click "OK" once all the information is entered.

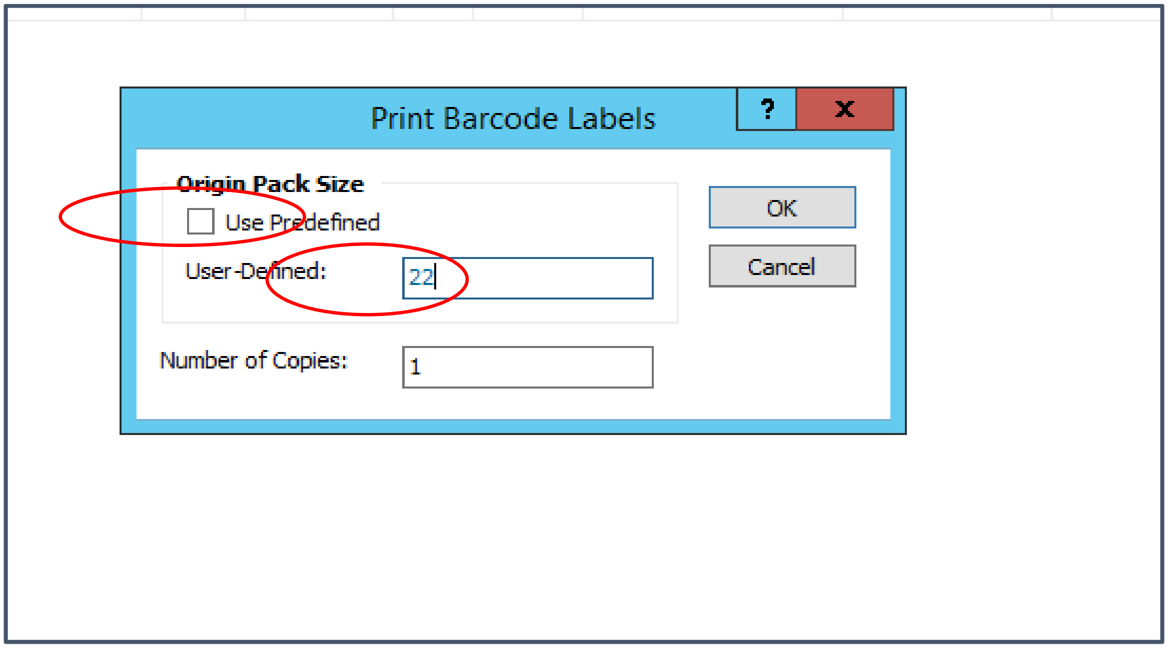
- Receipt Reference – Enter the waybill number
- Location No – Enter the arrival location where the parts are going to be staged while they wait for QC to inspect them
- Purch Qty to Receive – This defaults to the full value on the PO, but verify that the paperwork matches this quantity, and if it does not, change the quantity to reflect what is on the paperwork
- Print Barcodes – **Make sure to check this box**. Once you hit "OK", barcode tags for the parts will print, but only if the box is checked

Note: If the condition code on the paperwork does not match the info on the PO line, **do not** change the condition code. QC will do this during inspection.



In the Popup that appears for Printing Barcode Labels. You will want to deselect the checkbox Use Predefined. Then in the User-Defined box type in the pack size for the number of labels to print.

Example, if your quantity of the order is for 22pcs. And you want only 1 label, then type in 22 in the User-Defined box as shown below. If for some reason you want the number of labels for the entire quantity of your order, say 22 labels in this example, then you would re-select the Use Predefined checkbox and select ok and it will print 22 labels with separate barcode identities.



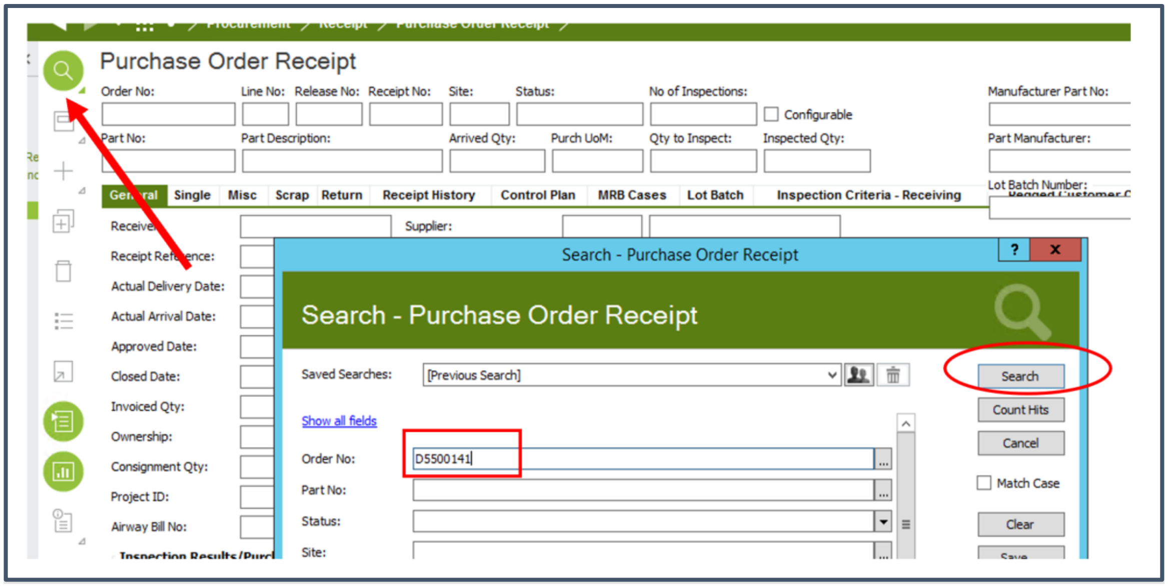
2. Scan Shipping Documents to Receipt and Enter Waybill

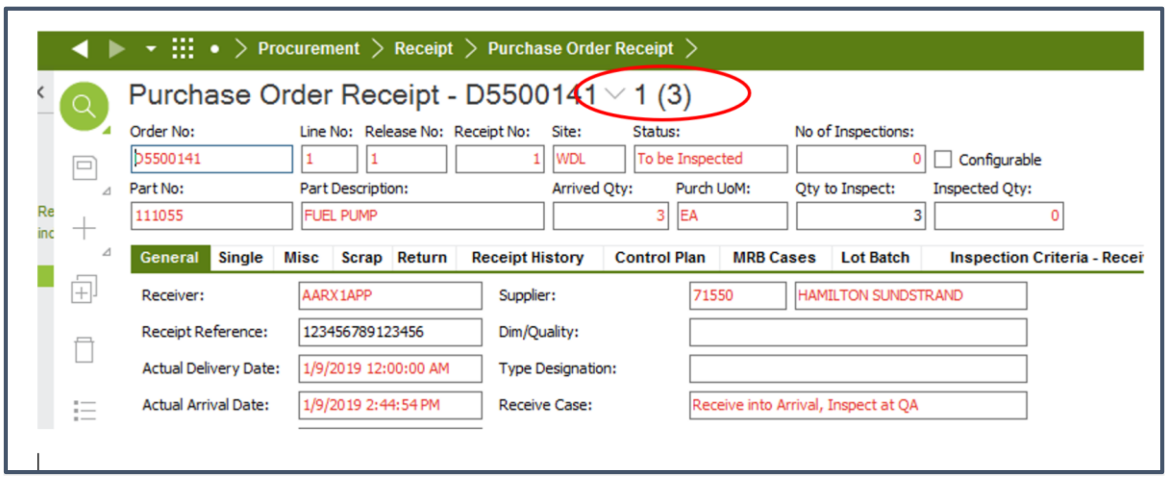
Functional Group

Logistics Technician

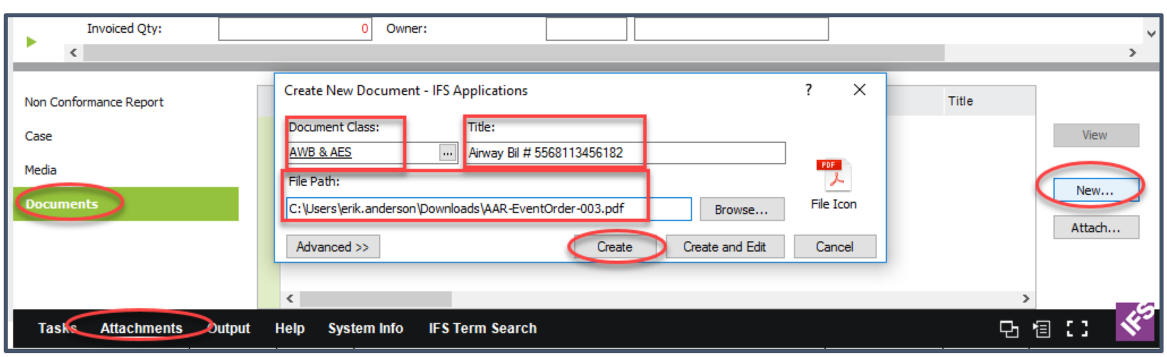
Description

Navigate to *Procurement→Receipt→Purchase Order Receipt*, click the magnifying glass in the upper left, and search for the order number. Note that if the arrival of more than one line has been registered there will be more than one purchase order receipt. You can tell if there are multiple receipts if there is a number in parenthesis next to the title at the top of the window.

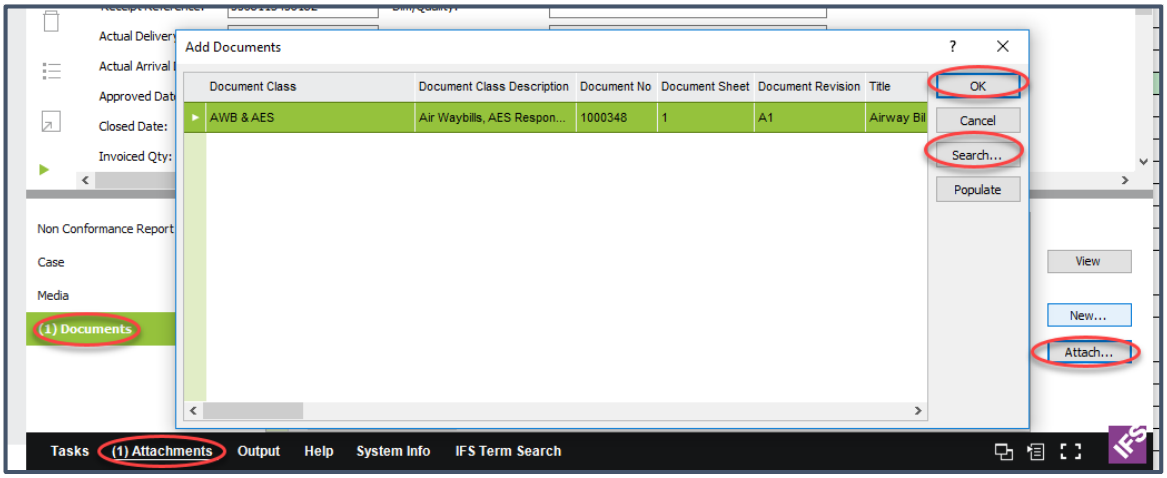




Scan the shipping documents and save them on your computer. Then click on “Attachments” in the black bar at the bottom of the screen and select the “Documents” option from the list on the left. Click “New…” on the right side and enter the information listed in the popup. Enter the appropriate Doc Class (i.e. Receiving) Click “Create” to attach the document.



Note: If you have already attached a document to a different record in IFS, you can instead use the “Attach…” button to find the document. Use the “Search…” button to locate the document you are looking for and then hit “OK”.



3. Change Condition Code (If Required)

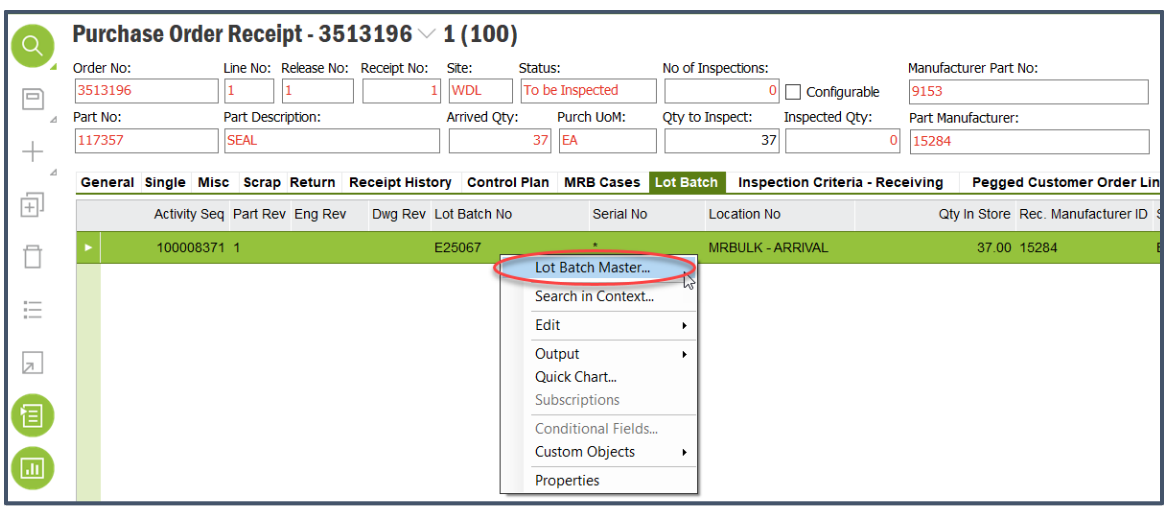
Functional Group

Quality Control

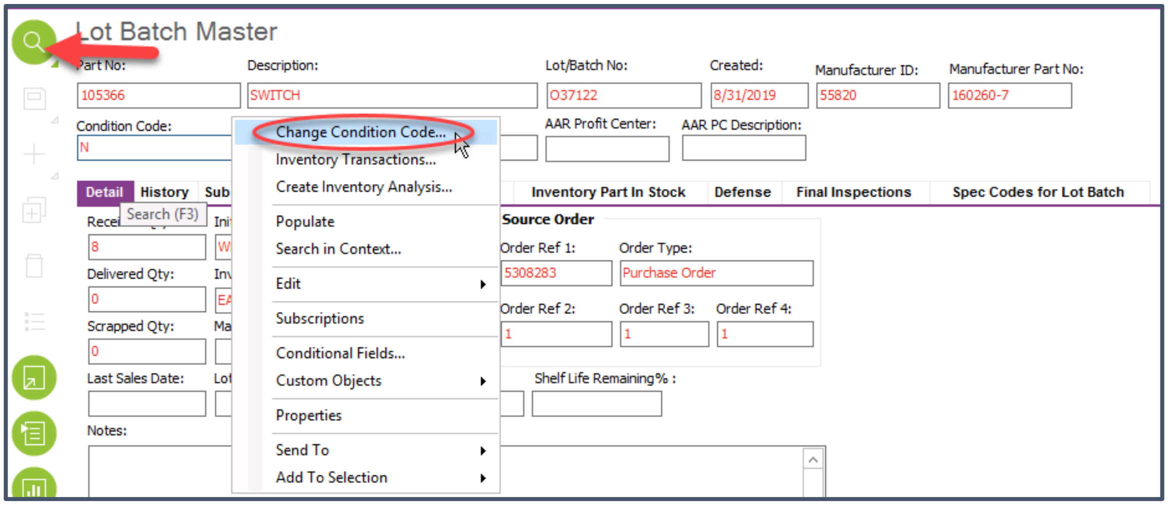
Description

Note: Approval must be obtained from a Product Line Manager or Quality Manager prior to changing condition code.

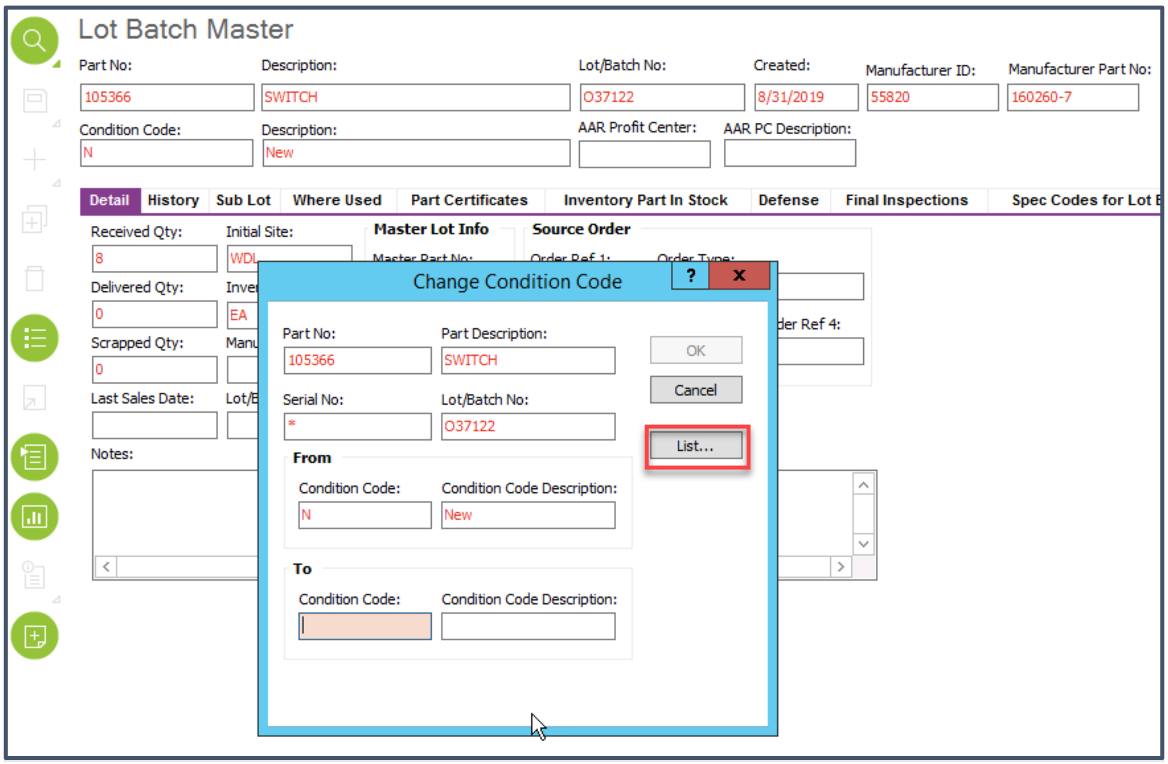
If the condition code that was on the PO is different than the material that was received, go to the Lot Batch type, right click on the line and select “Lot Batch Master…”



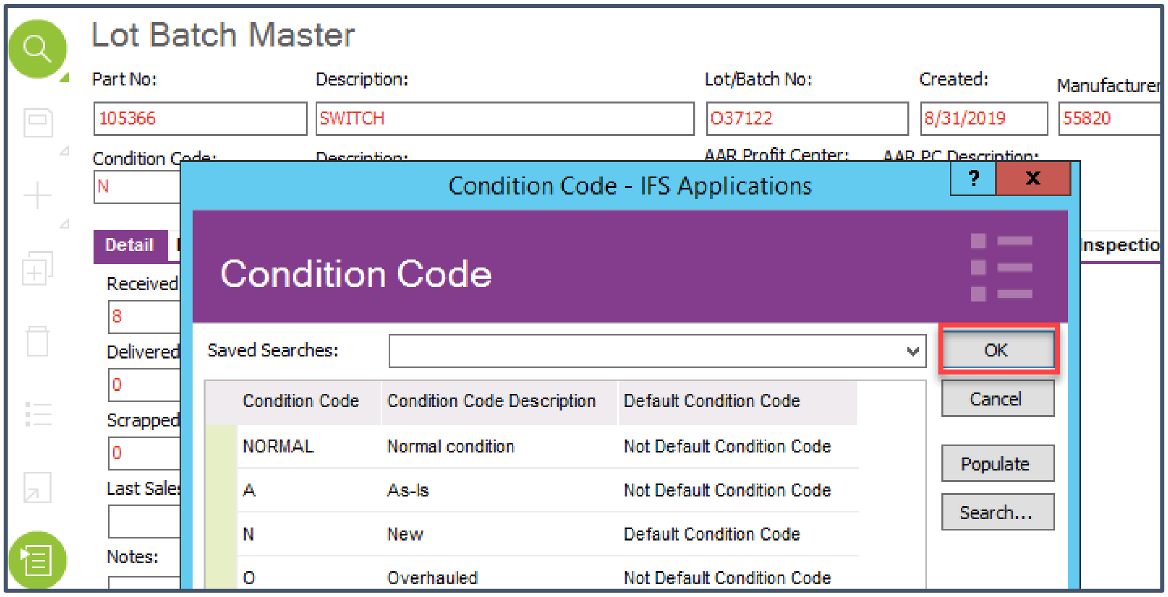
Right click in the header of the Lot Batch Master and select Change Condition Code.



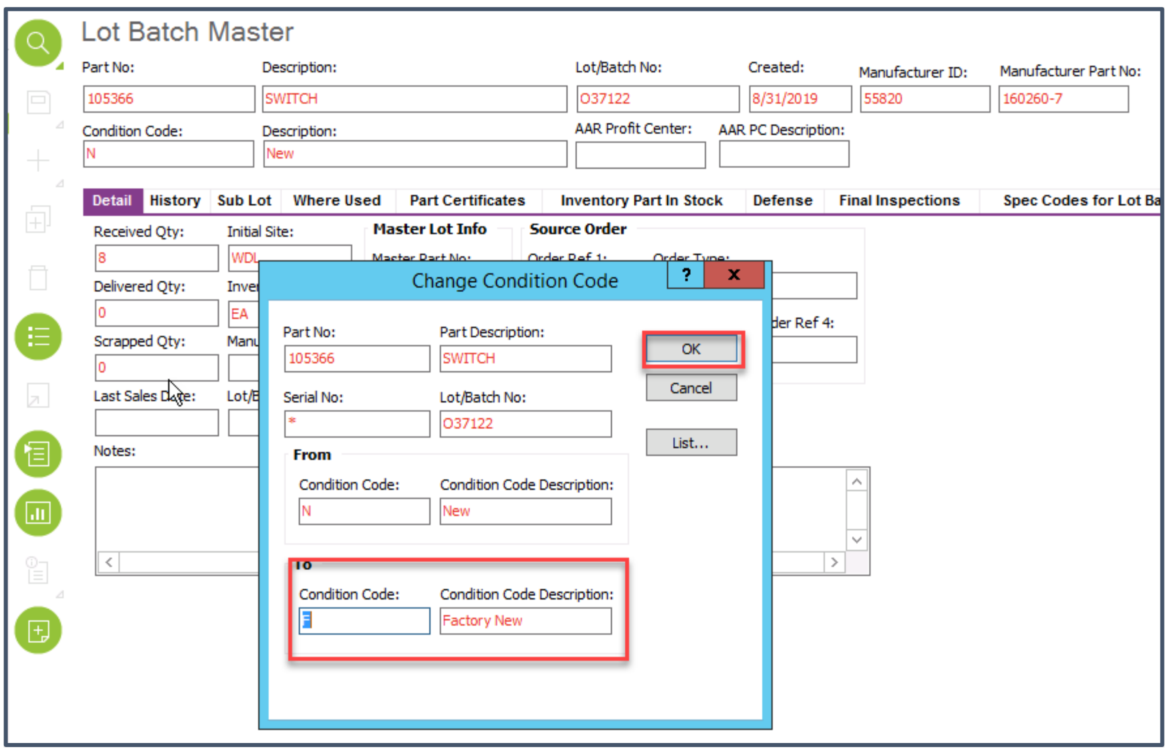
In the Popup box that appears, click on the List box.



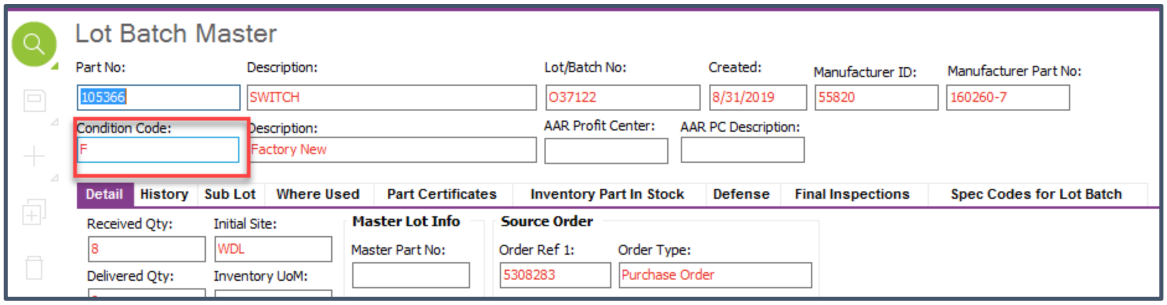
In the Popup box that appears select which condition code the Lot Batch part should be and click OK



Take note that the Condition code you selected now shows in the To Box. Click OK



The Change will show in the header of the Lot Batch Master as shown.



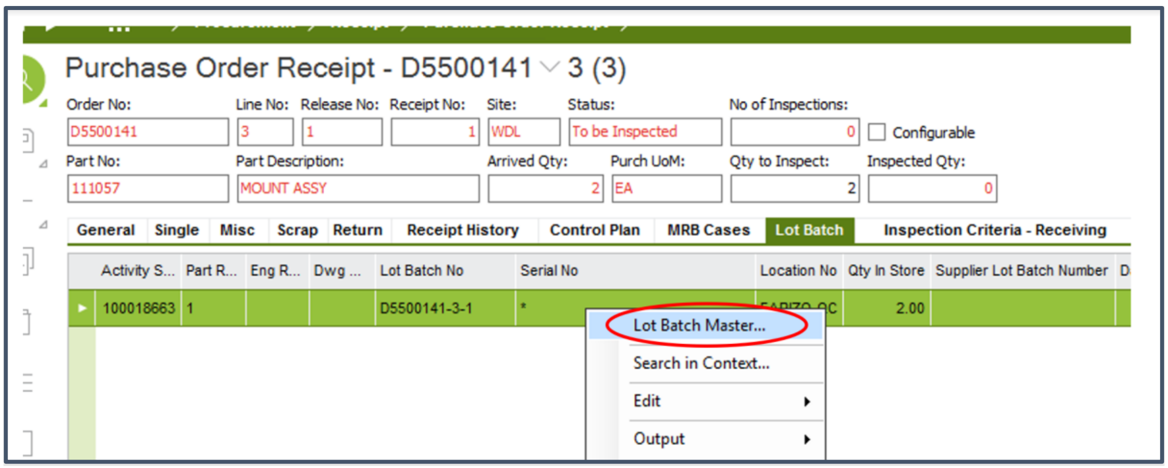
4. Enter Cure Date, Serial Numbers, and/or Supplier Lot Batch (If Required)

Functional Group

Logistics Technician

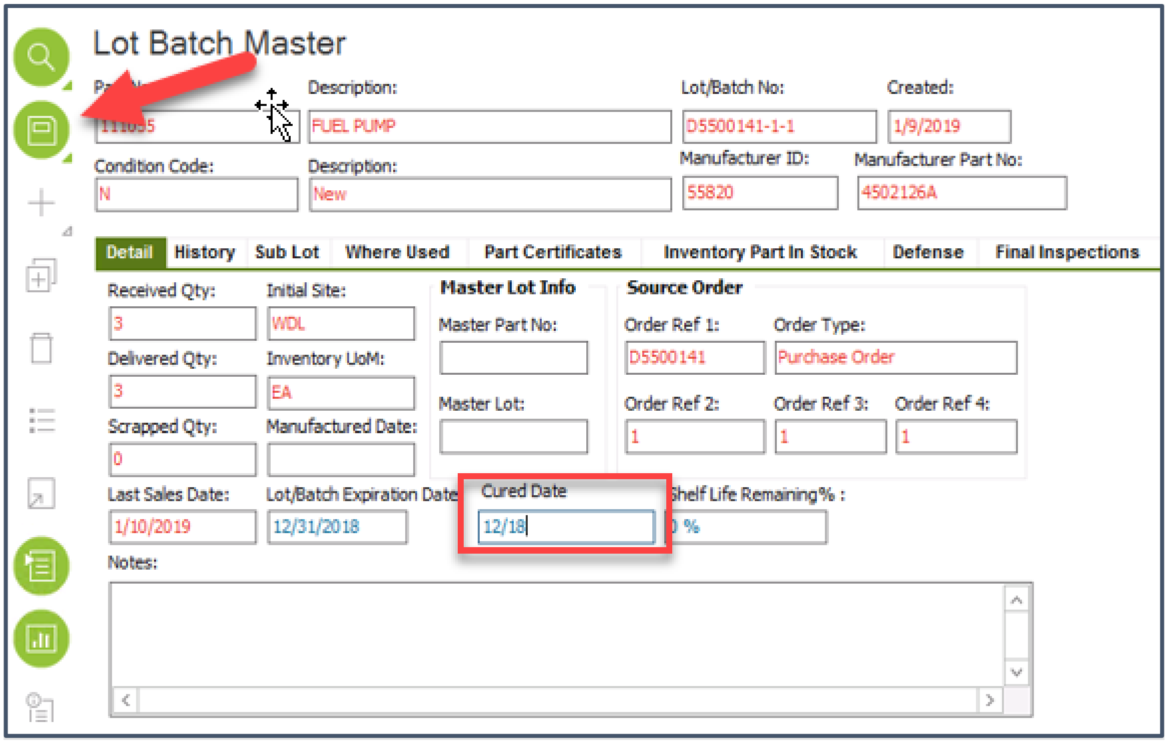
Description

If the part has a cured date and/or a lot batch from the supplier, go to the Lot Batch tab, right click on the line and select "Lot Batch Master..."

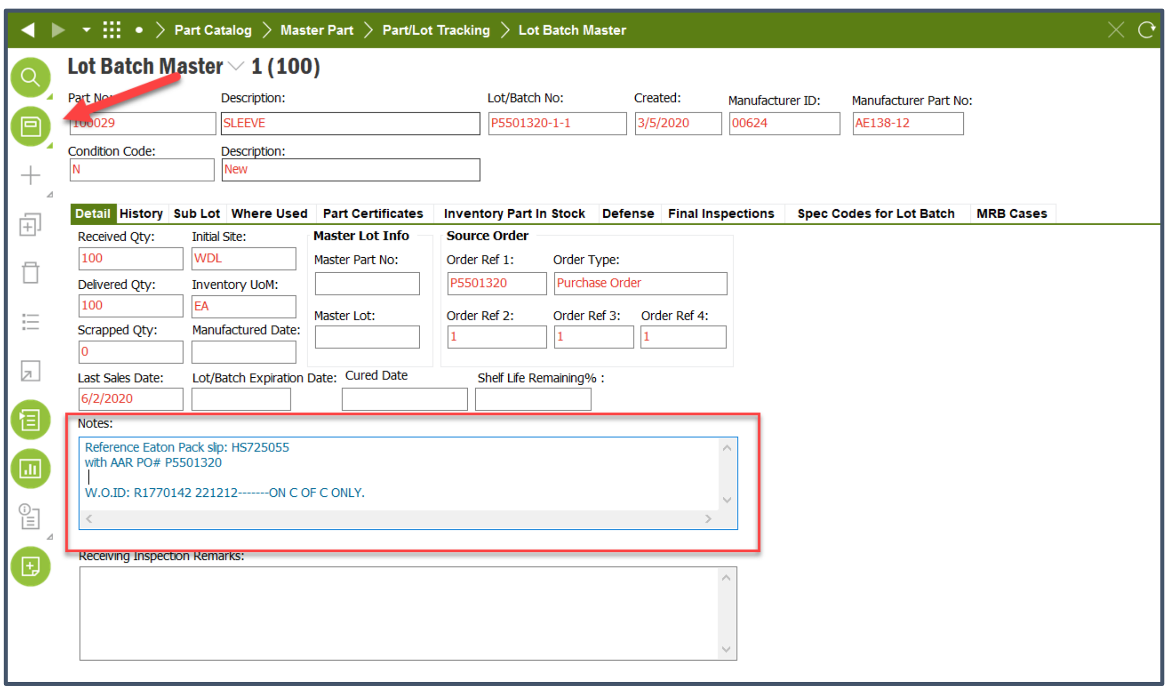


If there is a cured date, enter it on the Detail tab in one of the following formats and save the record.

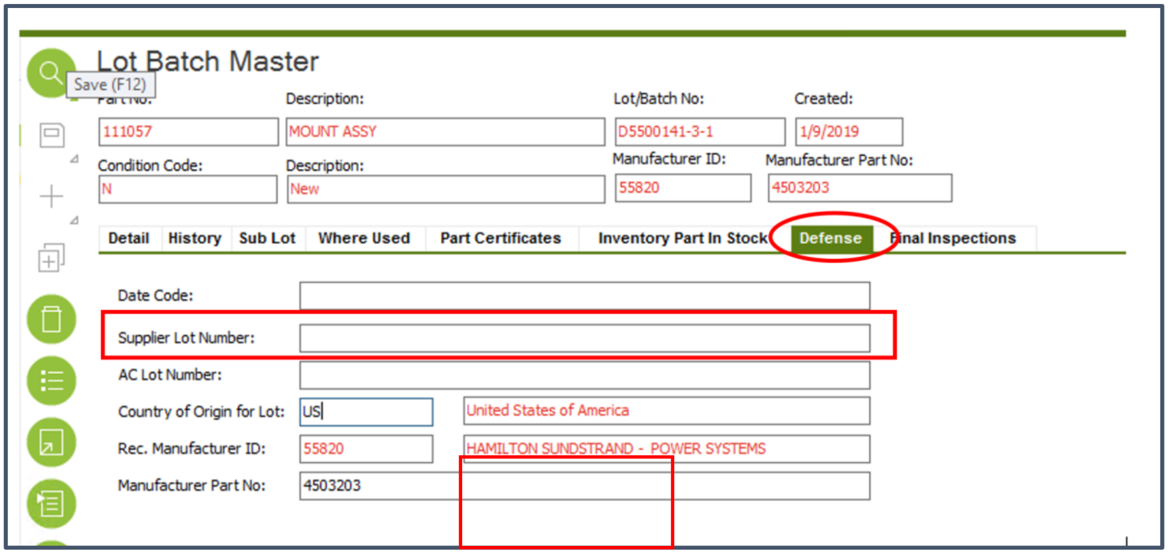
- XQYY – Where X is the quarter of the year the part was cured and YY is the two-digit year (e.g. The fourth quarter of 2019 would be entered as "4Q19")
- MM/YY – Where MM is the two-digit month the part was a cured and YY is the two digit year (e.g. September 2019 would be entered as 09/19)



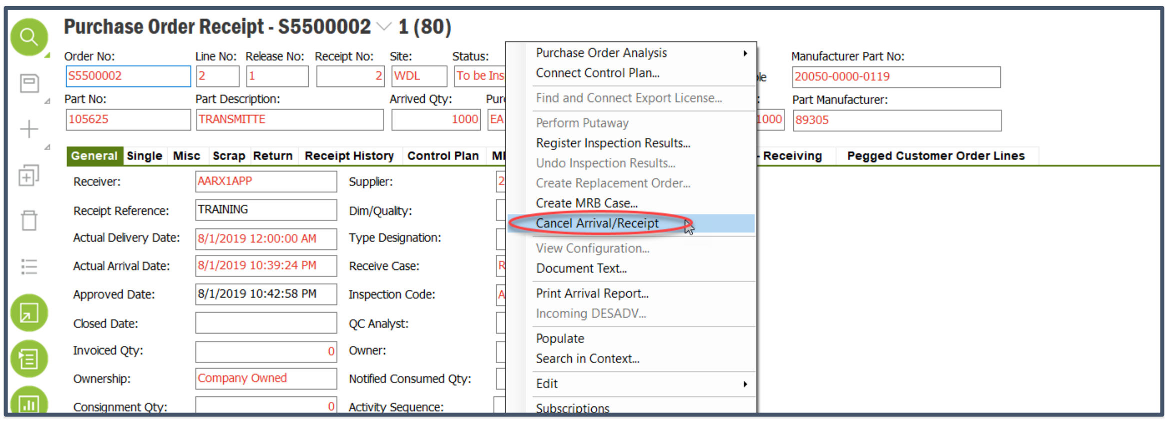
If there are serial numbers, enter them in the Notes field.



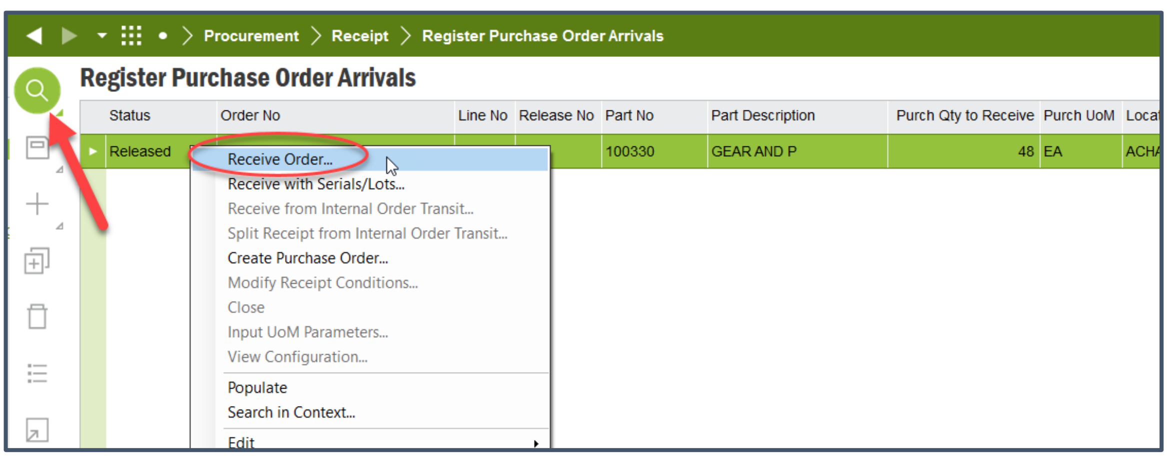
If there is a supplier lot batch, enter it on the Defense tab. Save and then return to the receipt.



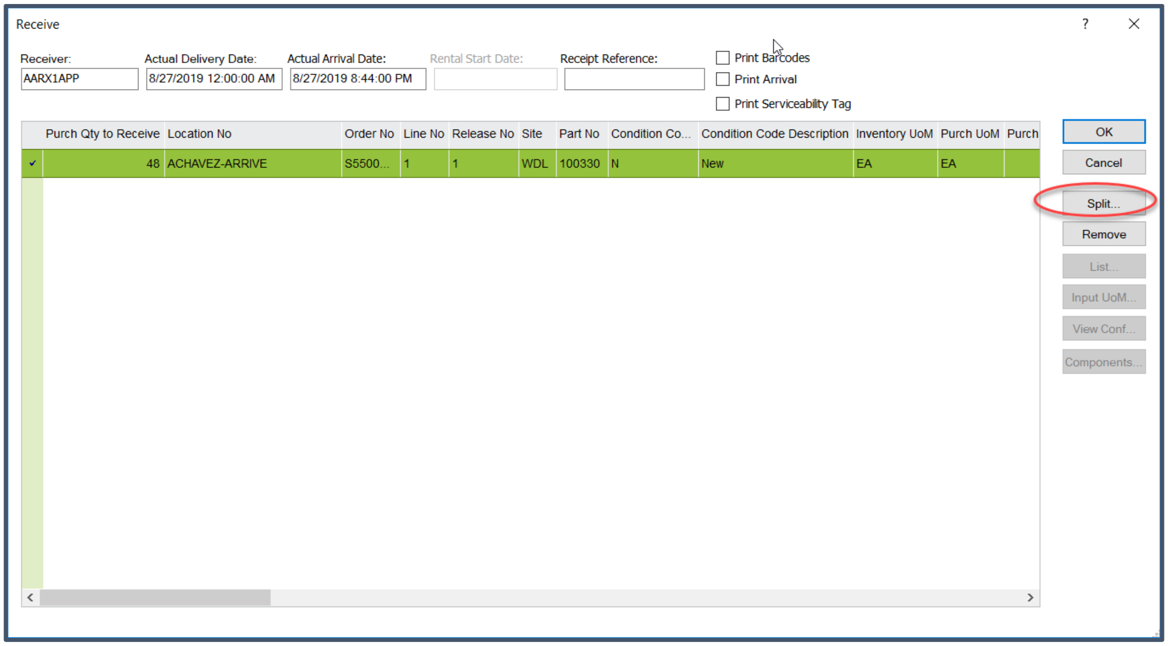
Note: If there are multiple supplier lot batch no's on the receipt, you will have to cancel the receipt and re-receive. First go back to the purchase order receipt, right click and select "Cancel Arrival/Receipt".



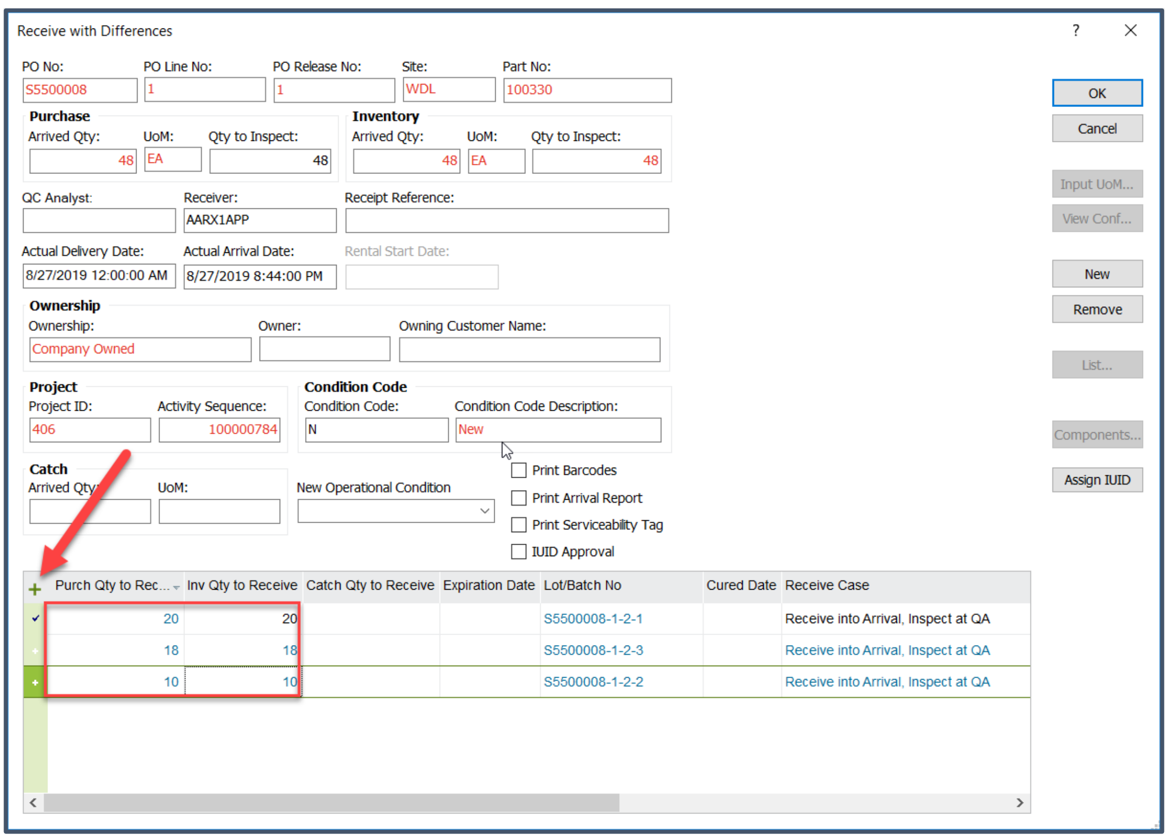
Then go *Procurement →Receipt →Register Purchase Order Arrivals* and search for the order number. Right click on the appropriate line and select "Receive Order…"



In the following popup, select the line and then hit the “Split…” button.



Use the green plus sign towards the bottom of the screen to add lines. For each line, enter the quantity per supplier lot and add a suffix to the end of the lot batch (-1, -2, -3, etc.). Click “OK” when finished.



Go back and repeat steps 4 and 5. You will now have one Purchase Order Receipt for multiple Lot/Batches which will allow you to record the individual supplier lots without having to do a separate inspection per lot.

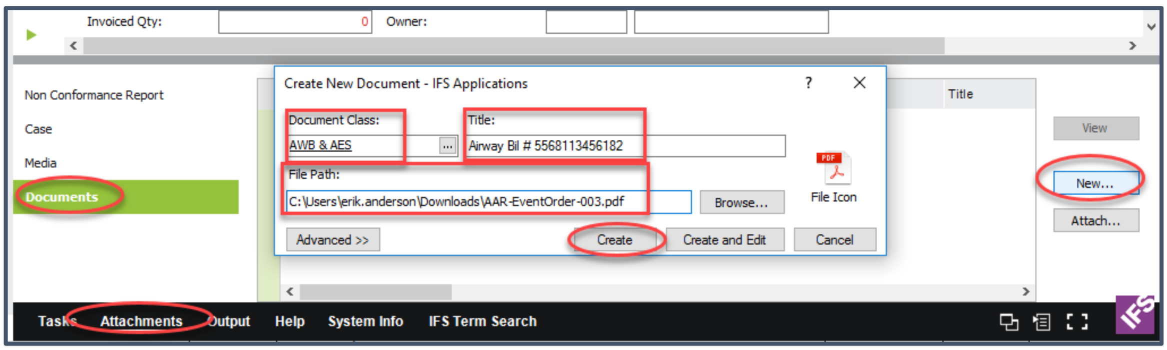
5. Scan Quality Paperwork to Receipt and Lot/Batch

Functional Group

Logistics Technician

Description

Scan any paperwork that came with the parts (C of C's, 8130's, etc.) and save them on your computer. Click in the header of the receipt. Then click on "Attachments" in the black bar at the bottom of the screen and select the "Documents" option from the list on the left. Click "New…" on the right side and enter the information listed in the popup. Click "OK" to attach the document.



Then go to the Lot Batch tab, select the line, right mouse button and select Lot Batch Master. Then click on "Attachments" in the black bar at the bottom of the screen and select the "Documents" option from the list on the left. Click the "Attach…" button. In the popup that appears, use the "Search…" button to locate the document you just attached to the receipt then hit "OK".

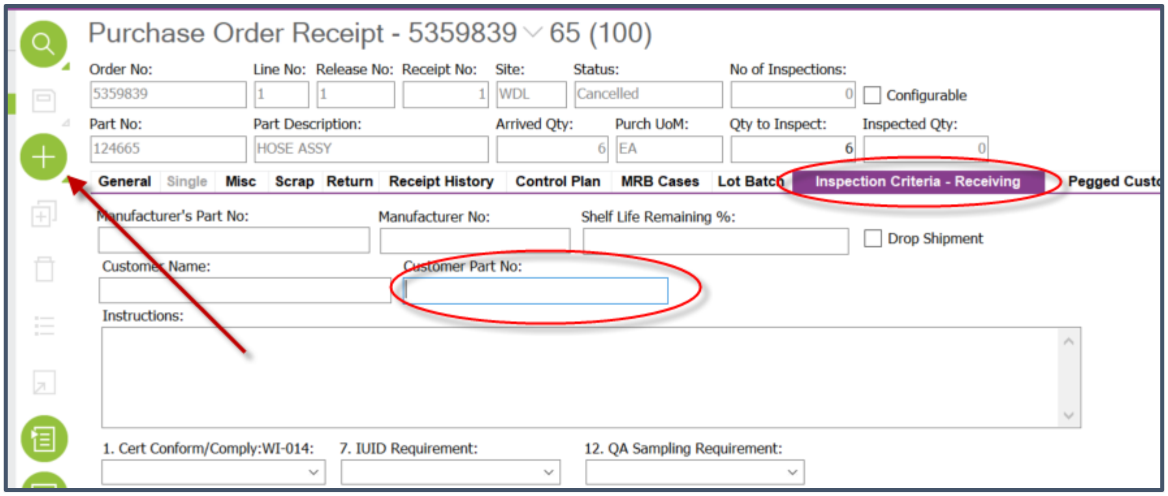
6. Create Inspection Results Record

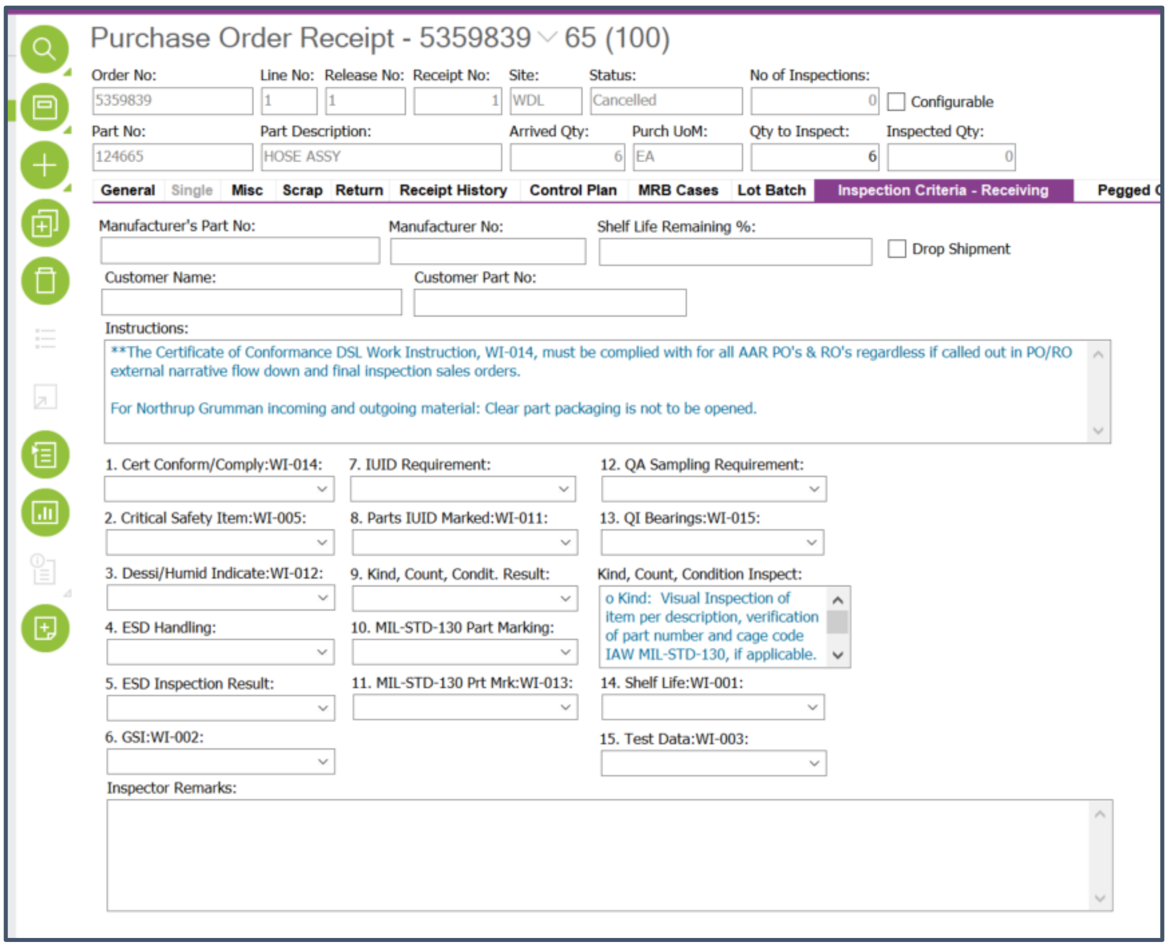
Functional Group

Logistics Technician

Description

Go back to the Purchase Order Receipt and go to the Inspection Criteria – Receiving tab and click in the "Customer Part No" field, then click the plus sign on the left side of the window. This will populate the screen with inspection criteria info.





7. Complete Inspection

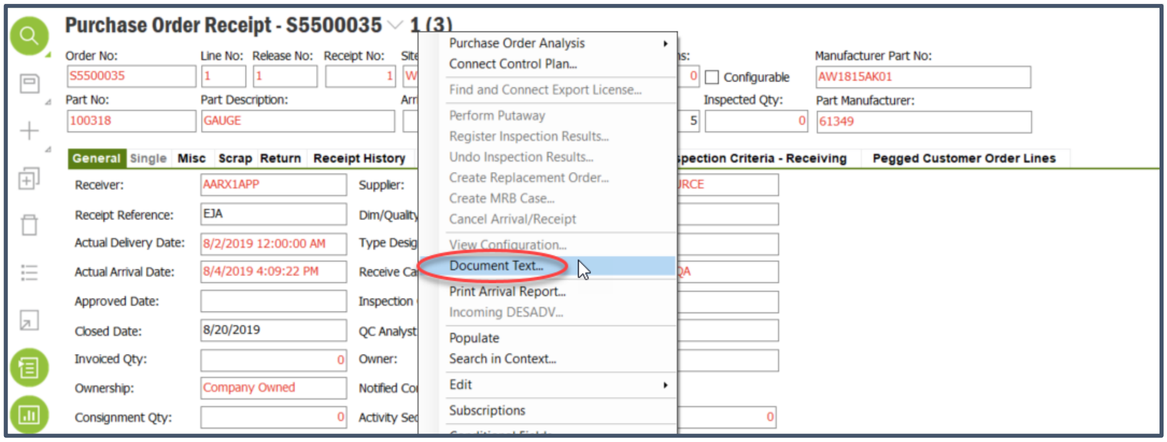
Functional Group

Logistics Technician

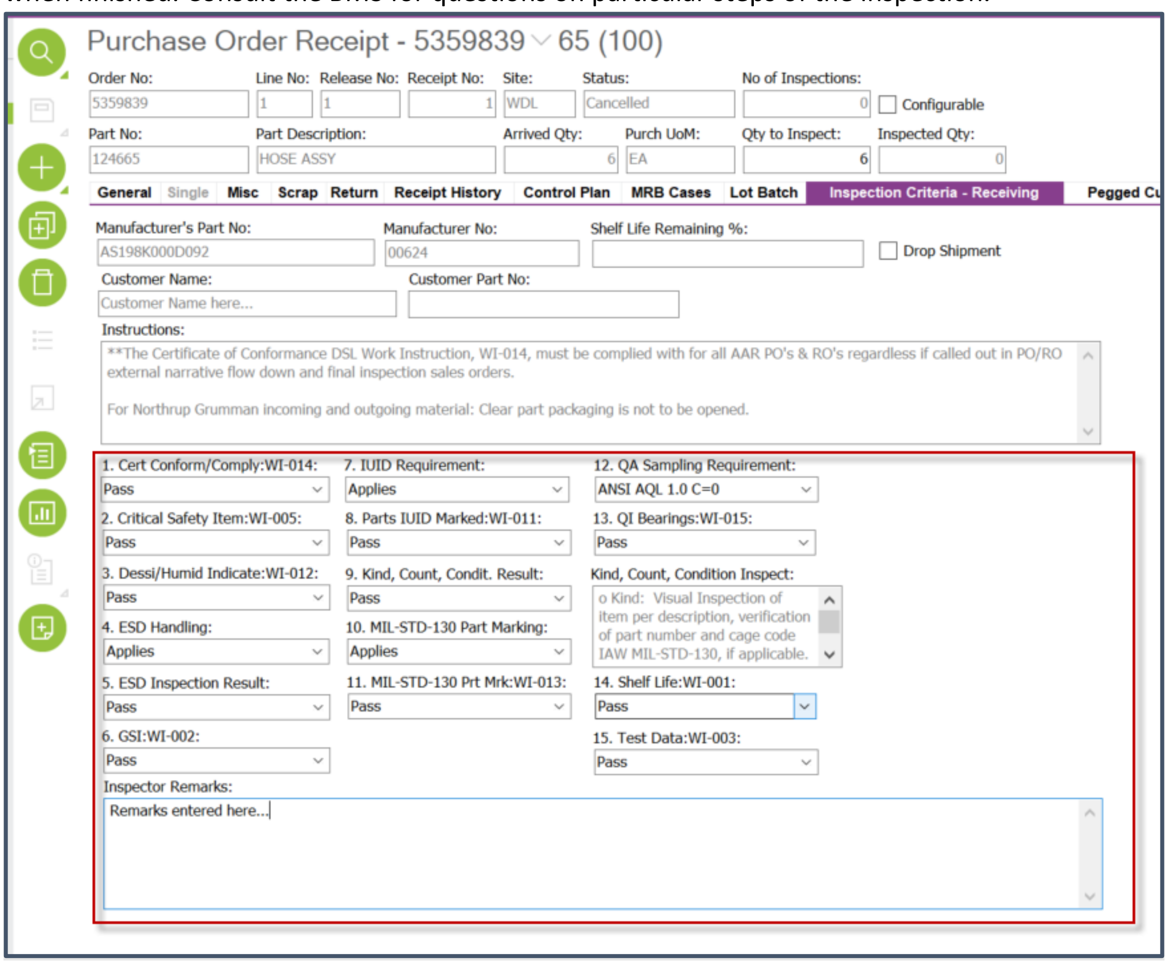
Description

Review Document text and PO notes for flow down for Receiving Inspection processing. To view, right click in the header and select "Document Text/Notes..."

Enter the inspection results as detailed below (Pass/Fail/NA, Click save at each step or when finished) based on the PO flow down requirements, documentation and condition of the parts.



Enter the inspection results for each box on the form (Pass/Fail/NA) Click save at each step or when finished. Consult the BMS for questions on particular steps of the inspection.



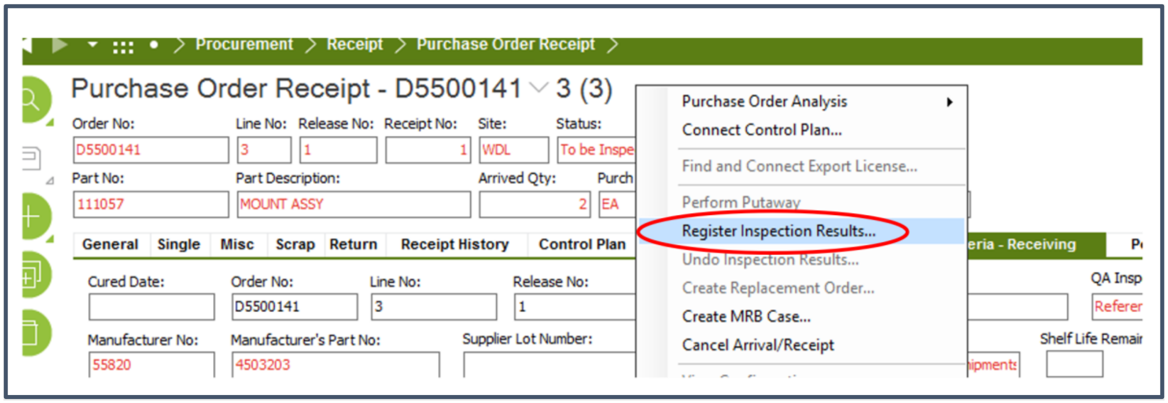
8. Register Inspection Results

Functional Group

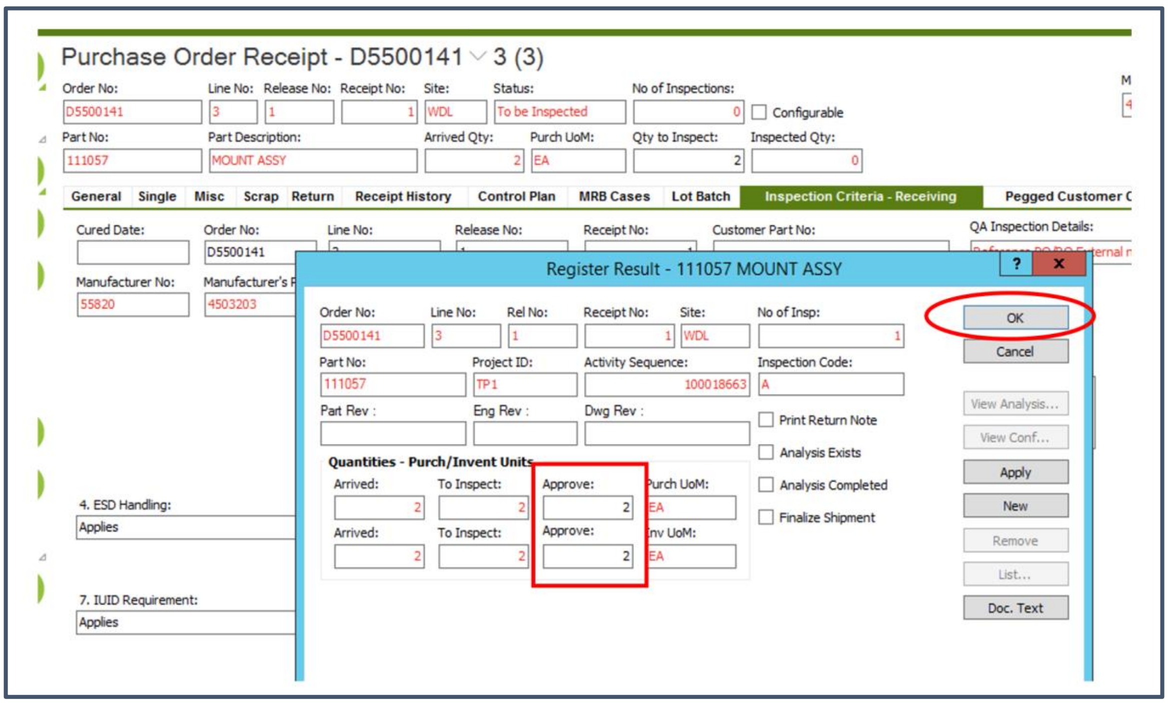
Logistics Technician

Description

Right click in the header of the receipt and select "Register Inspection Results…"



In the popup that appears, verify the quantity you are approving and then select "OK".



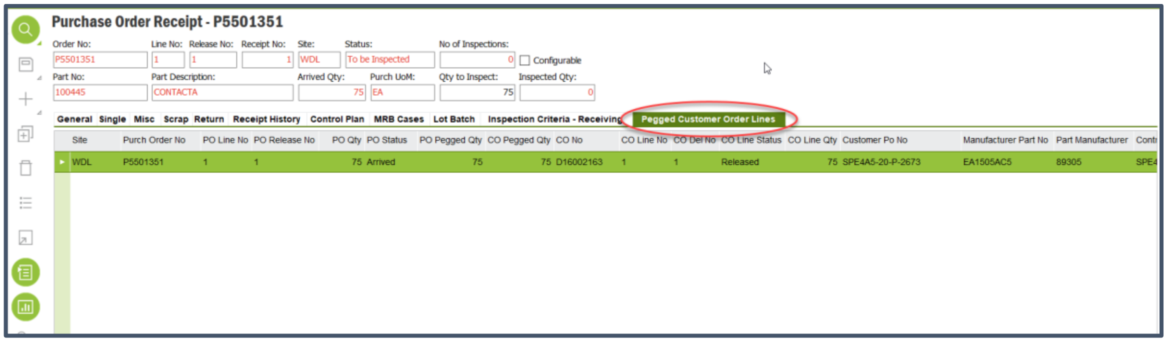
9. Check if Parts are Pegged

Functional Group

Logistics Technician

Description

Go to the Pegged Customer Order Lines tab and check if the material is already allocated to a customer order. If it is, when you receive the material move it to the ONC_USAGE location. If there are no lines on the tab, the material is for stock and can be put away as normal.



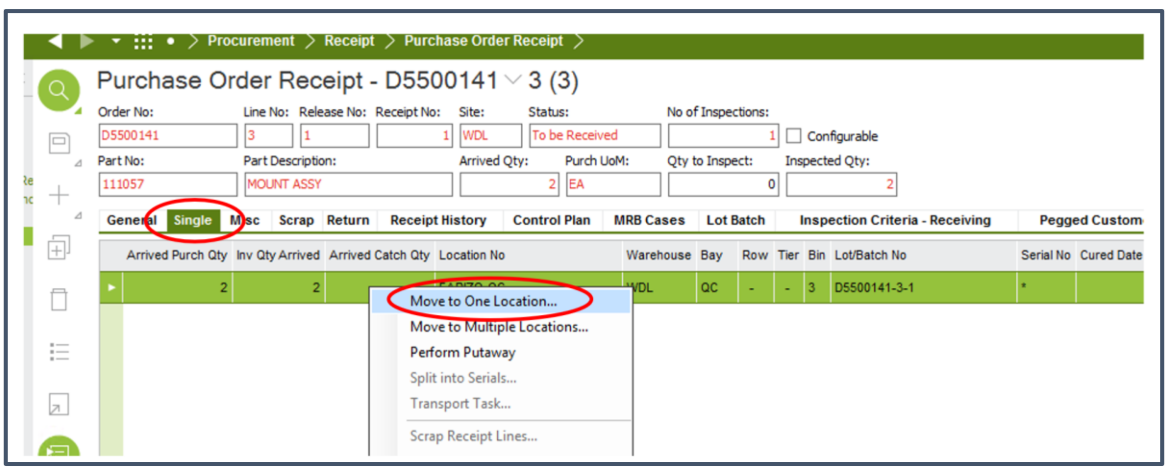
10. Stage Parts for Putaway

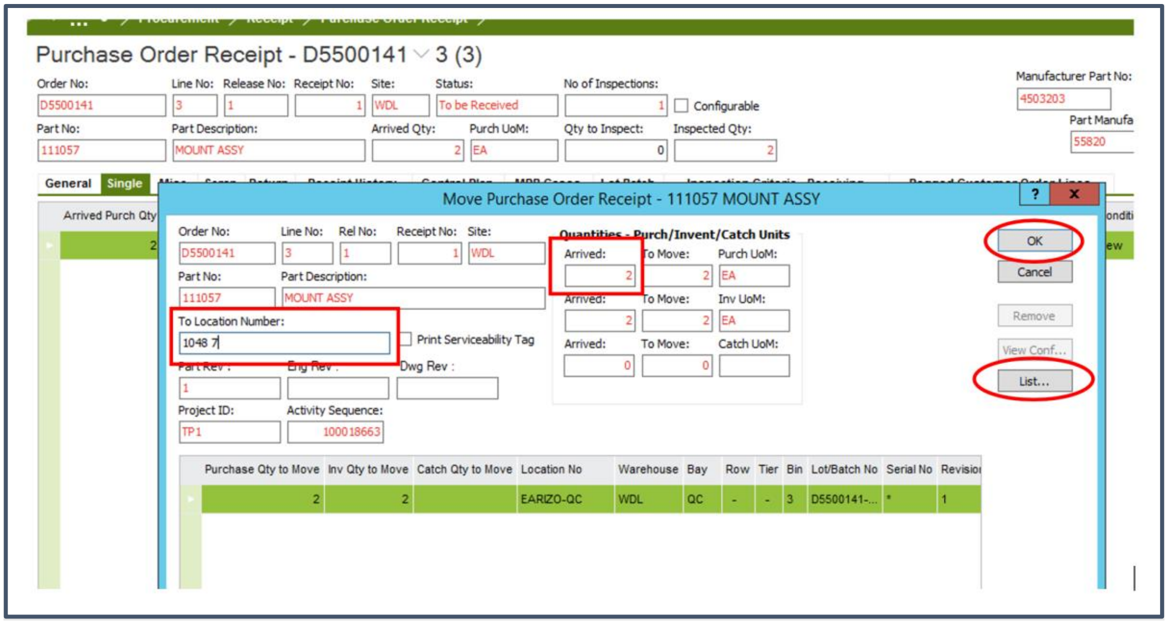
Functional Group

Logistics Technician

Description

Go back to the Single tab, right click on the line and select “Move to One Location…” In the popup that appears enter a putaway staging location like a cart (use “List…” button as needed) and then click “OK”.





Purchase Order Receipt - D5500141 3 (3)
Move Purchase Order Receipt - 111057 MOUNT ASSY
Order No:
Line No:
Rel No:
Receipt No:
Site:
Part No:
Part Description:
To Location Number:
Print Serviceability Tag
Quantities - Purch/Invent/Catch Units
Arrived:
To Move:
Purch UoM:
Inv UoM:
Catch UoM:
OK
Cancel
Remove
List...
Project ID:
Activity Sequence:

5. Return to Vendor at PO Receipt

Functional Groups

Product Line, Logistics Technician

Process Overview

This process covers how to return material to the vendor, when an issue is caught during receipt inspection. It applies for either a return for rework or credit.

Prerequisites

- Purchase order was issued and has arrived at AAR
- Purchase order arrival registered

Process Steps

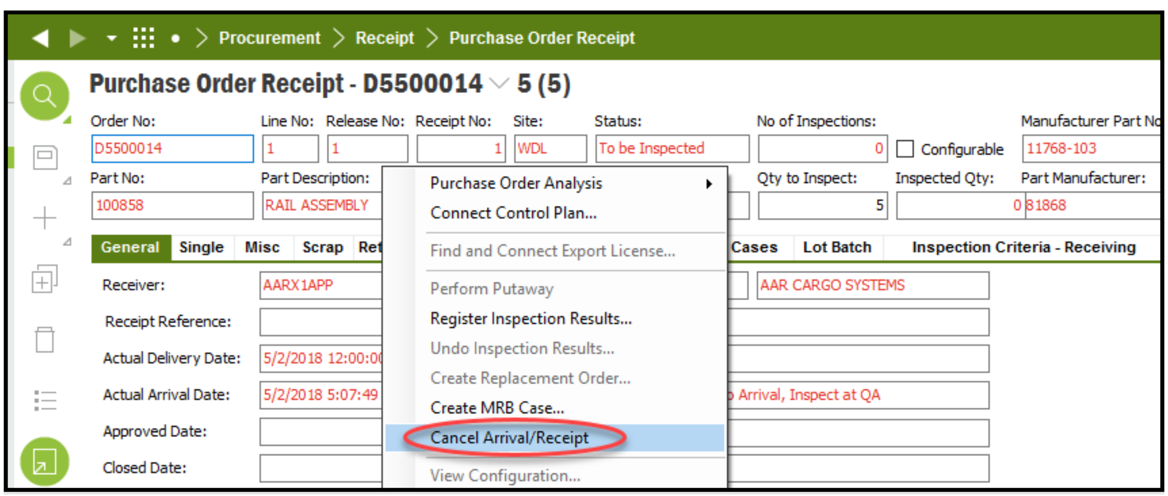
1. Separate Conforming and Nonconforming Material If Required

Functional Group

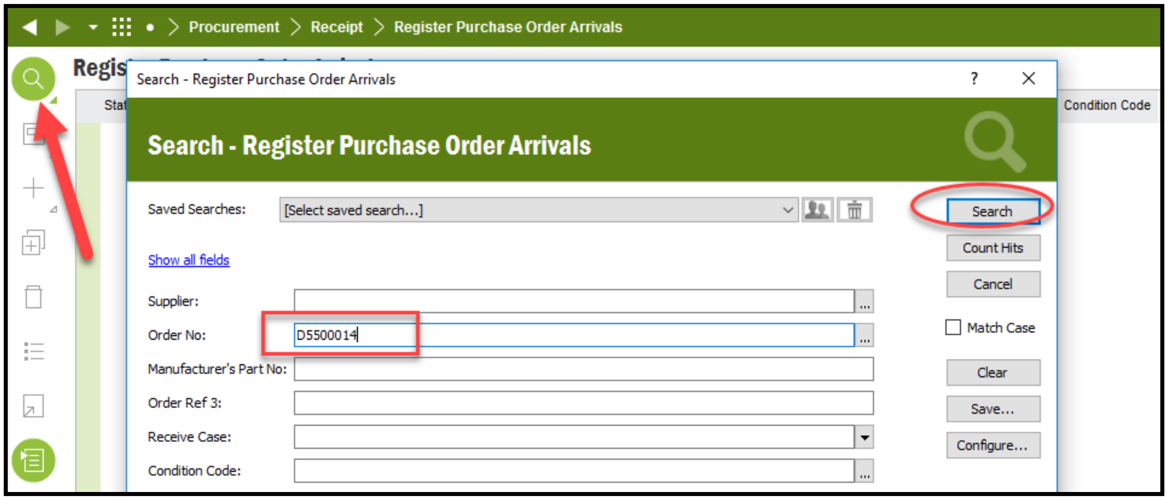
Logistics Technician

Description

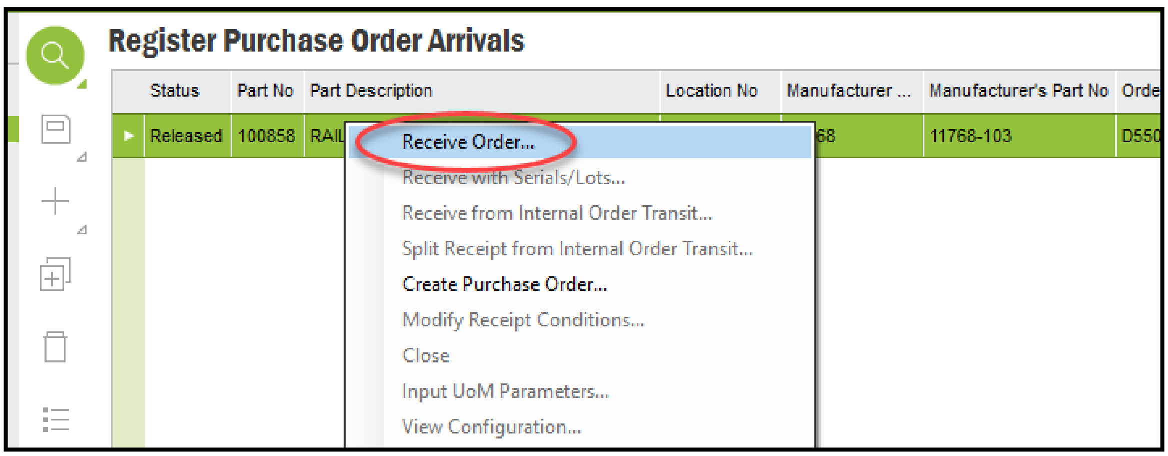
In the event an issue is found during inbound inspection for a portion of the items on a purchase order receipt, the receipt needs to be canceled so that the conforming and nonconforming items can be put on separate lot/batches. This will allow the conforming items to be received into inventory and made available for sale, while the nonconforming items are quarantined. To cancel the purchase order receipt, navigate to *Procurement →Receipt →Purchase Order Receipt* and use the magnifying glass in the upper left to search for the receipt. Once on the receipt, right click in the header and select “Cancel Arrival/Receipt”.

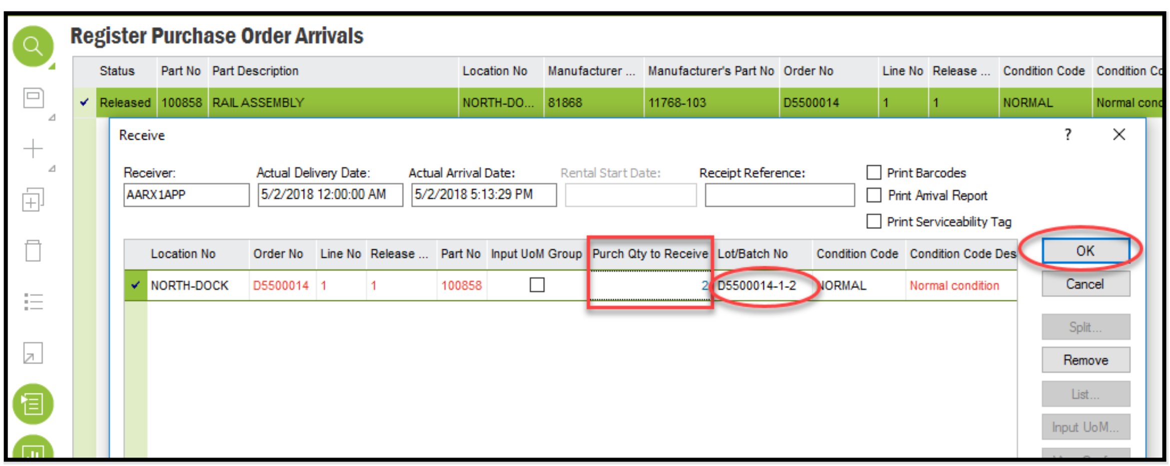


Then go to *Procurement →Receipt →Register Purchase Order Arrivals* and use the magnifying glass to search for the purchase order.



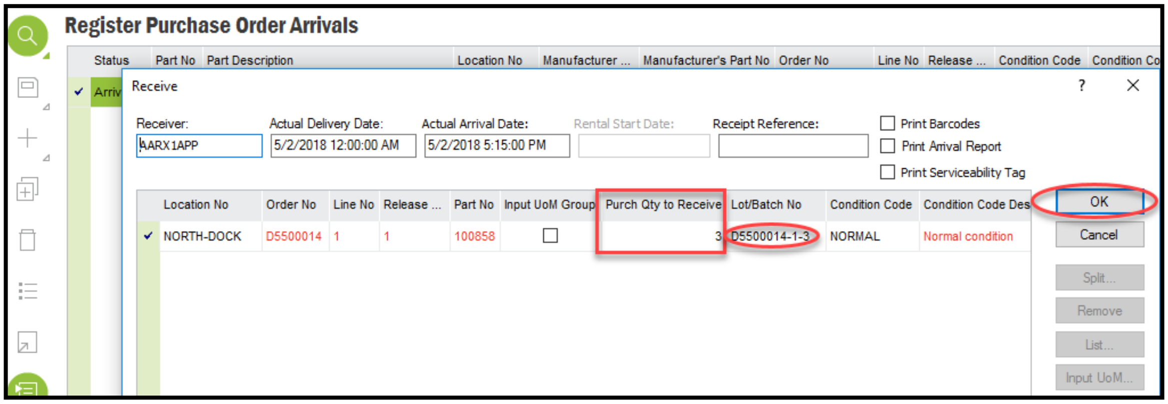
Register the receipt of the conforming material by right clicking on the line and selecting "Receive Order..." In the popup that appears, check the Print Barcodes checkbox, and enter the quantity of the conforming material in the "Purch Qty to Receive" field. Select the Click "OK" to confirm, and then receive the material using the standard process.



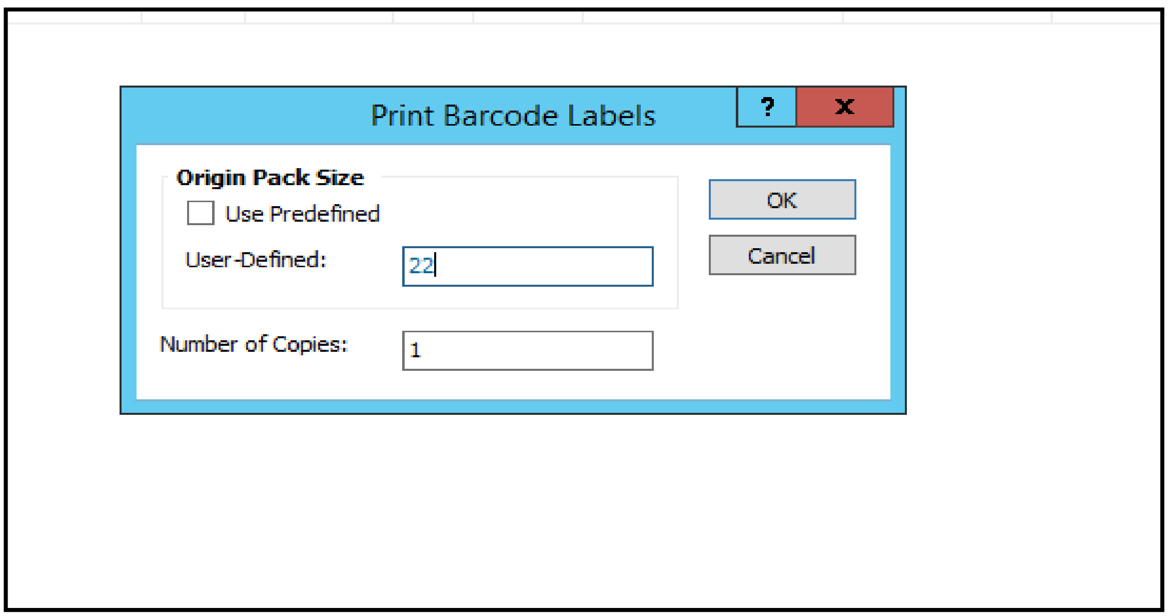


Repeat for the nonconforming material. Note that the lot/batch for the conforming and nonconforming material is different by default, which is what we want. Selecting the checkbox to

Print Barcodes. The conforming material can now be received into inventory via the normal process.



In the Popup that appears for Printing Barcode Labels. You will want to deselect the checkbox Use Predefined. Then in the User-Defined box type in the pack size for the number of labels to print. Example, if your quantity of the order is for 22pcs. and you want only 1 label, then type in 22 in the User-Defined box as shown below. If for some reason you want the number of labels for the entire quantity of your order, say 22 labels in this example, then you would re-select the Use Predefined checkbox and select ok and it will print 22 labels with separate barcode identities.



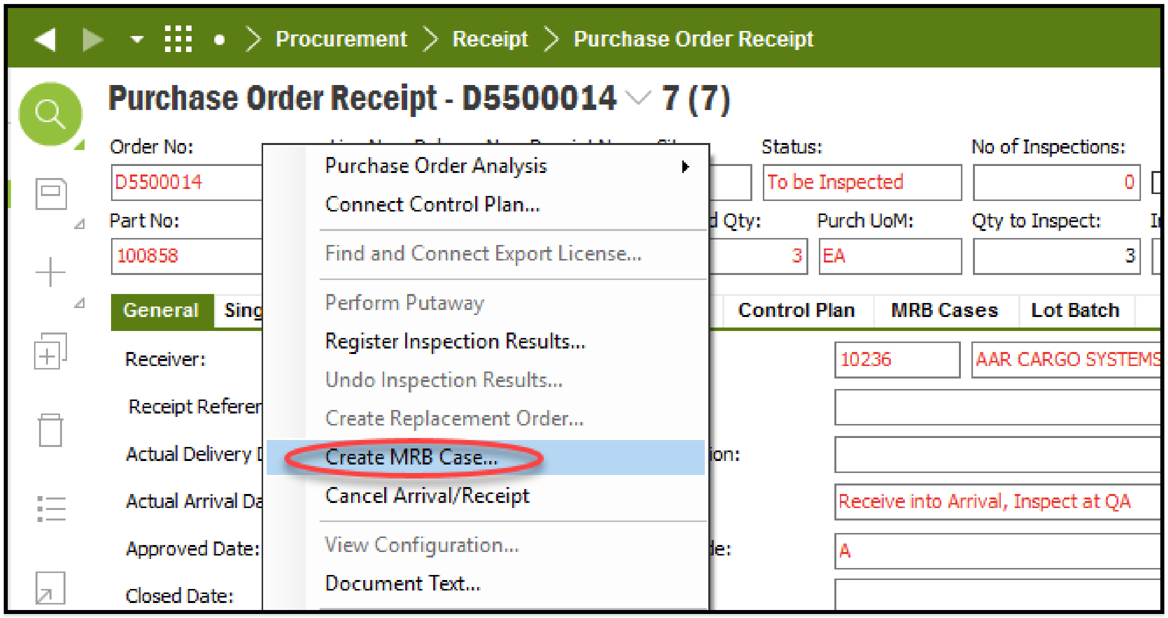
2. Create MRB

Functional Group

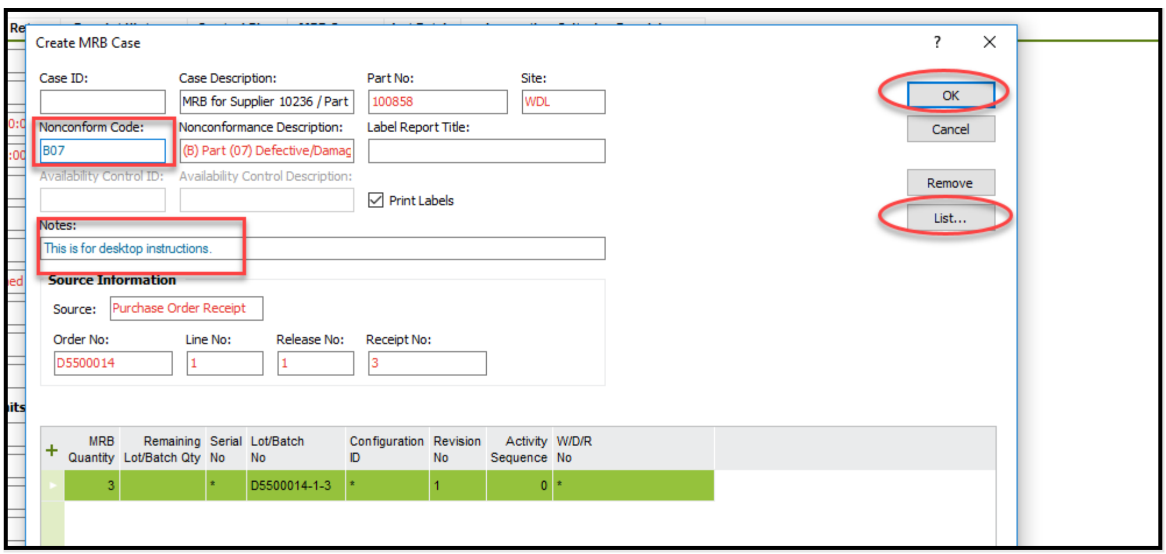
Logistics Technician

Description

Right click in the header of the receipt and select “Create MRB Case…”



In the popup that appears, enter a nonconformance code using the "List…" button and enter a brief summary with additional details in the "Notes" field. Click "OK" to confirm. In the Popup to Preview, Print or E-mail…Print the label and affix it to the material.



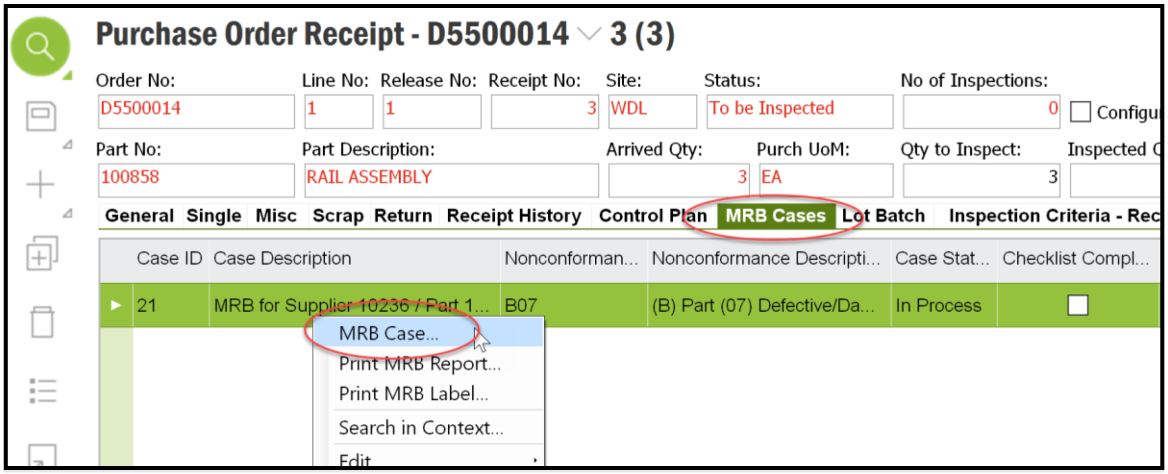
3. Enter Additional MRB Information

Functional Group

Logistics Technician

Description

Go to the MRB Cases tab of the purchase order receipt, right click on the case line and select "MRB Case…"



Enter the pertinent information regarding the issue in the MRB case. See MRB instructions for details.

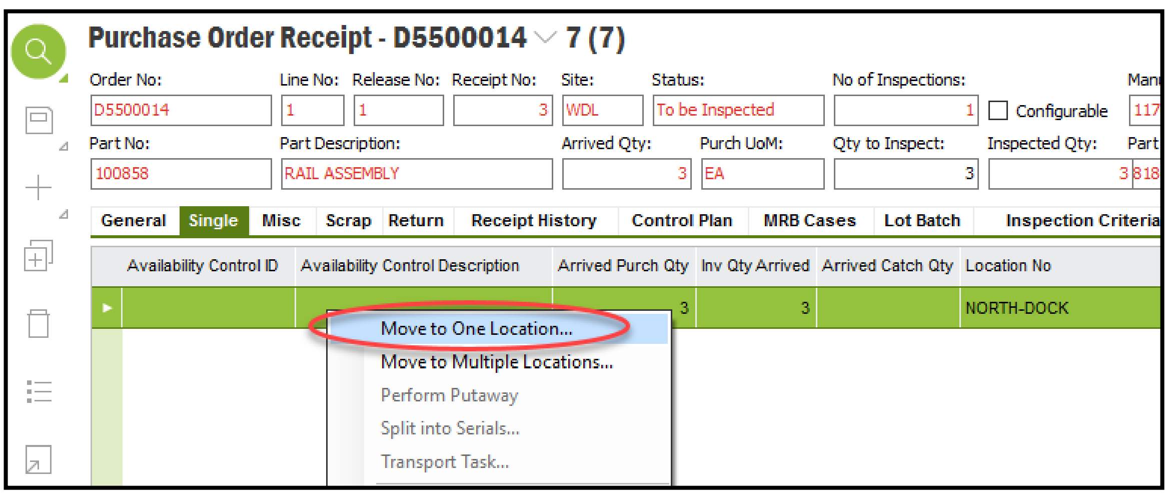
4. Move to Quarantine

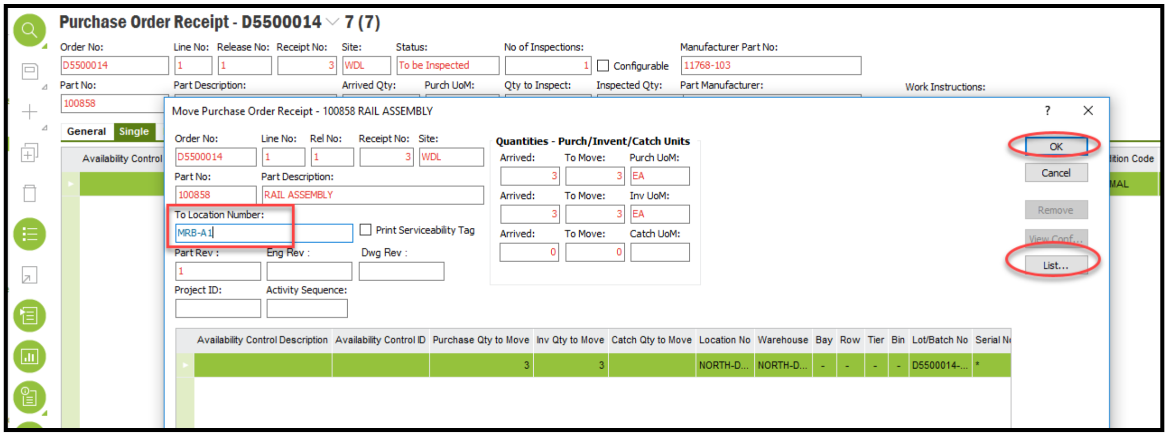
Functional Group

Logistics Technician

Description

In the Single tab, right click on the line and select “Move to One Location…” In the popup that appears, enter a quarantine location as the location to which the parts will be moved (use “List…” button, typically search for MRB% location) then click “OK” to confirm.





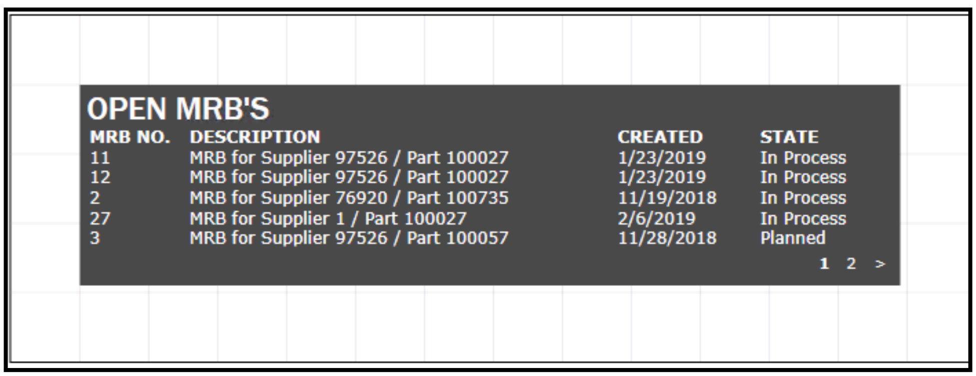
5. Disposition MRB

Functional Group

Product Line

Description

Navigate to MRB or use your Open MRB's Lobby Element. Select which MRB you wish to disposition and right mouse to MRB Case.



Research the issue and disposition accordingly. Include how AAR is to return the material, Customer's FEDEX/UPS/ETC. account number or AAR FEDEX/UPS/ETC account number. See MRB instructions for more details.

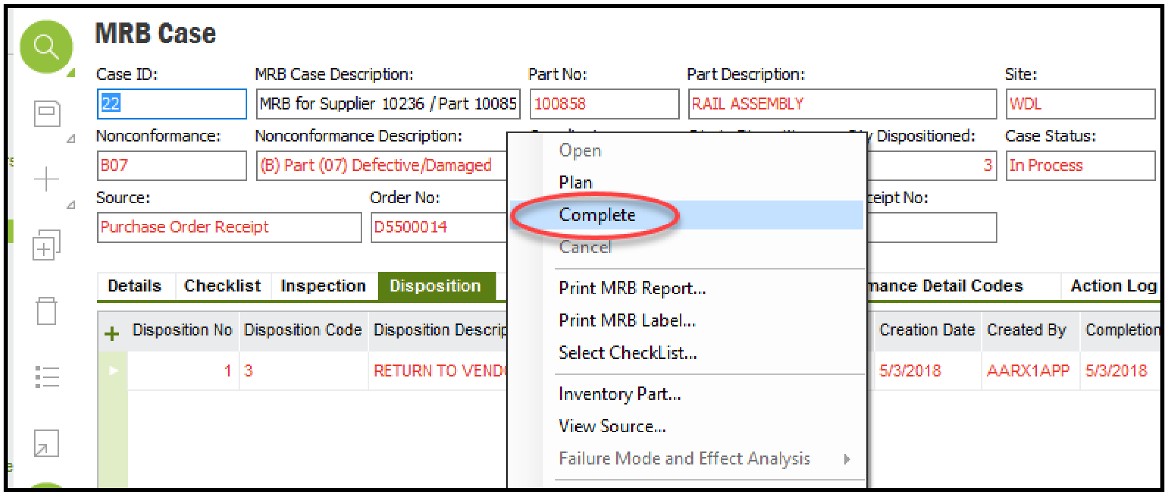
6. Initiate Return to Vendor

Functional Group

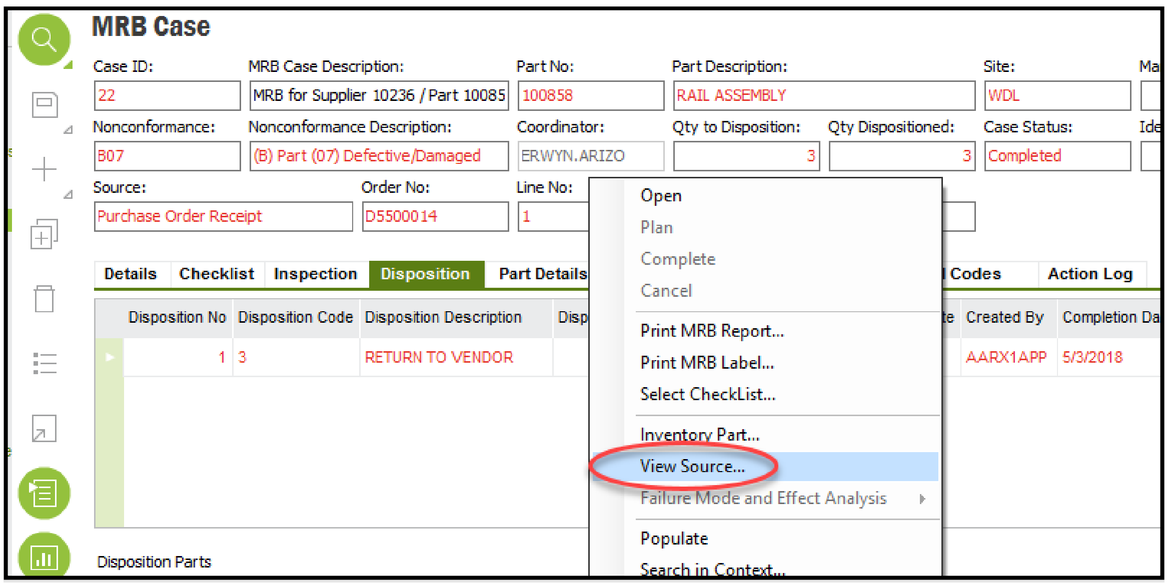
Logistics Technician

Description

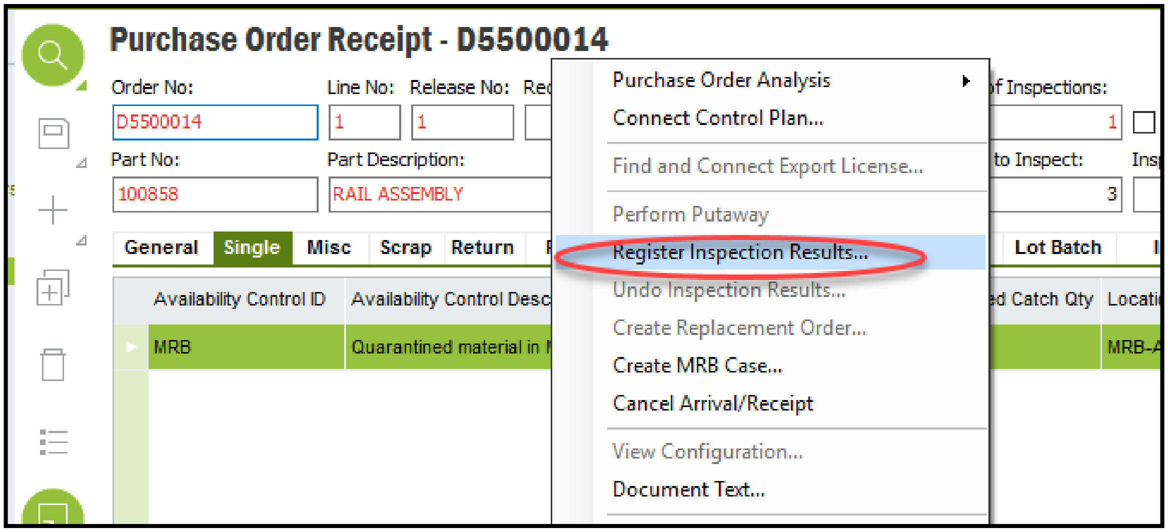
Once Product Line has dispositioned the MRB, navigate back to the MRB, make sure you have all the information you need (if not create a Task Log item). Once you confirm you have all the required information, right click in the header of the MRB and select "Complete"



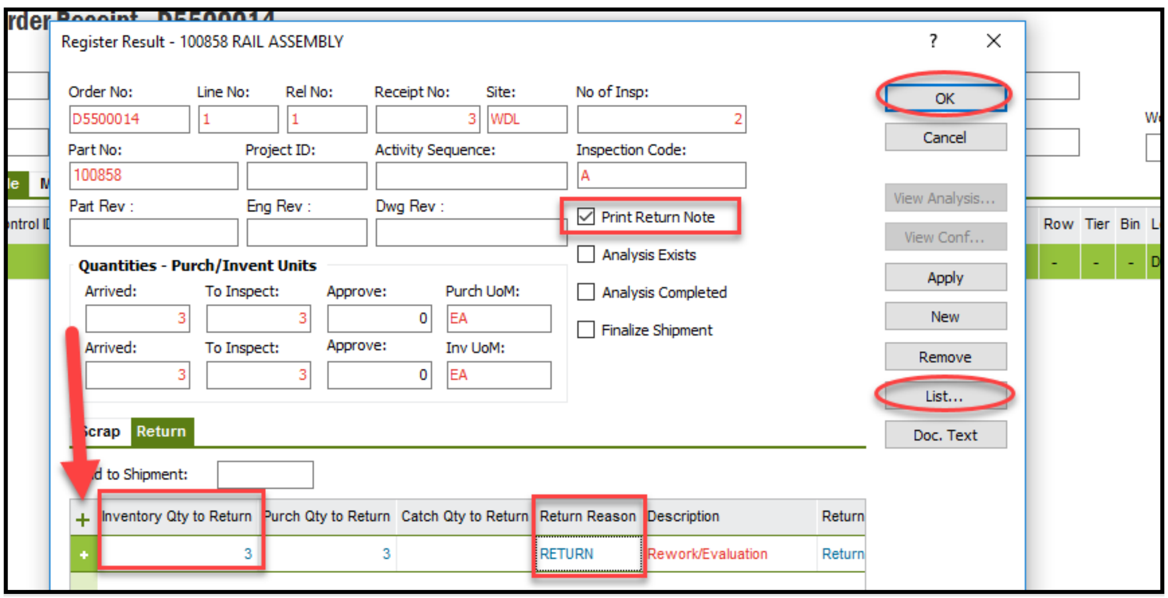
To get back to the purchase order receipt, right click in the header again and select "View Source..."



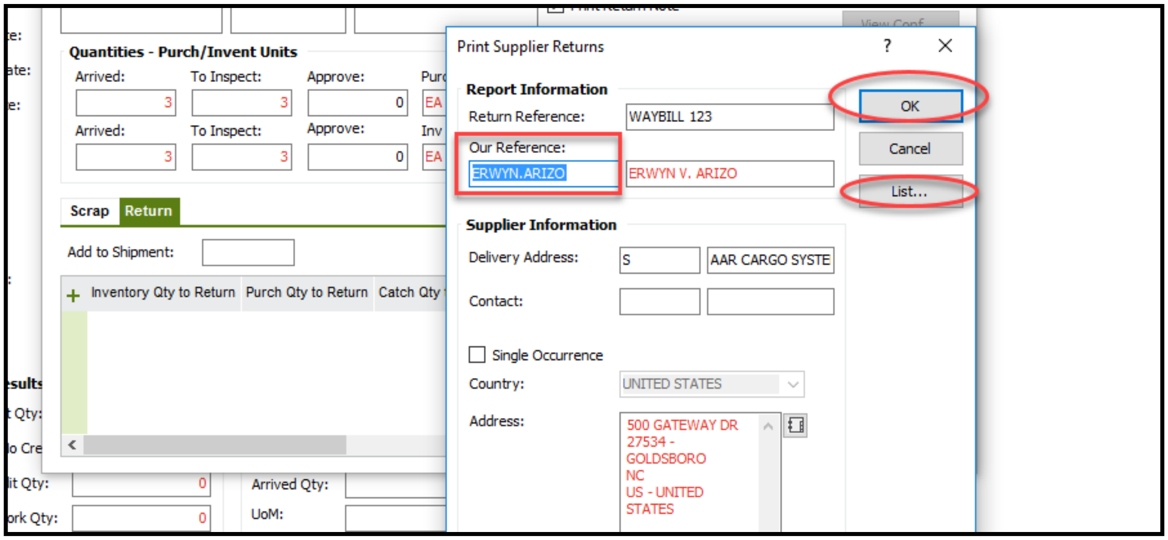
Then right click in the header of the receipt, and select "Register Inspection results..."



Go to the Return tab and click the plus sign in the upper left of the tab. On the new line enter the quantity to be returned and select a return reason (use "List..." button). In the header area of the window, make sure the "Print Return Note" checkbox is checked. Click "OK" to confirm.



In the window that appears, enter a point of contact in the "Our Reference" field (use "List..." button), confirm the remaining information is correct, and then click "OK".



In the print window that appears, either print the return note or send directly to the supplier. Move shipment to MRB Quarantine hold (Arrival receipts) or Shipping hold (Picking inventory) for Warehouse processing.

7. Pick for Shipment

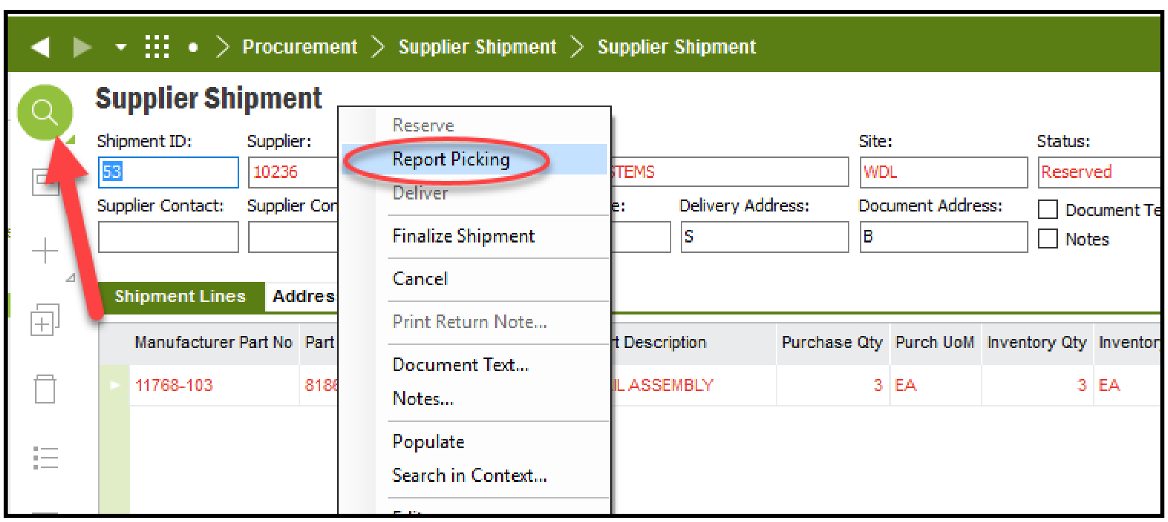
Functional Group

Logistics Technician

Description

Navigate to *Procurement →Supplier Shipment →Supplier Shipment* and use the magnifying glass in the upper left of the window to locate the supplier shipment.

Physically get the product to be returned out of quarantine, then right click in the header and select “Report Picking”.



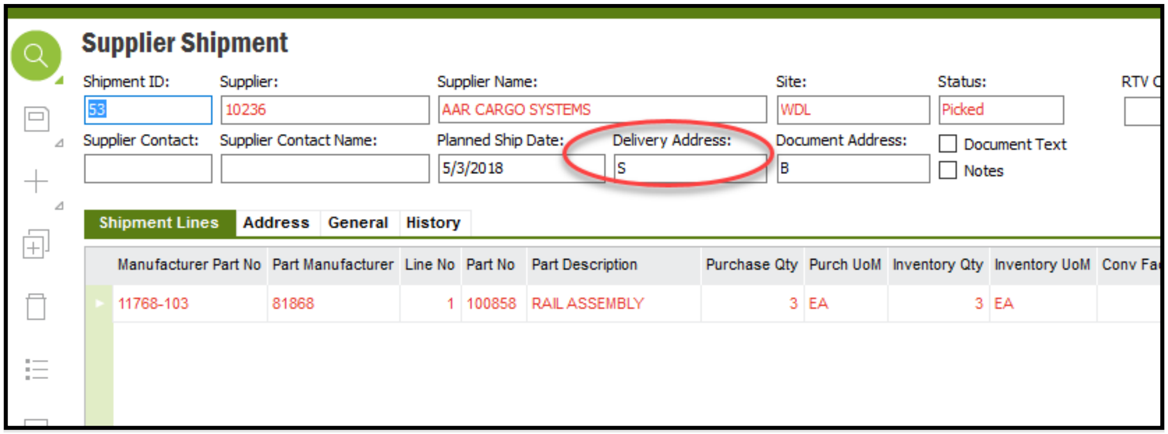
8. Confirm Delivery Address with Product Line

Functional Group

Logistics Technician

Description

Confirm with Product Line that the Delivery Address on the supplier shipment is the one we should return the material to as these are sometimes different. Change if needed.



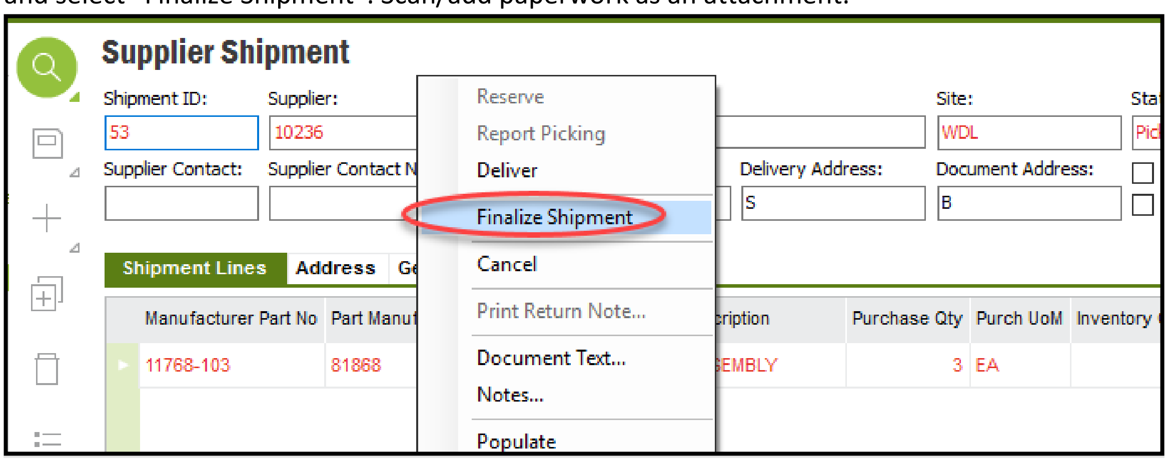
9. Finalize Shipment

Functional Group

Logistics Technician

Description

Once all information for the return is verified, create a FedEx/UPS shipping label and affix to the package. Add Airway Bill number to General tab, tracking no. field. Then right click in the header and select “Finalize Shipment”. Scan/add paperwork as an attachment.



6. Return to Vendor for Rework or Credit from Inventory

Functional Groups

Product Line, Logistics Technician

Process Overview

This process covers the return of AAR inventory post-receipt to the supplier.

Prerequisites

- Part must be in stock

Process Steps

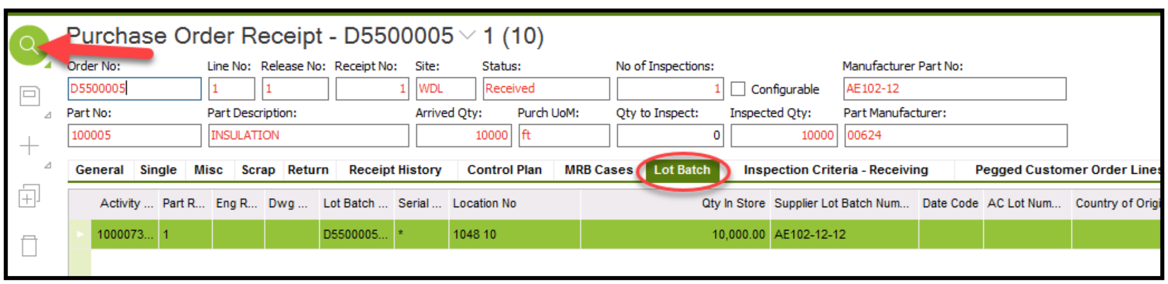
1. Create MRB Case

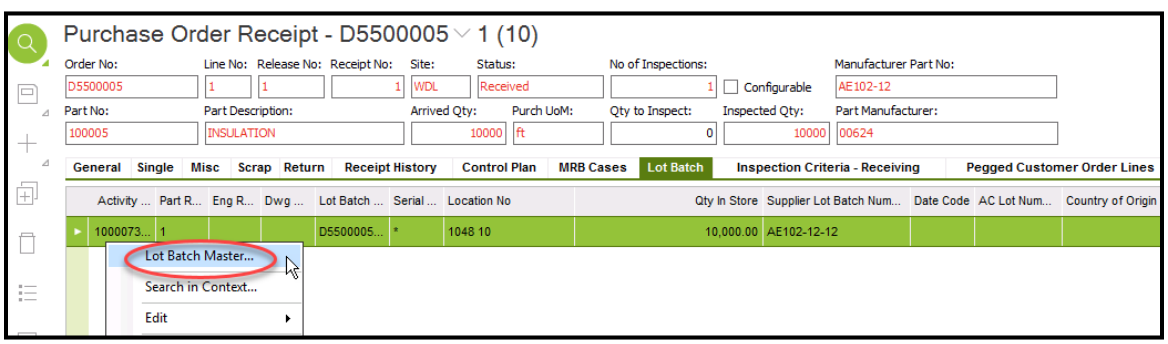
Functional Group

Logistics Technician

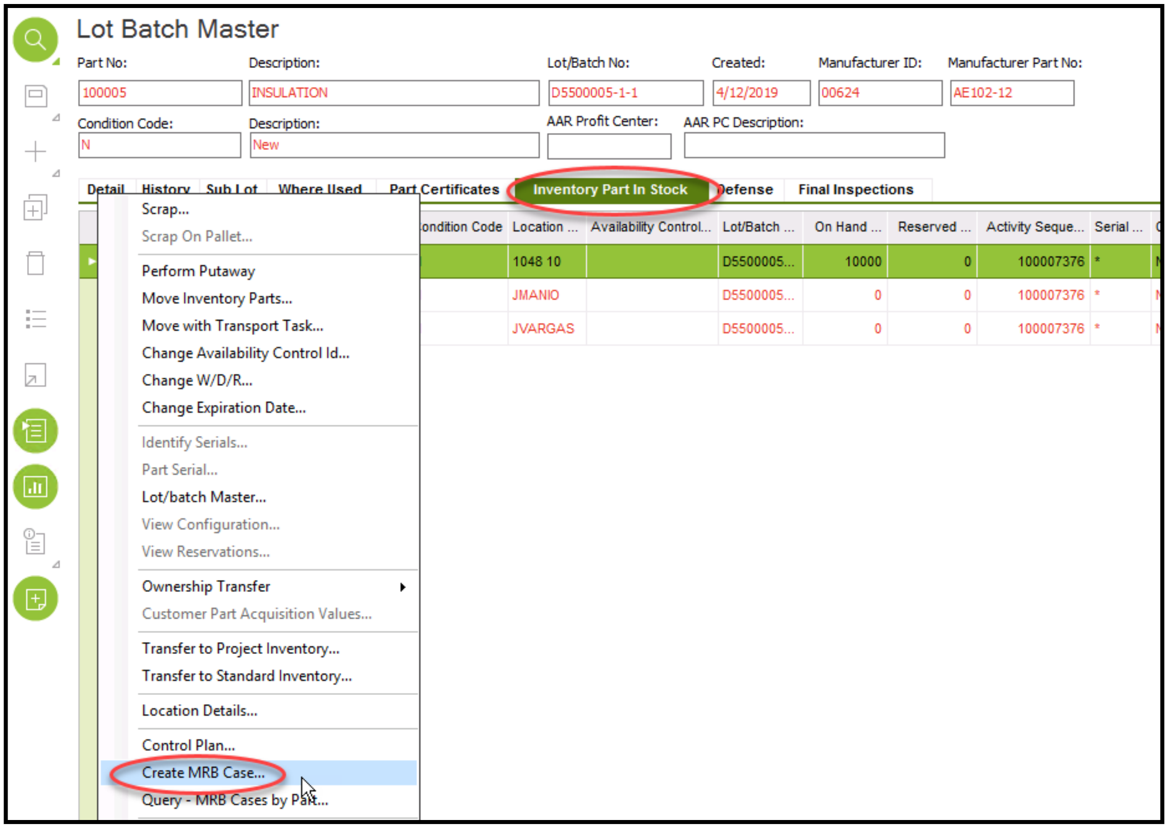
Description

Before creating the MRB case you need to find out the Lot Batch associated with the Purchase Order No. that the Vendor has given you to return. Navigate to Procurement->Receipt->Purchase Order Receipt. Search for the Purchase Order No. On the Lot Batch tab, highlight the line and right mouse button. Select Lot Batch Master.





On the Lot Batch Master, Inventory Part in Stock tab, highlight the line for the parts and right mouse button. Select Create MRB Case.



2. Enter MRB Case Info

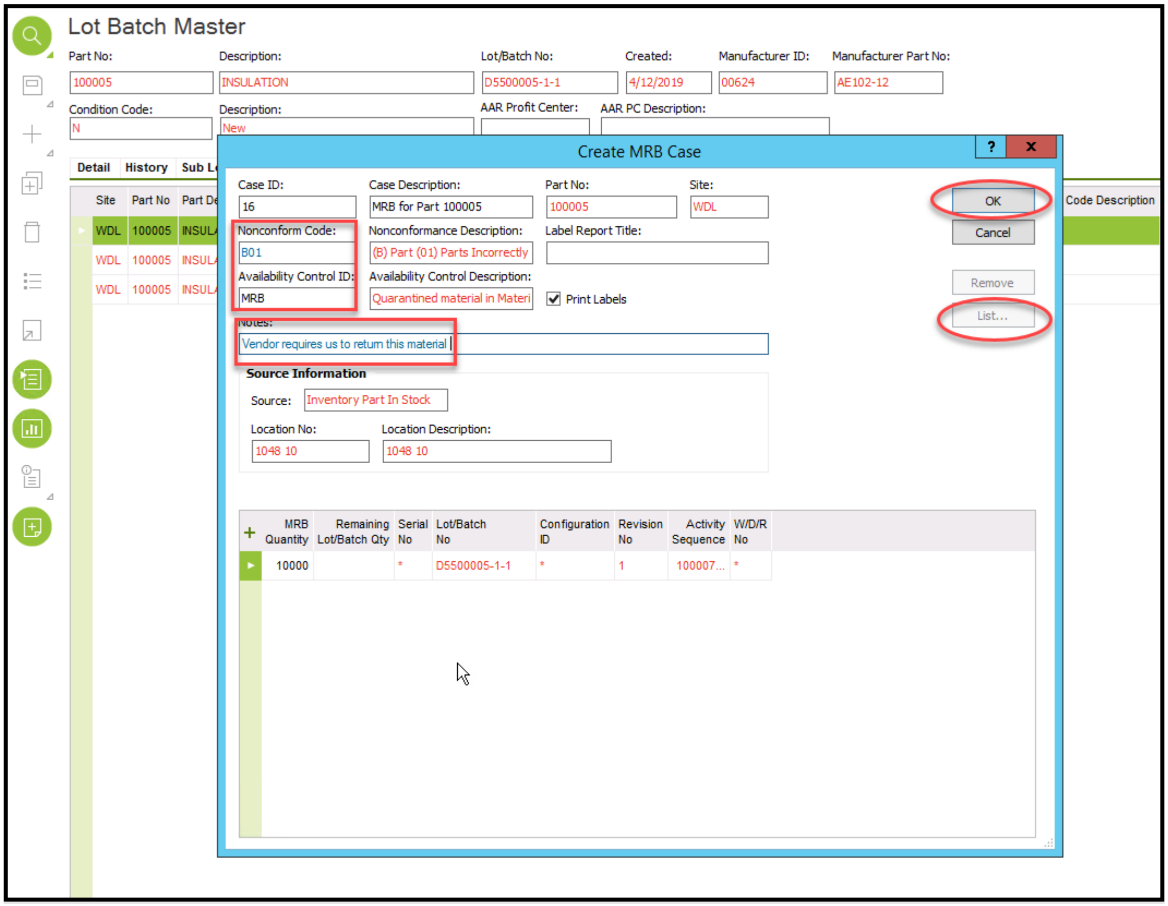
Functional Group

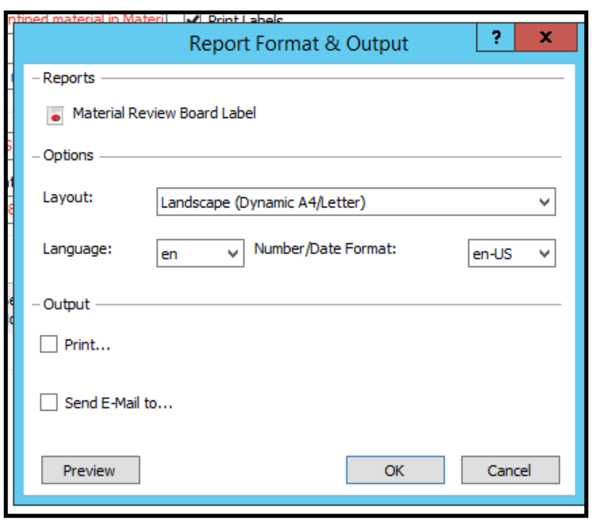
Product Line

Description

In the popup that appears, enter a Nonconform Code (use List button to obtain the list of codes to select). Enter an Availability Control ID of MRB. Enter a detailed description of why we are creating the MRB case in the Notes section. Click “OK” Note the Print Labels will default to checked so in the Popup that appears select Print and “OK”.

Description





3. Enter Additional MRB Information

Functional Group

Logistics Technician

Description

Enter the pertinent information regarding the issue in the MRB case. See MRB instructions for details.

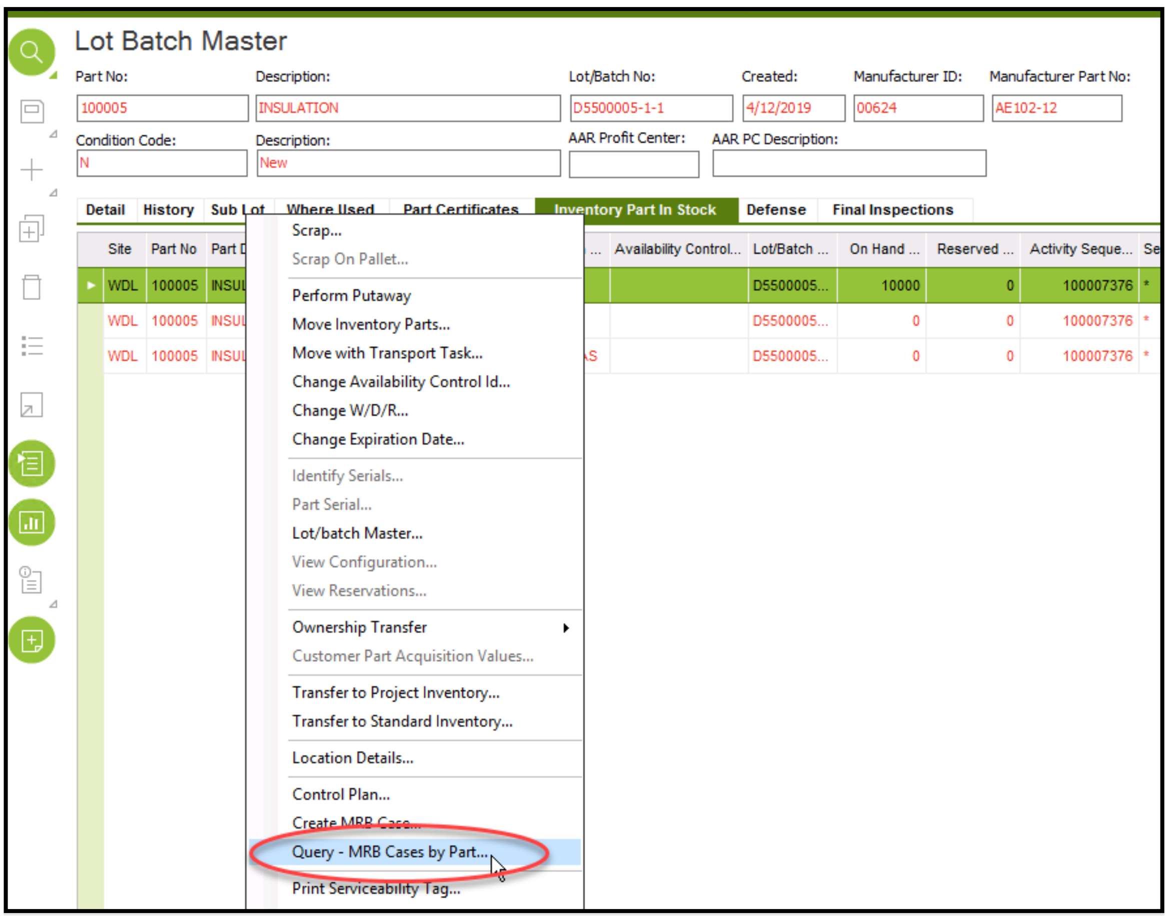
4. Attach Relevant Documents

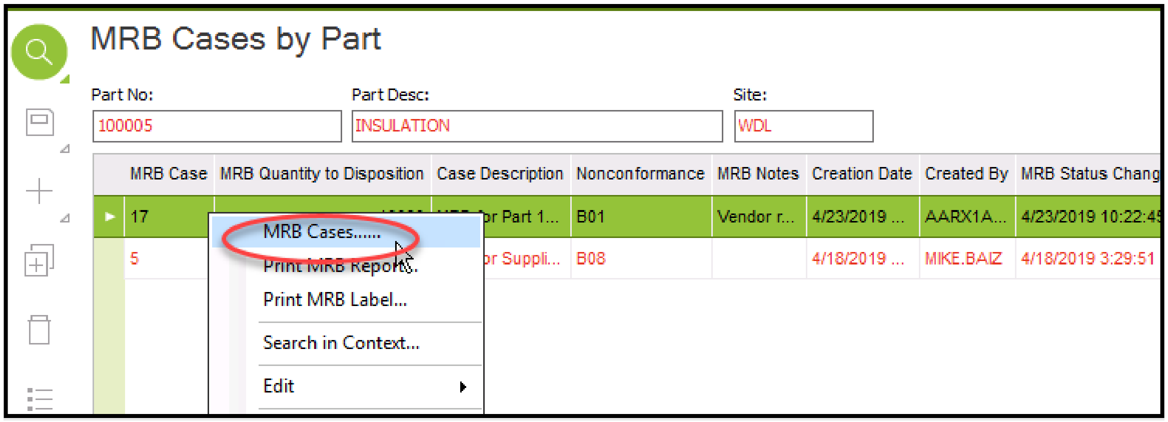
Functional Group

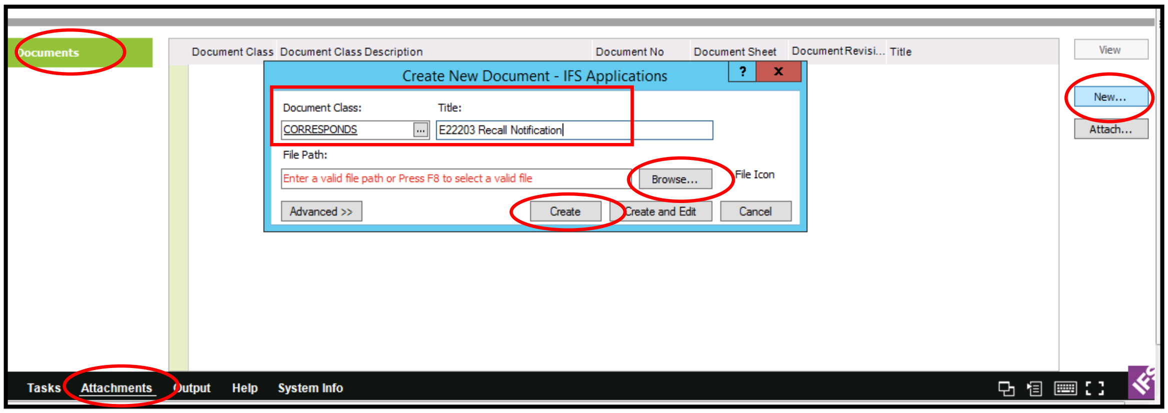
Product Line

Description

Go to the MRB Case. Right mouse on the line and select Query – MRB Cases by Part. Highlight the line from the list, right mouse button and select MRB Cases. If there are any pertinent document (emails, pdf's, etc.), attach them to the MRB by clicking "Attachments" in the black bar at the bottom of the window. Then click "New…" and enter the appropriate Document Class, Title, and File Path for the attachment. Click "Create" when finished.







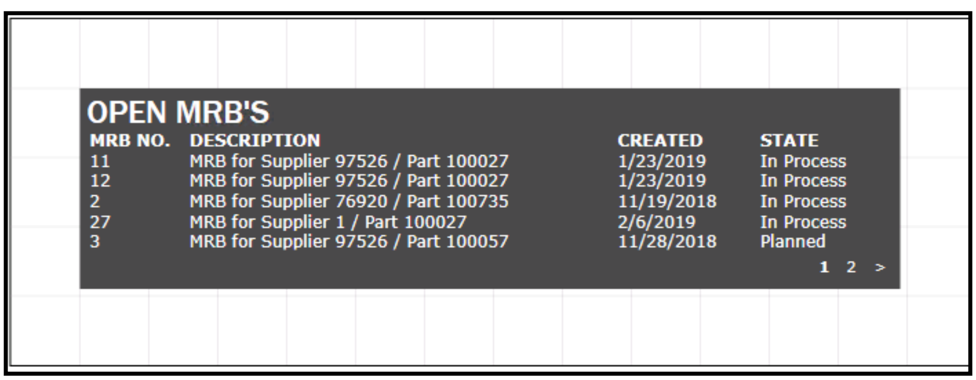
5. Disposition the MRB

Functional Group

Product Line

Description

Navigate to MRB or use your Open MRB’s Lobby Element. Select which MRB you wish to disposition and right mouse to MRB Case.



OPEN MRB'S

MRB NO.	DESCRIPTION	CREATED	STATE
11	MRB for Supplier 97526 / Part 100027	1/23/2019	In Process
12	MRB for Supplier 97526 / Part 100027	1/23/2019	In Process
2	MRB for Supplier 76920 / Part 100735	11/19/2018	In Process
27	MRB for Supplier 1 / Part 100027	2/6/2019	In Process
3	MRB for Supplier 97526 / Part 100057	11/28/2018	Planned

1 2 >

Research the issue and disposition accordingly. See MRB instructions for more details.

6. Enter Task Log

Functional Group

Product Line

Description

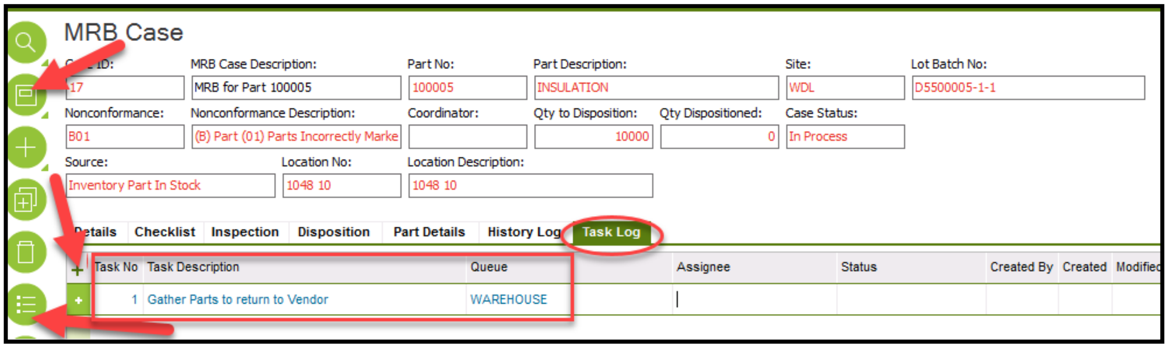
On the Task Log tab, create a new task. Click the plus sign in the upper left of the window. Enter the following information.

Task No – enter 1, 2, 3 for however many tasks are required for this case

Task Description – enter a detailed task description

Queue – Use list of values and enter the Functional area you want to assign the task to/ or

Assignee – assign the task to a specific individual



7. Execute Pick

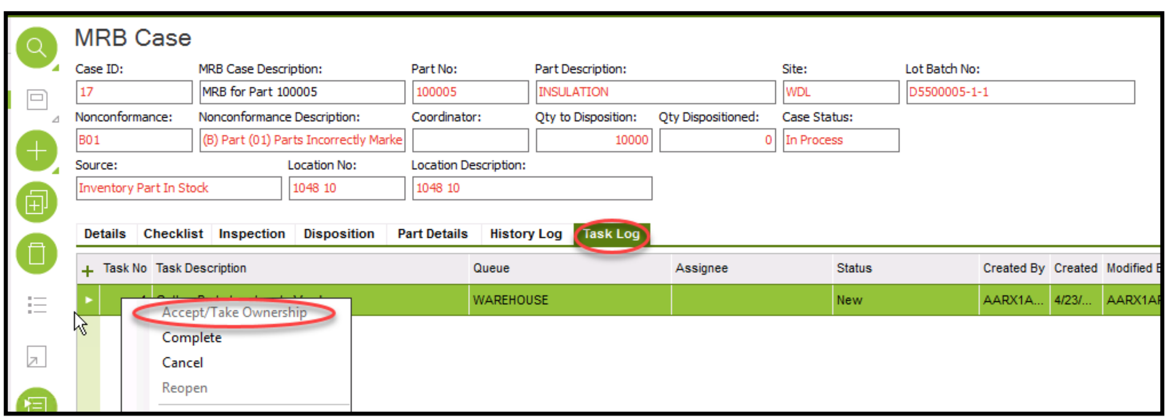
Functional Group

Logistics Technician

Description

Navigate to MRB and search for the MRB or you can use your Open MRB's Lobby Element.

In the MRB, Task log tab, right click on the task and select "Accept/Take Ownership".



See “Move Inventory Parts” instruction for more details to move to Quarantine Location. Complete Task when finished.

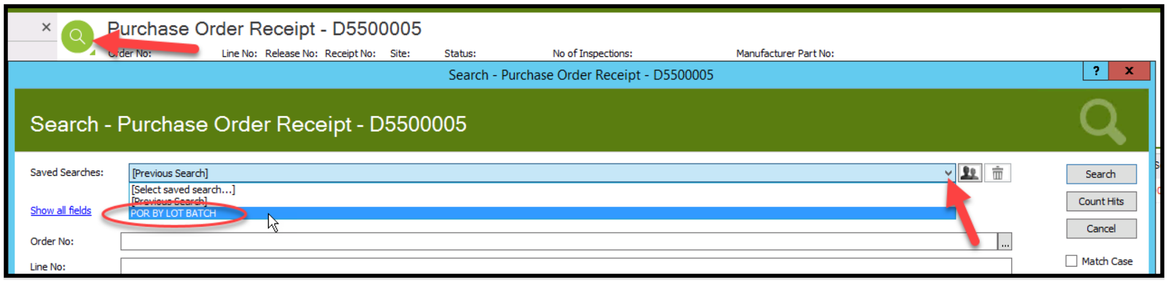
8. Move Parts Back to Original Receipt Location

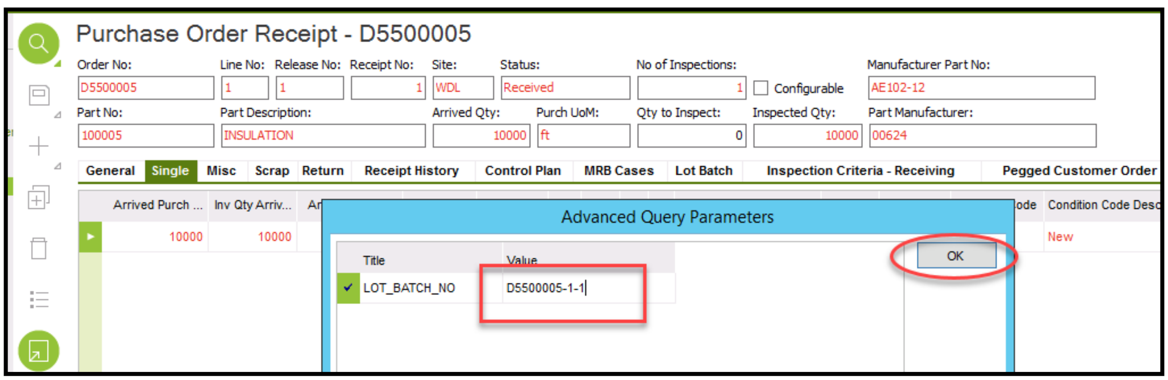
Functional Group

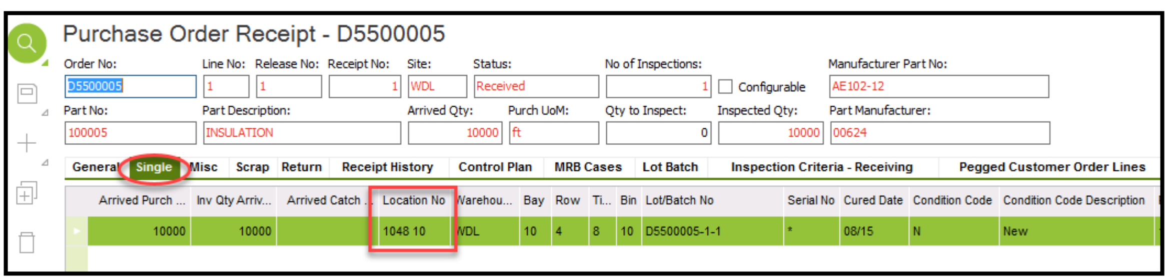
Logistics Technician

Description

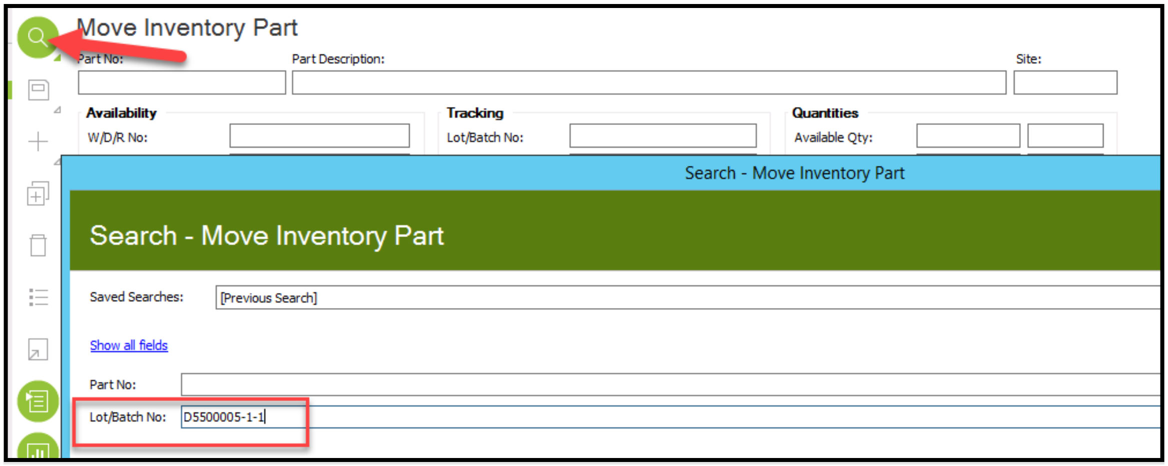
Look up Original Receipt Location by navigating to Purchase Order Receipt. Select the Search button, select the drop down to use the Saved Search POR By Lot Batch. In the Popup enter the Lot Batch No. Click “OK” Go to the Single tab and take note of the Location No. the original Purchase Order Receipt was received into.

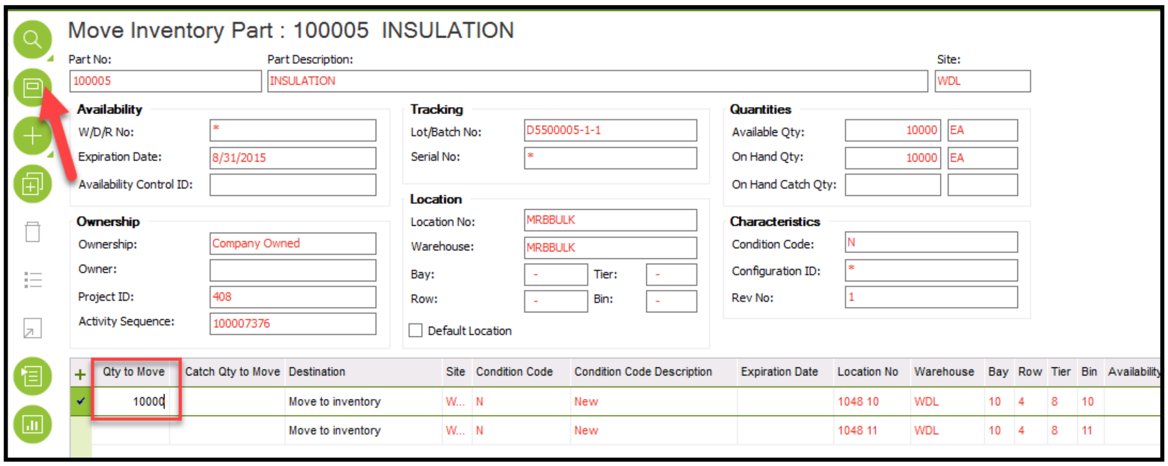


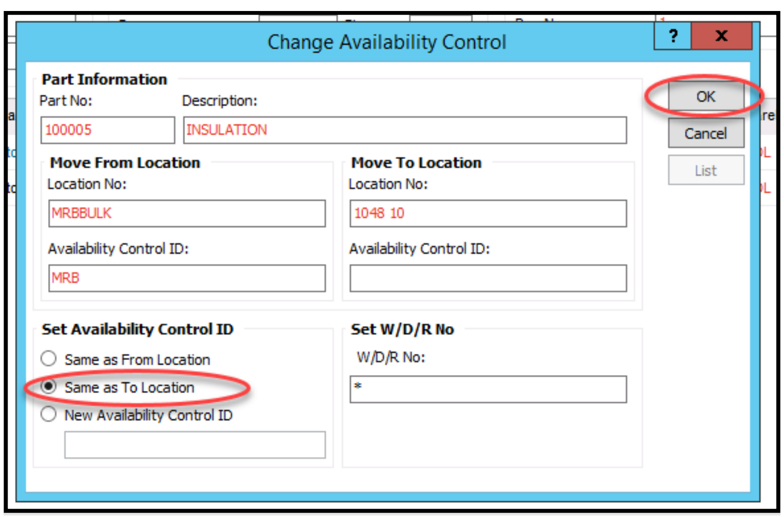




Navigate to Move Inventory Part screen. Search button and enter the Lot/Batch No. in the field. Select “OK” At the bottom of the screen it will list lines of all Picking locations that part had ever been received into. Highlight the correct line with the original receipt location and type in the Qty to Move field the quantity. Click Save. In the next Popup that appears, be sure the “Same as to Location” is selected and click “OK”







NOTE: If an error is received that location does not exist when trying to do the move.

- Compare the Activity Sequence on History Tab of Lot Batch Master to the Original Purchase Order Receipt Activity Sequence on the line. If different Transfer Inventory by Right click on the line of the Lot Batch and select Transfer Inventory.

- Compare W/D/R on the History Tab of the Lot Batch Master to the Original Purchase Order Receipt W/D/R on the line. If different change W/D/R by Right click on the line of the Lot Batch and select Change W/D/R.
- After each of those steps you can try to move the inventory back to original location.

9. Complete MRB

Functional Group

Logistics Technician

Description

In the MRB Case, right click on your step and select Complete.

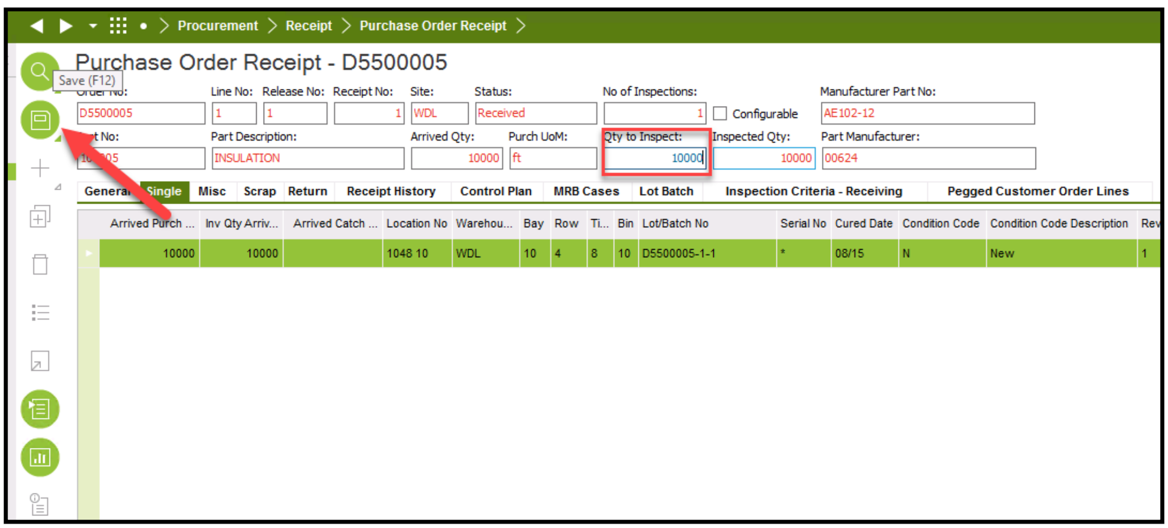
10. Create Return

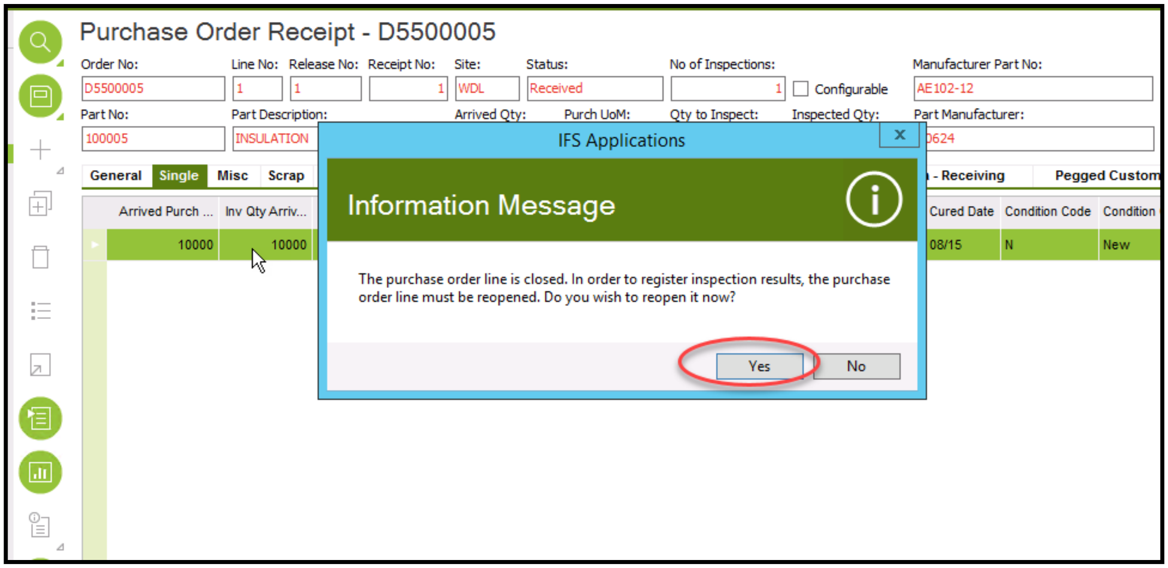
Functional Group

Logistics Technician

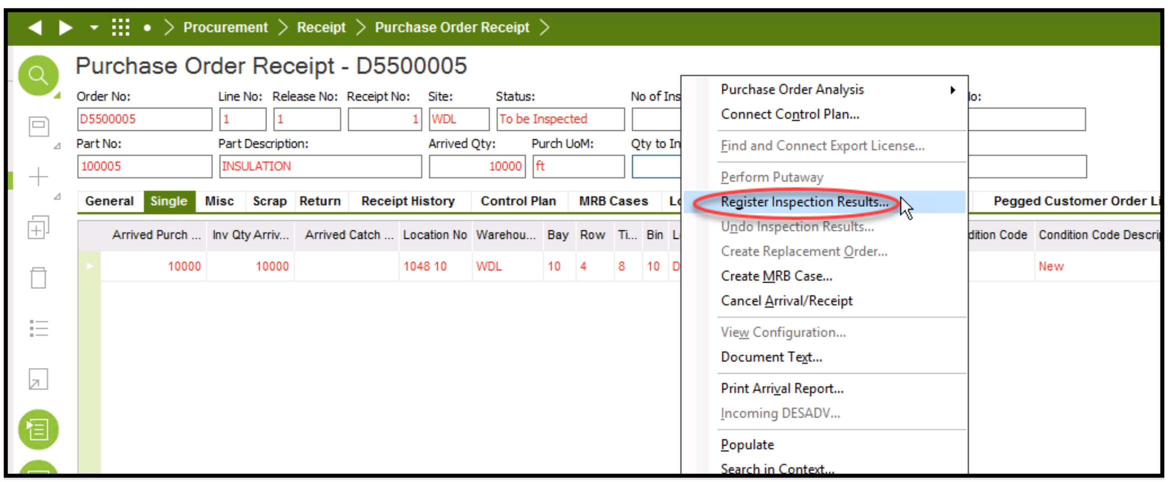
Description

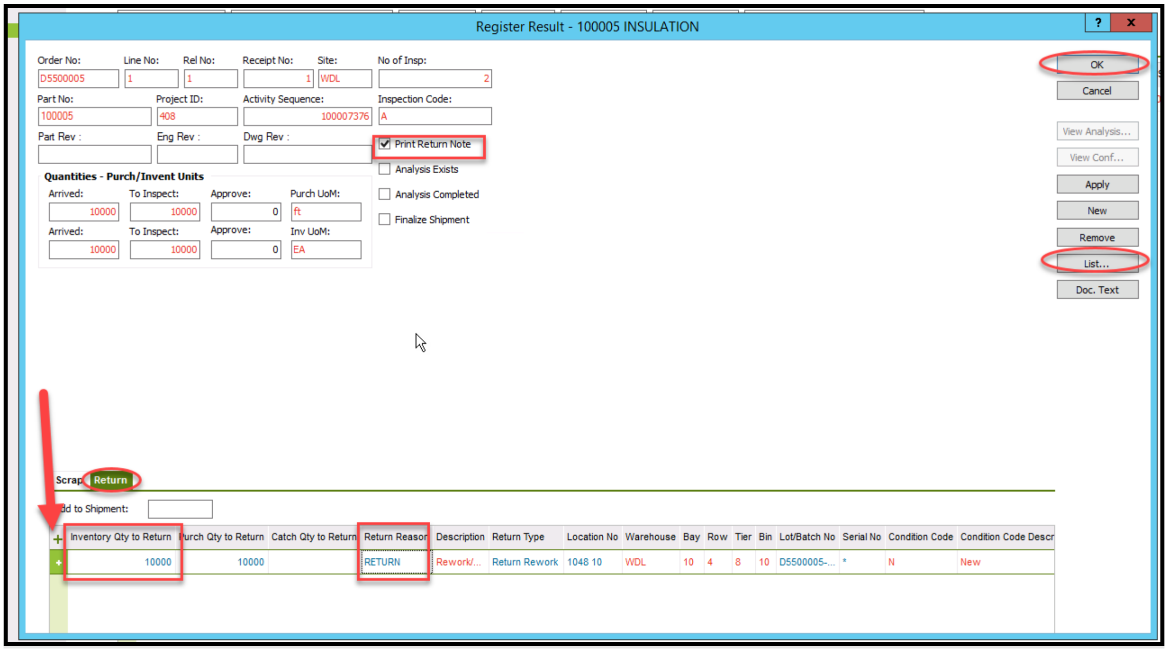
Navigate to the Purchase Order Receipt screen, search for the Order No. On the header, enter the quantity into the Qty to Inspect field. Click Save. The Popup information message that appears about reopening say “YES”.



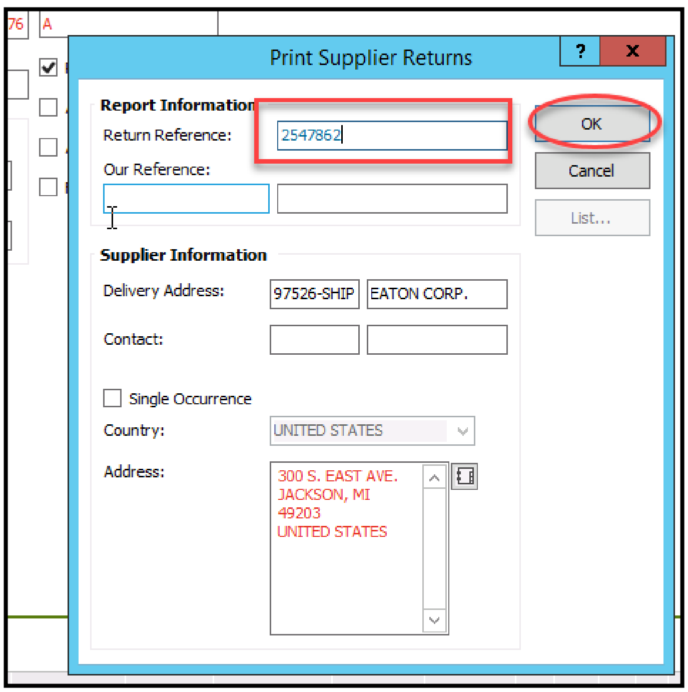


Right mouse in the header and select Register Inspection Results. On the Register Result screen, in the header select the checkbox next to Print Return Note. In the lower portion of the screen select the Return tab. Click the plus sign in the upper left of the box in the lower part to create a new record. Enter the Inventory Qty to Return, the Return Reason (use List button as needed) Click “OK”





In the Print Supplier Returns popup enter the Supplier's RMA number in the Return Reference field. Click "OK"



11. Pick for Shipment

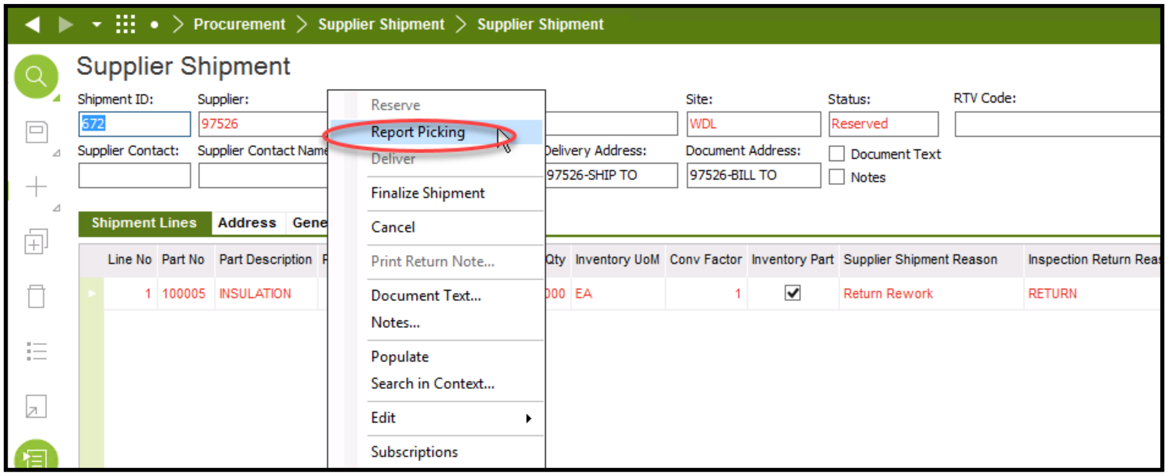
Functional Group

Logistics Technician

Description

Navigate to *Procurement →Supplier Shipment →Supplier Shipment* and use the magnifying glass in the upper left of the window to locate the supplier shipment.

Physically get the product to be returned out of quarantine, then right click in the header and select "Report Picking".



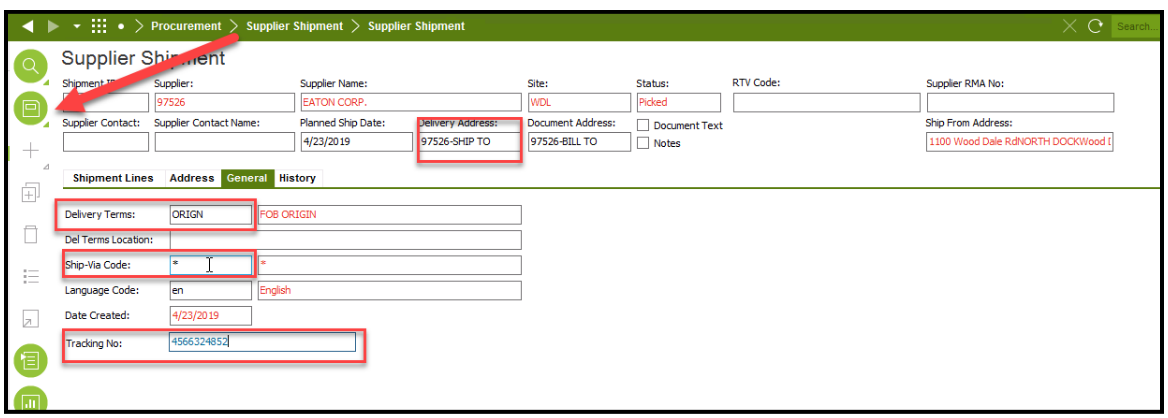
12. Confirm Delivery Address with Product Line

Functional Group

Logistics Technician

Description

Confirm with Product Line that the Delivery Address on the supplier shipment is the one we should return the material to as these are sometimes different. Change if needed.



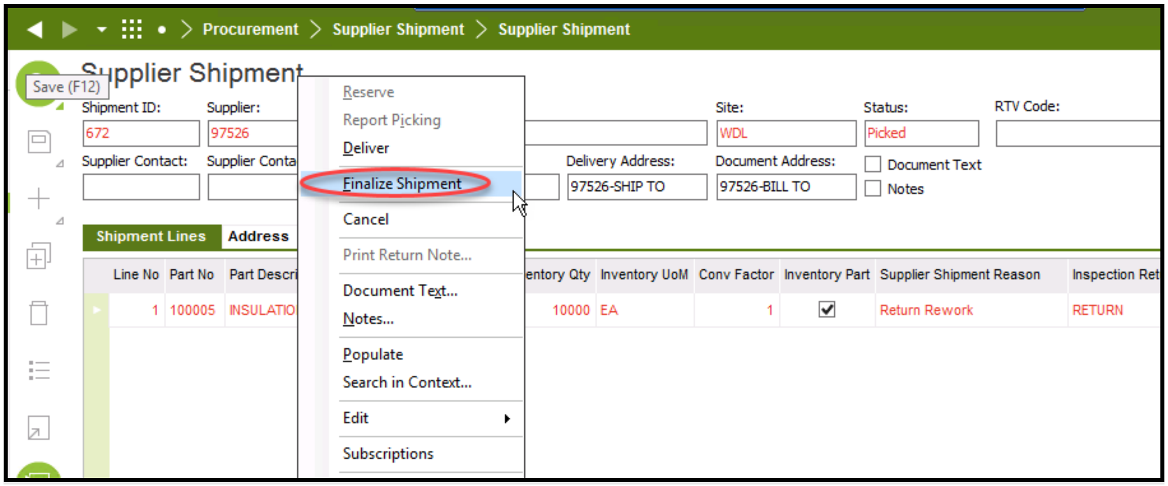
13. Finalize Shipment

Functional Group

Logistics Technician

Description

Once all information for the return is verified, create a FedEx/UPS shipping label and affix to the package. Then right click in the header and select "Finalize Shipment".


Procurement
Supplier Shipment
Supplier Shipment
Supplier Shipment
Save (F12)
Shipment ID:
672
Supplier:
97526
Supplier Contact:
Supplier Conta
Reserve
Report Picking
Deliver
Finalize Shipment
Cancel
Print Return Note...
Document Text...
Notes...
Populate
Search in Context...
Edit
Subscriptions
Site:
WDL
Status:
Picked
RTV Code:
Delivery Address:
97526-SHIP TO
Document Address:
97526-BILL TO
Document Text
Notes
Shipment Lines
Address
Line No
Part No
Part Descri
entory Qty
Inventory UoM
Conv Factor
Inventory Part
Supplier Shipment Reason
Inspection Ret
1
100005
INSULATIO
10000
EA
1
Return Rework
RETURN

7. Move Inventory Part

Functional Groups

Logistics Technician

Process Overview

This process describes how to move parts using the scan guns from one inventory location to another. All steps would typically be completed by a single person from either Quality Control or Warehouse.

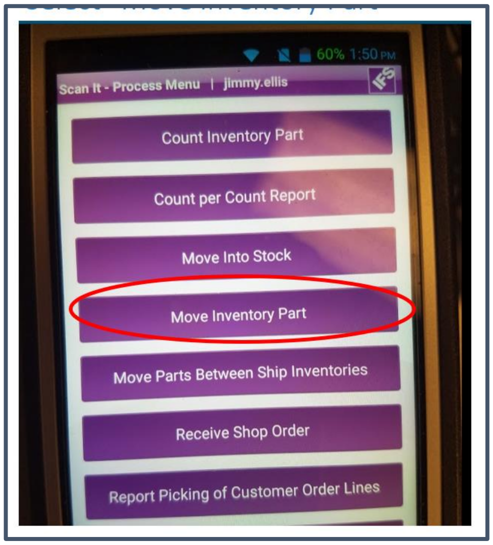
Prerequisites

- Parts and location exist in IFS
- Parts is labeled with an IFS barcode ID
- Locations have a barcode label

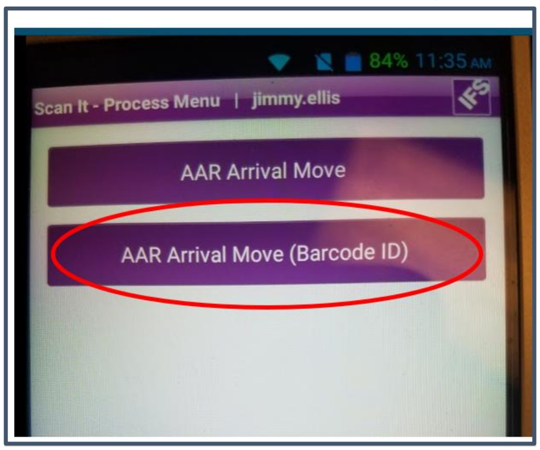
Process Steps

1. Launch "ScanIt" Program from hand-held scanner

2. Select “Move Inventory Part”

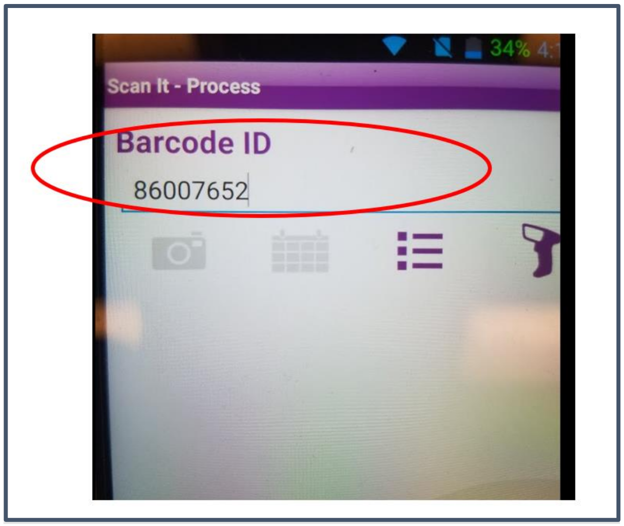


3. Select “AAR Arrival Move (Barcode ID)”



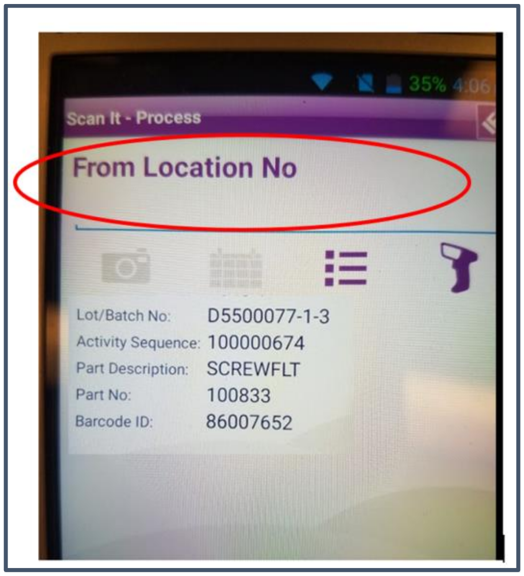
4. Scan the Barcode ID label associated with the part to move

After scanning the barcode id, select Save.



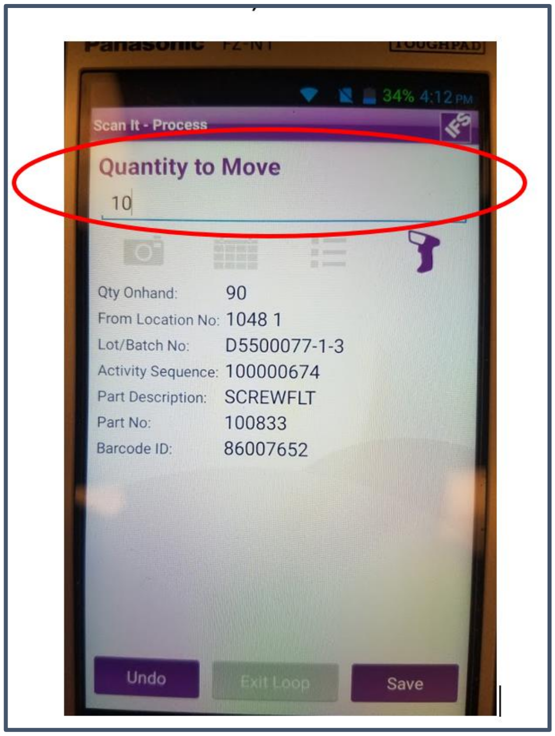
5. Scan the location barcode of the IFS “From Location No”

After scanning or entering the “From Location”, select Save.



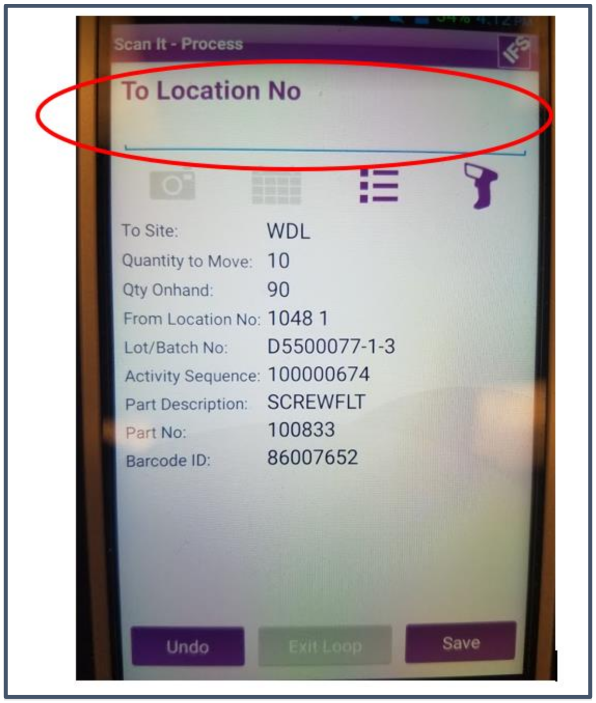
6. Enter the Quantity to Move

Enter number for quantity to move, select Save.



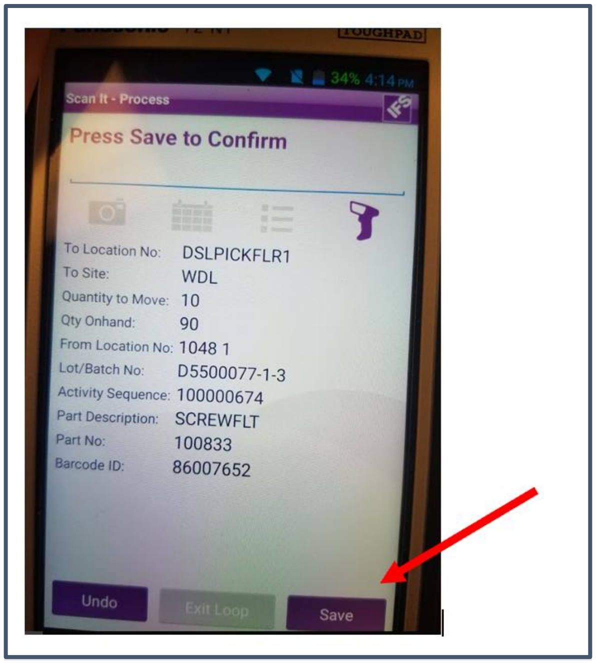
7. Scan the "To Location No"

Enter or scan the final location for movement of part.



8. Press Save to confirm the inventory part movement

Select Save.



Scan It - Process
Press Save to Confirm
To Location No: DSLPICKFLR1
To Site: WDL
Quantity to Move: 10
Qty Onhand: 90
From Location No: 1048 1
Lot/Batch No: D5500077-1-3
Activity Sequence: 100000674
Part Description: SCREWFLT
Part No: 100833
Barcode ID: 86007652
Undo
Exit Loop
Save

8. Split Lot Batch

Functional Groups

Logistics Technician

Process Overview

This process details how to split a single lot batch into multiple ones.

Prerequisites

- Material is in inventory

Process Steps

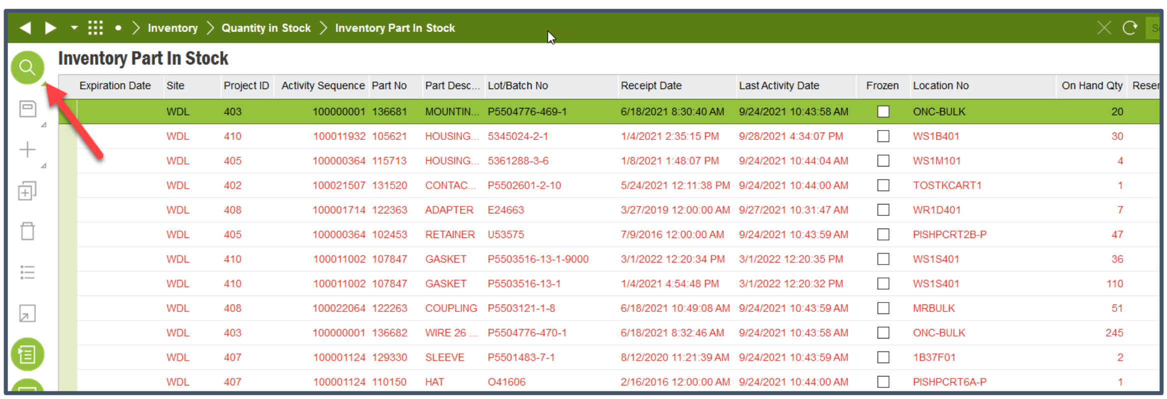
1. Locate Material to Split

Functional Group

Logistics Technician

Description

Navigate to *Inventory*→*Quantity in Stock*→*Inventory Part In Stock* and use the magnifying glass to search for the lot batch in question.



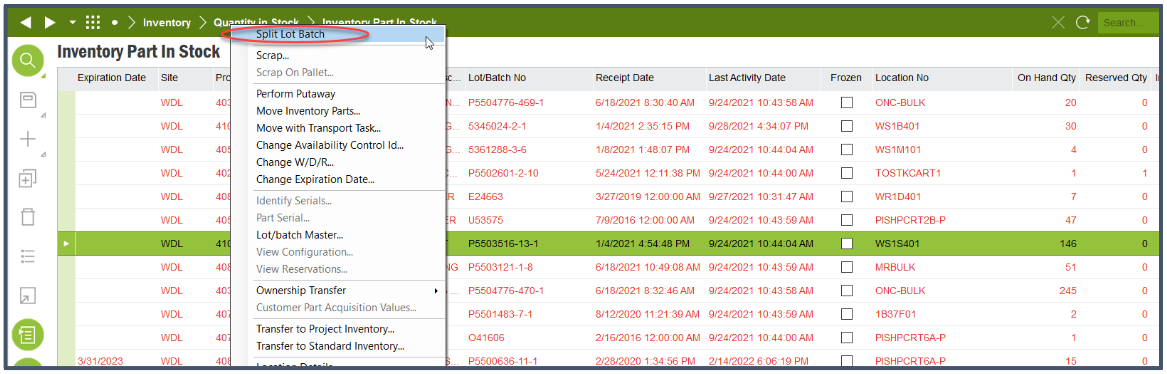
2. Split Lot Batch

Functional Group

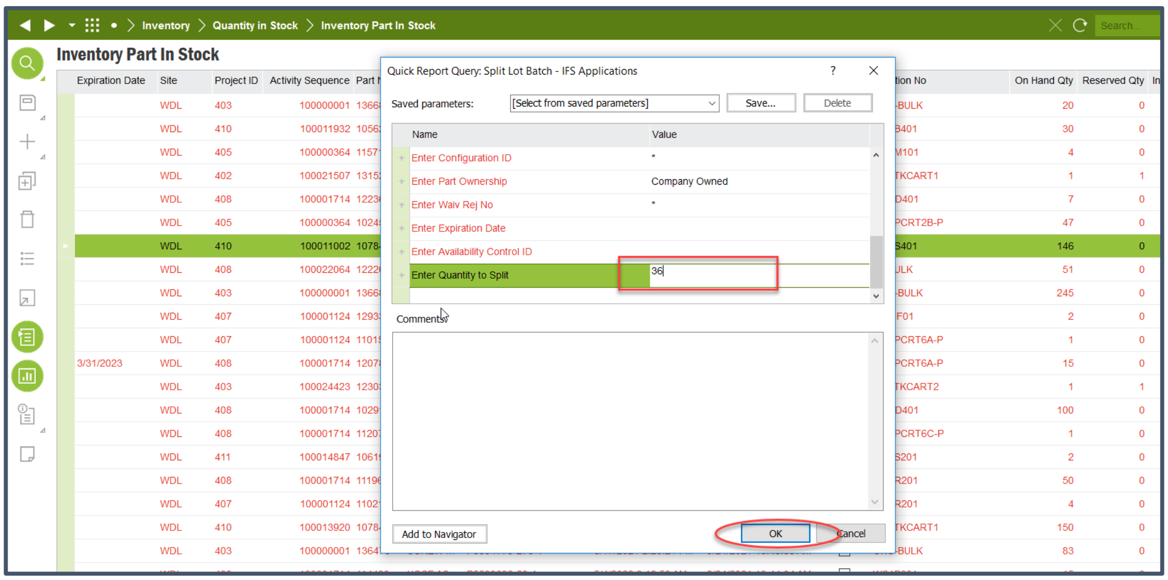
Logistics Technician

Description

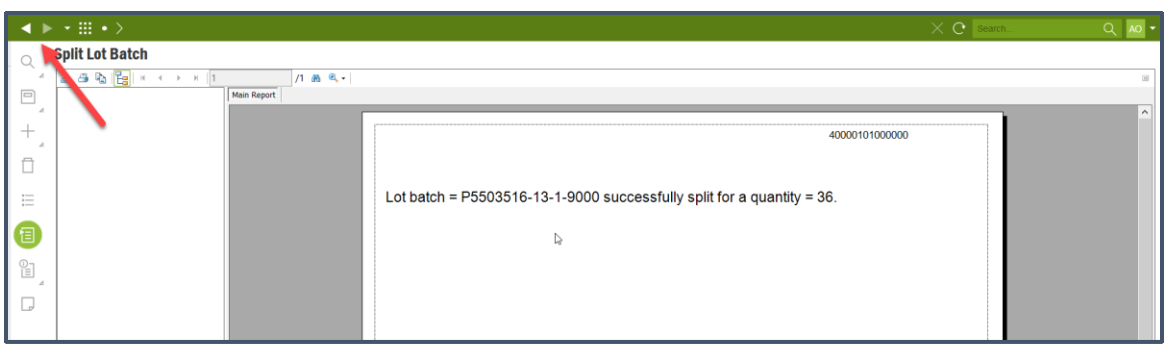
Right click on the inventory record you want to split and select “Split Lot Batch”.

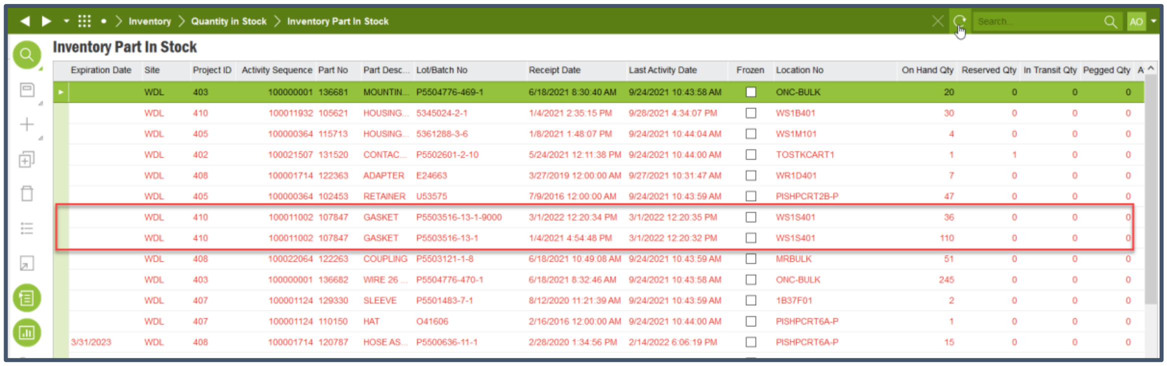


In the subsequent popup, enter the quantity you want to split off, and then hit OK.



You will then be taken to a different screen which will report the result of the split. You can use the back button to navigate back to the Inventory Part In Stock screen. Refresh to see the split.





Expiration Date	Site	Project ID	Activity Sequence	Part No	Part Desc...	Lot/Batch No	Receipt Date	Last Activity Date	Frozen	Location No	On Hand Qty	Reserved Qty	In Transit Qty	Pegged Qty
	WDL	403	100000001	136681	MOUNTIN...	P5504776-469-1	6/18/2021 8:30:40 AM	9/24/2021 10:43:58 AM		ONC-BULK	20	0	0	0
	WDL	410	100011932	105621	HOUSING...	5345024-2-1	1/4/2021 2:35:15 PM	9/28/2021 4:34:07 PM		WS1B401	30	0	0	0
	WDL	405	100000364	115713	HOUSING...	5361288-3-6	1/8/2021 1:48:07 PM	9/24/2021 10:44:04 AM		WS1M101	4	0	0	0
	WDL	402	100021507	131520	CONTAC...	P5502601-2-10	5/24/2021 12:11:38 PM	9/24/2021 10:44:00 AM		TOSTKCART1	1	1	0	0
	WDL	408	100001714	122363	ADAPTER	E24663	3/27/2019 12:00:00 AM	9/27/2021 10:31:47 AM		WR1D401	7	0	0	0
	WDL	405	100000364	102453	RETAINER	U53575	7/9/2016 12:00:00 AM	9/24/2021 10:43:59 AM		PISHPCRT2B-P	47	0	0	0
	WDL	410	100011002	107847	GASKET	P5503516-13-1-9000	3/1/2022 12:20:34 PM	3/1/2022 12:20:35 PM		WS1S401	36	0	0	0
	WDL	410	100011002	107847	GASKET	P5503516-13-1	1/4/2021 4:54:48 PM	3/1/2022 12:20:32 PM		WS1S401	110	0	0	0
	WDL	408	100022064	122263	COUPLING	P5503121-1-8	6/18/2021 10:49:08 AM	9/24/2021 10:43:59 AM		MRBULK	51	0	0	0
	WDL	403	100000001	136682	WIRE 26 ...	P5504776-470-1	6/18/2021 8:32:46 AM	9/24/2021 10:43:58 AM		ONC-BULK	245	0	0	0
	WDL	407	100001124	129330	SLEEVE	P5501483-7-1	8/12/2020 11:21:39 AM	9/24/2021 10:43:59 AM		1B37F01	2	0	0	0
	WDL	407	100001124	110150	HAT	O41606	2/16/2016 12:00:00 AM	9/24/2021 10:44:00 AM		PISHPCRT6A-P	1	0	0	0
3/31/2023	WDL	408	100001714	120787	HOSE AS...	P5500636-11-1	2/28/2020 1:34:56 PM	2/14/2022 6:06:19 PM		PISHPCRT6A-P	15	0	0	0

9. Process Ontic Usage

Functional Groups

Logistics Technician

Process Overview

This process details how to process the day-to-day usage of Ontic material.

Prerequisites

- Material is in inventory

Process Steps

1. Receive Part Request from Ontic

Functional Group

Logistics Technician

Description

Outside of IFS, receive a request for parts for Ontic.

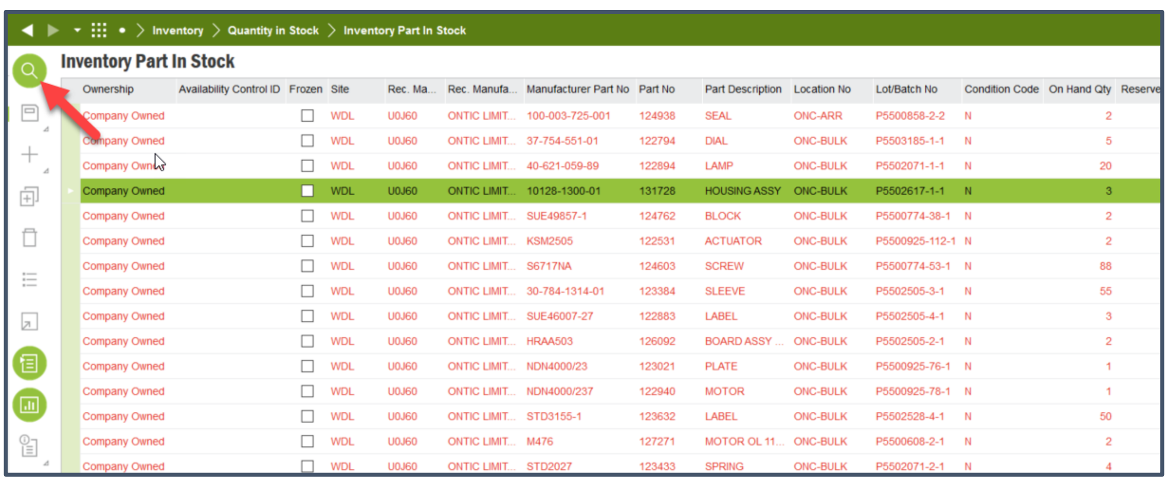
2. Locate Material in IFS

Functional Group

Logistics Technician

Description

Navigate to *Inventory →Quantity in Stock →Inventory Part in Stock* and use the search button to find the parts you are looking for.



Ownership	Availability Control ID	Frozen	Site	Rec. Ma...	Rec. Manufa...	Manufacturer Part No	Part No	Part Description	Location No	Lot/Batch No	Condition Code	On Hand Qty	Reserve
Company Owned		☐	WDL	U0J60	ONTIC LIMIT...	100-003-725-001	124938	SEAL	ONC-ARR	P5500858-2-2	N	2	
Company Owned		☐	WDL	U0J60	ONTIC LIMIT...	37-754-551-01	122794	DIAL	ONC-BULK	P5503185-1-1	N	5	
Company Owned		☐	WDL	U0J60	ONTIC LIMIT...	40-621-059-89	122894	LAMP	ONC-BULK	P5502071-1-1	N	20	
Company Owned		☐	WDL	U0J60	ONTIC LIMIT...	10128-1300-01	131728	HOUSING ASSY	ONC-BULK	P5502617-1-1	N	3	
Company Owned		☐	WDL	U0J60	ONTIC LIMIT...	SUE49857-1	124762	BLOCK	ONC-BULK	P5500774-38-1	N	2	
Company Owned		☐	WDL	U0J60	ONTIC LIMIT...	KSM2505	122531	ACTUATOR	ONC-BULK	P5500925-112-1	N	2	
Company Owned		☐	WDL	U0J60	ONTIC LIMIT...	S6717NA	124603	SCREW	ONC-BULK	P5500774-53-1	N	88	
Company Owned		☐	WDL	U0J60	ONTIC LIMIT...	30-784-1314-01	123384	SLEEVE	ONC-BULK	P5502505-3-1	N	55	
Company Owned		☐	WDL	U0J60	ONTIC LIMIT...	SUE46007-27	122883	LABEL	ONC-BULK	P5502505-4-1	N	3	
Company Owned		☐	WDL	U0J60	ONTIC LIMIT...	HRAA503	126092	BOARD ASSY ...	ONC-BULK	P5502505-2-1	N	2	
Company Owned		☐	WDL	U0J60	ONTIC LIMIT...	NDN4000/23	123021	PLATE	ONC-BULK	P5500925-76-1	N	1	
Company Owned		☐	WDL	U0J60	ONTIC LIMIT...	NDN4000/237	122940	MOTOR	ONC-BULK	P5500925-78-1	N	1	
Company Owned		☐	WDL	U0J60	ONTIC LIMIT...	STD3155-1	123632	LABEL	ONC-BULK	P5502528-4-1	N	50	
Company Owned		☐	WDL	U0J60	ONTIC LIMIT...	M476	127271	MOTOR OL 11...	ONC-BULK	P5500608-2-1	N	2	
Company Owned		☐	WDL	U0J60	ONTIC LIMIT...	STD2027	123433	SPRING	ONC-BULK	P5502071-2-1	N	4	

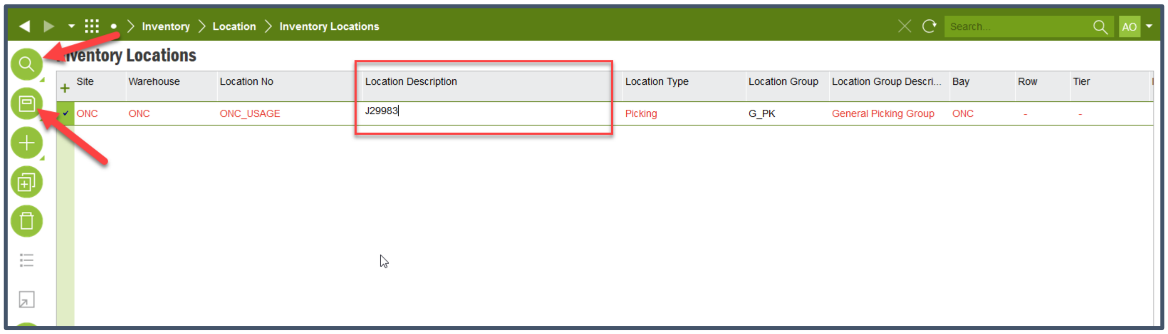
3. Change ONC_USAGE Location Description to Daily PO Number

Functional Group

Logistics Technician

Description

Navigate to *Inventory →Location →Inventory Location* and use the magnifying glass to search for the ONC_USAGE location. Change the Location Description to the new PO number and save.



<u>Note:</u> If Ontic provides multiple POs on a single day, multiple ONC_USAGE locations can be used (ONC_USAGE2, ONC_USAGE3, ONC_USAGE4, etc.)

4. Move Material to ONC_USAGE

Functional Group

Logistics Technician

Description

Move the parts you located in the previous step to the location ONC_USAGE (see Move Inventory Part instructions for details). You can then give the physical material to Ontic. Overnight any parts that are in location "ONC_USAGE" will automatically be processed out on a new customer order.

10. MRB

Functional Groups

Product Line, Logistics Technician

Process Overview

This process details how to create, research, and disposition an MRB upon discovery of an issue with a part.

Prerequisites

- Material is either in inventory or has a purchase order receipt created
- There is an issue with the part

Process Steps

1. Create MRB

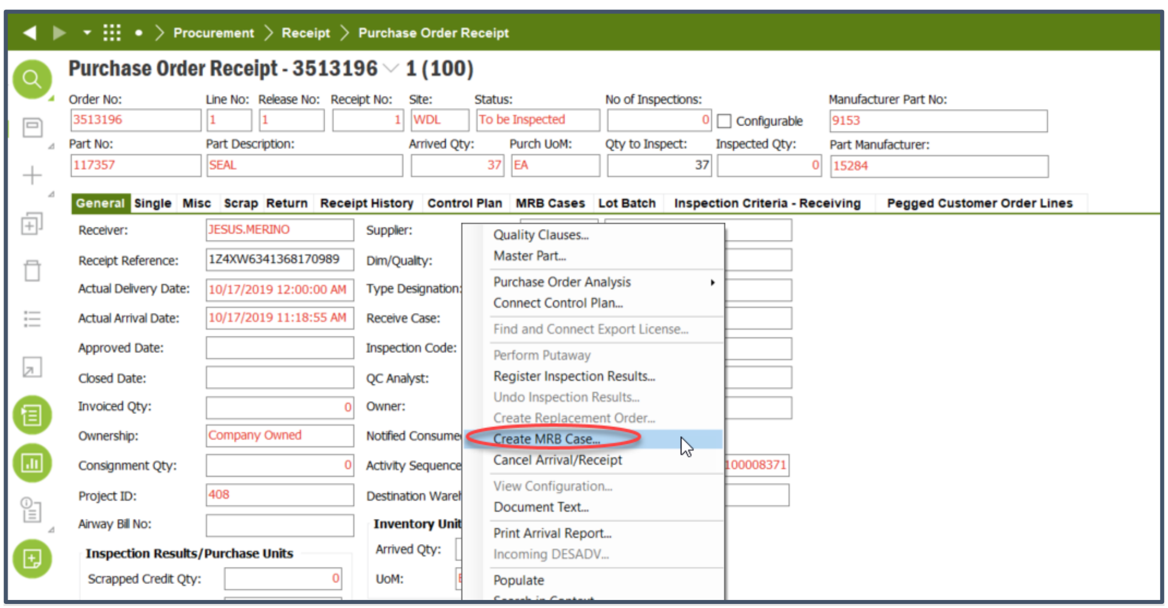
Functional Group

Logistics Technician

Description

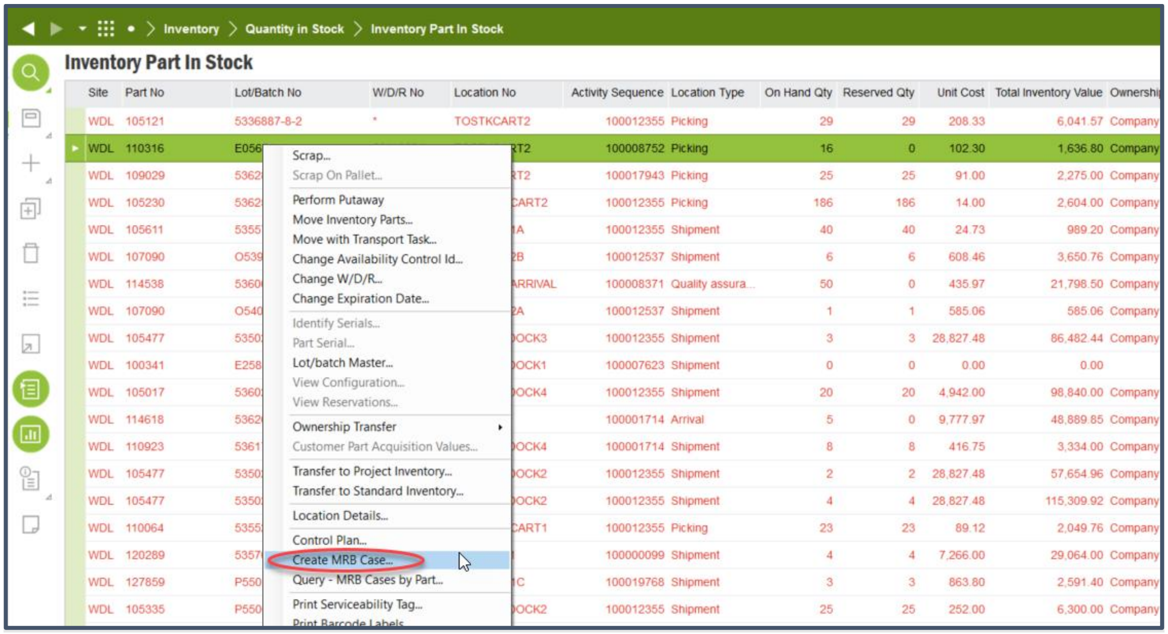
a) Create from Purchase Order Receipt

This which would normally happen during inspection upon receipt of the part, navigate to *Procurement →Receipt →Purchase Order Receipt*, and use the magnifying glass in the upper left to search for the receipt. Then right click in the header and select “Create MRB Case…”



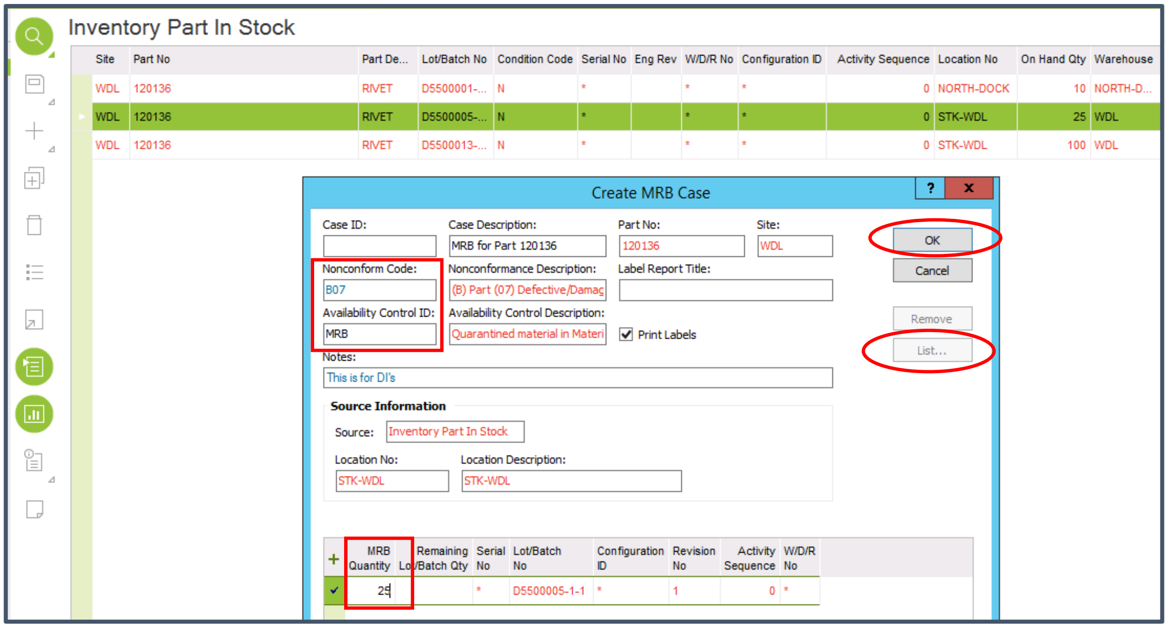
b) Create from Inventory

Navigate to *Inventory→Quantity in Stock→Inventory Part In Stock* and use the magnifying glass in the upper left to search for the part. Then right click on the item you want to create the MRB for and select “Create MRB…”



In the popup that appears (it is the same popup for both creation methods) enter details for the MRB as detailed below. Click “OK” to confirm.

- Nonconform Code – Use the “List…” button to select a reason for the MRB
- Availability Control ID (from inventory only) – Enter “MRB” as the availability control, this prevents the part from being sent out prior to the MRB being resolved (only applies when creating from inventory)
- MRB Quantity – Enter the quantity to be associated with the MRB
- Popup that appears to preview, print or email – Print the MRB label and affix to the package.



c) Create From Final Inspection

Upon failing a final inspection IFS will create the MRB for you automatically.

2. Enter Header Info

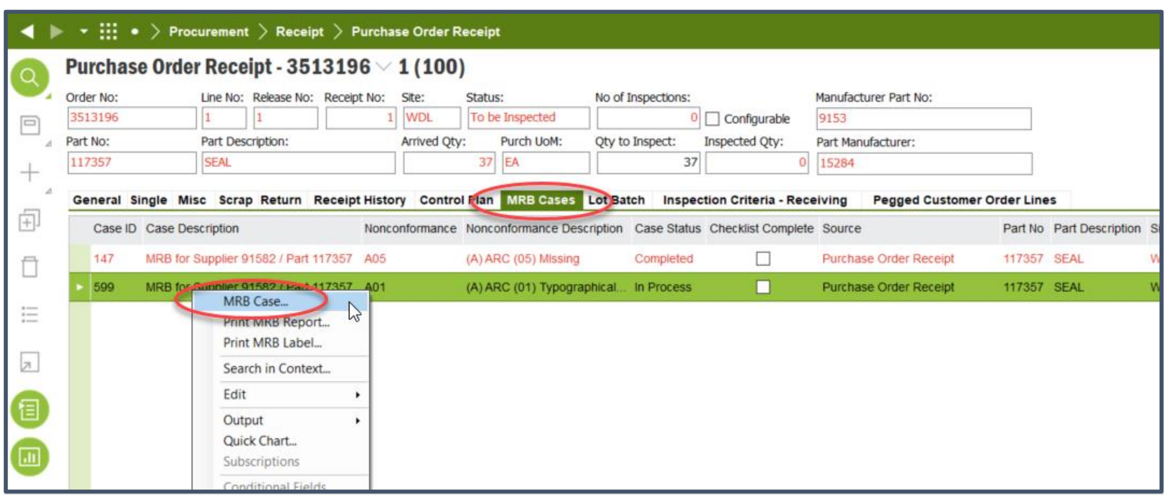
Functional Group

Logistics Technician

Description

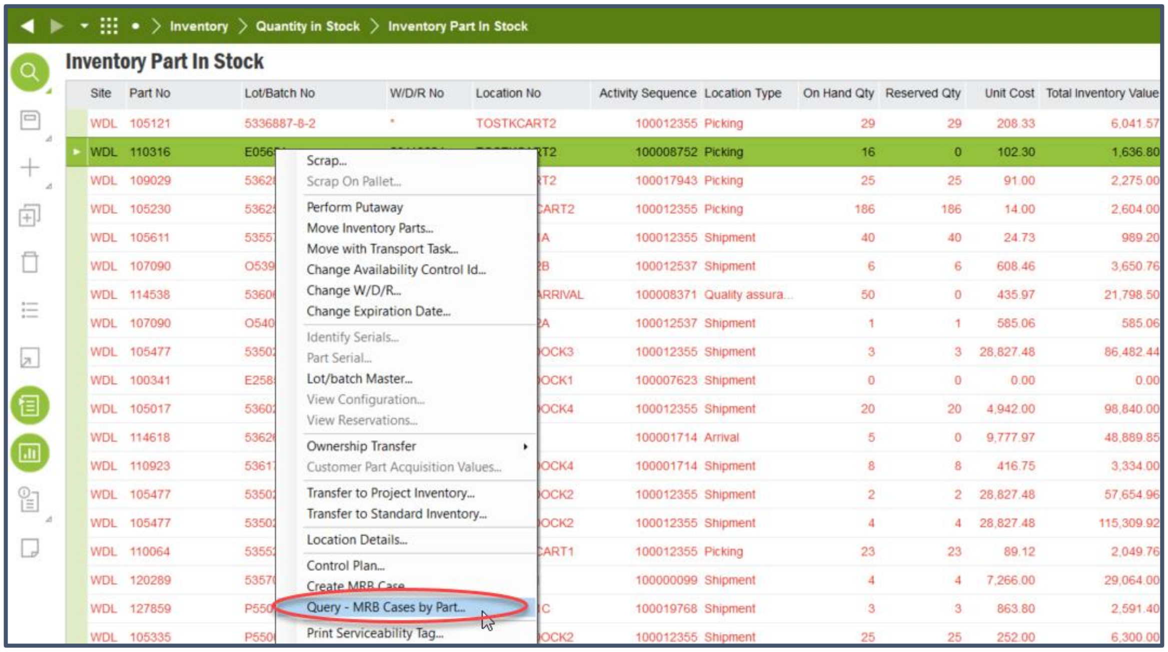
a) Create from Purchase Order Receipt

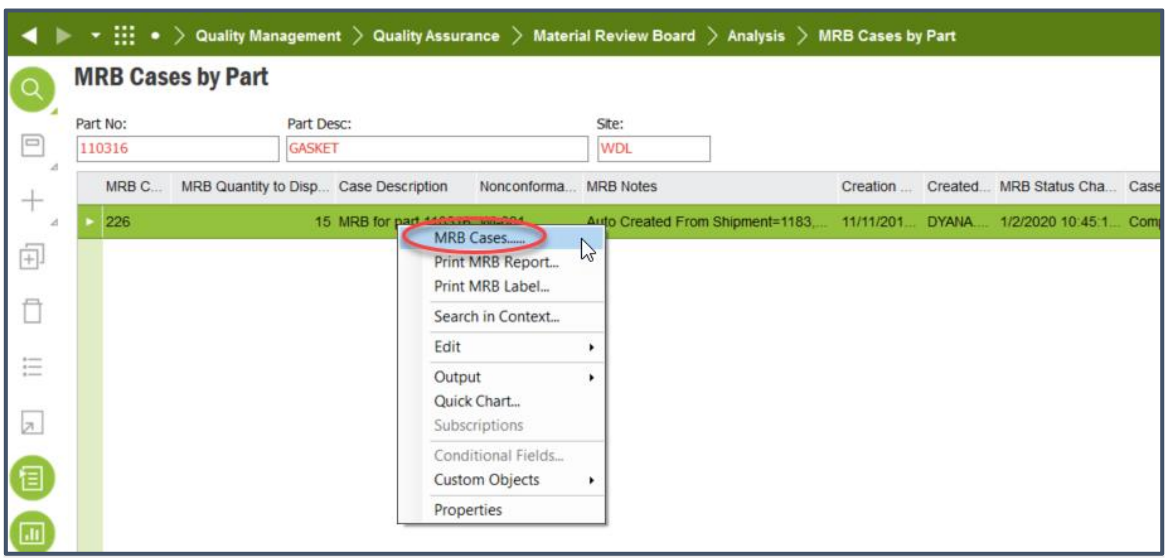
Go to the MRB Cases tab, then right click on the line and select "MRB Case…". Enter the QC point of contact as the coordinator and any additional information about the defect in the notes field, then hit save.



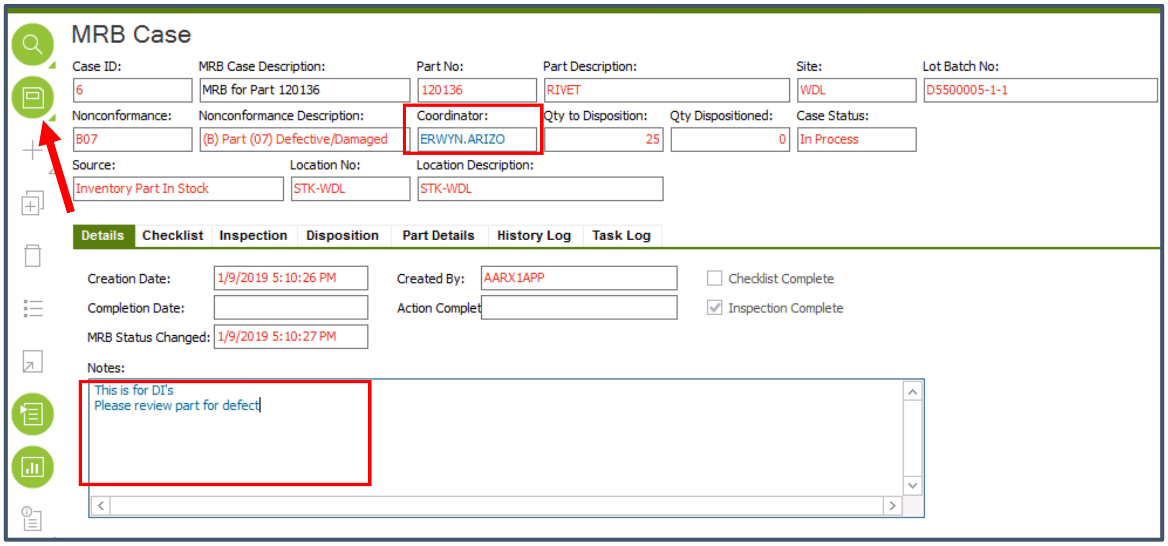
b) Create from Inventory

Right click on the line and select “Query – MRB Cases by Part…”, then on the following screen right click again on the created MRB case line and select “MRB Cases...”



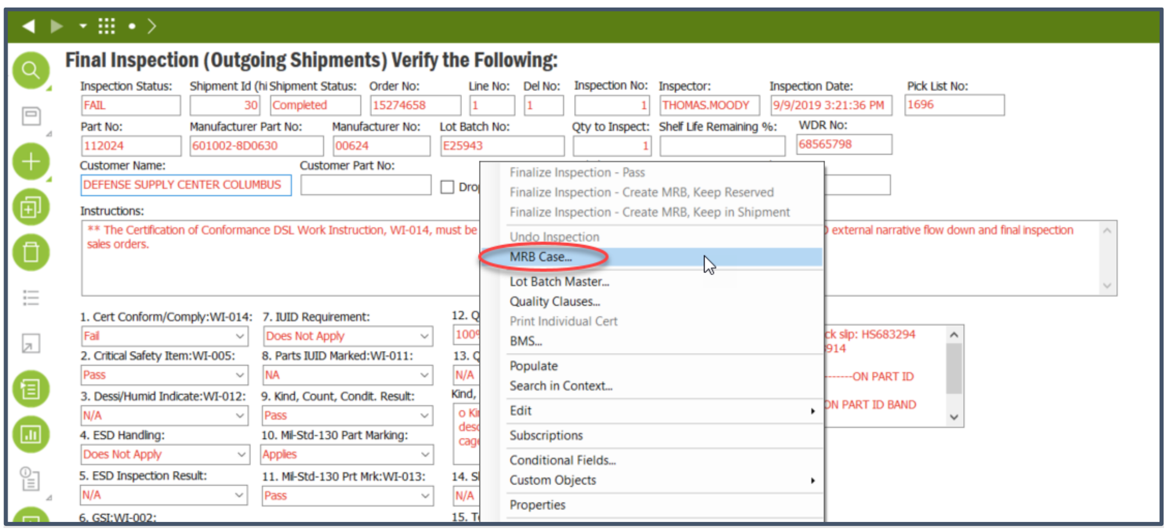


Enter the QC point of contact as the coordinator and any additional information about the defect in the notes field, then hit save.



c) Create from Final Inspection

Right click on the final inspection and select “MRB Case…”.



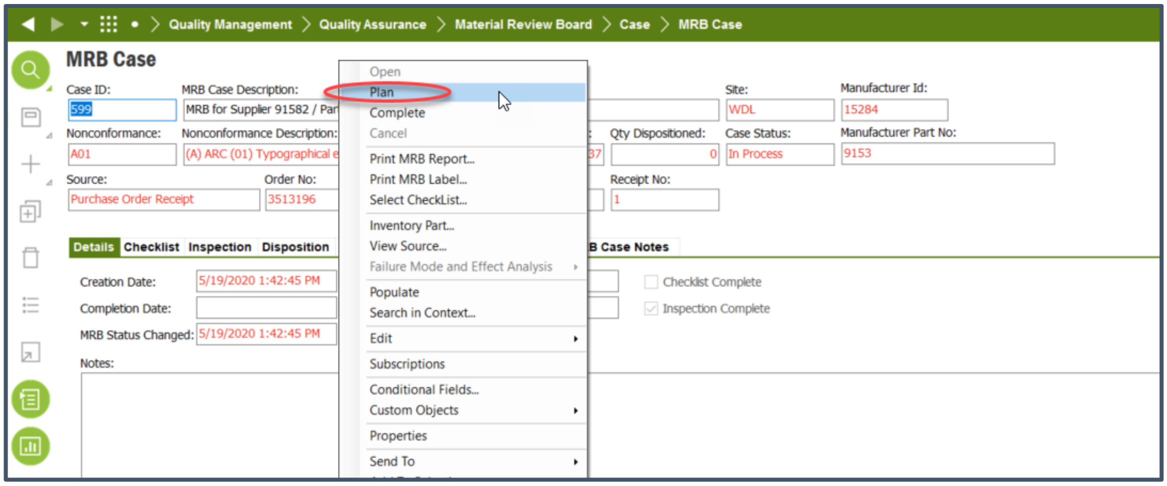
3. Cancel MRB (If Required)

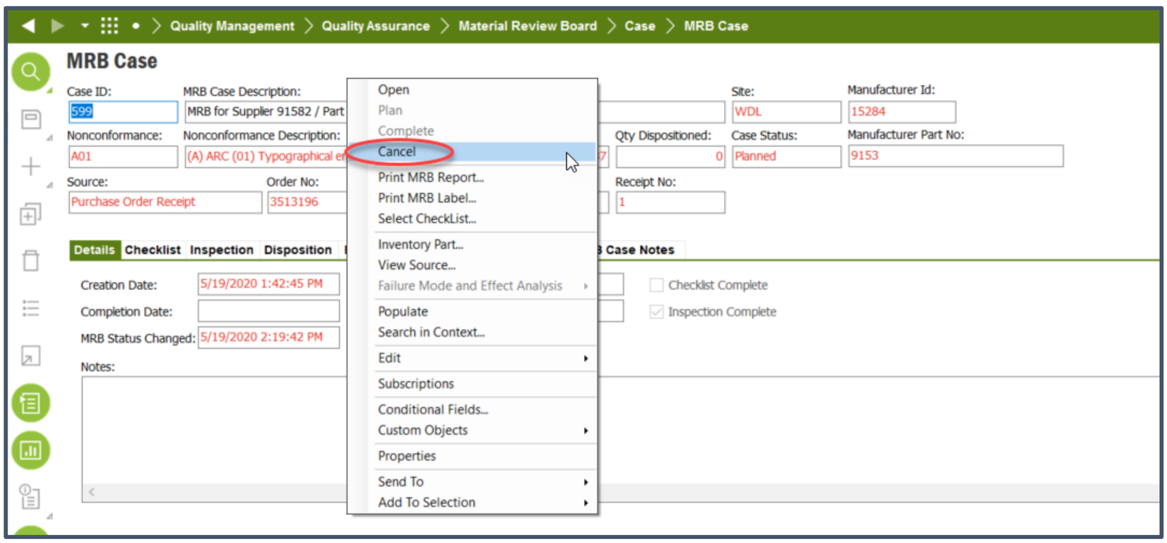
Functional Group

Logistics Technician

Description

If the MRB was created in error, right click in the header and select “Plan”, then right click again and select “Cancel”.





4. Enter Inspection Info

Functional Group

Logistics Technician

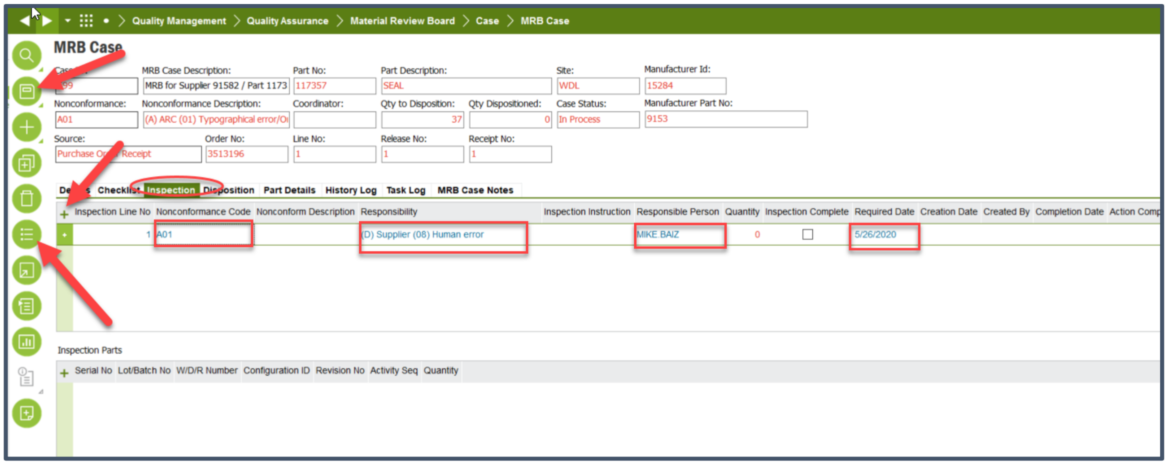
Description

Go to the Inspection tab and click the green plus sign in the upper left of the upper area of the tab to add a new line. Enter information as detailed below and repeat for each nonconformance. Save when complete.

Note: This must be done for every nonconformance, including the nonconformance listed in the header.

- Nonconformance Code – Use the list of values button to select the applicable non conformance
- Responsibility – Use the list of values to select who is at fault of the nonconformance
- Responsible Person – Enter yourself as the person responsible for the inspection, note this is different than the Responsibility field

- Required Date – Enter a date one week in the future



5. Assign Quantities to Inspection Line

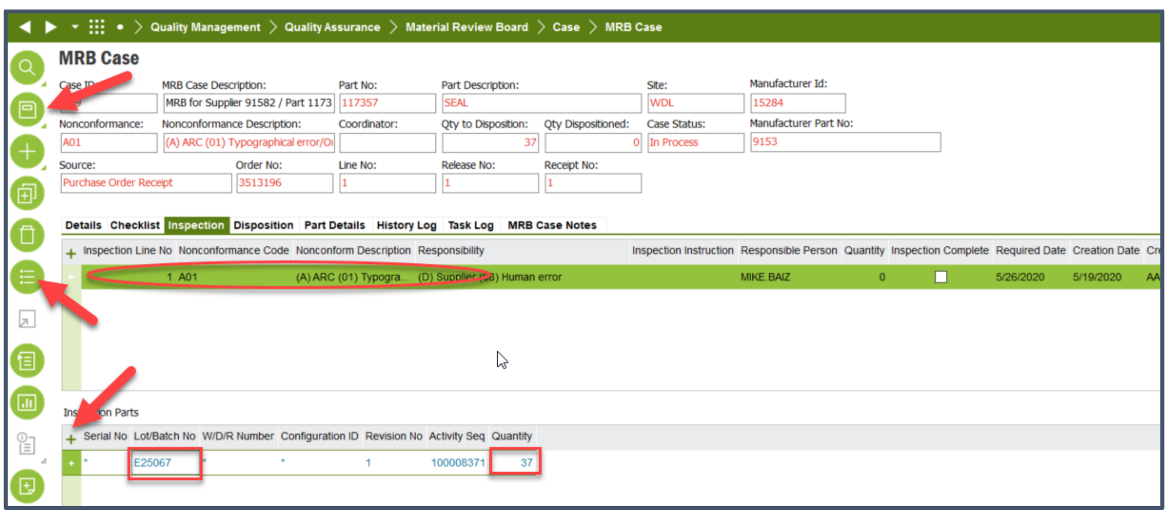
Functional Group

Logistics Technician

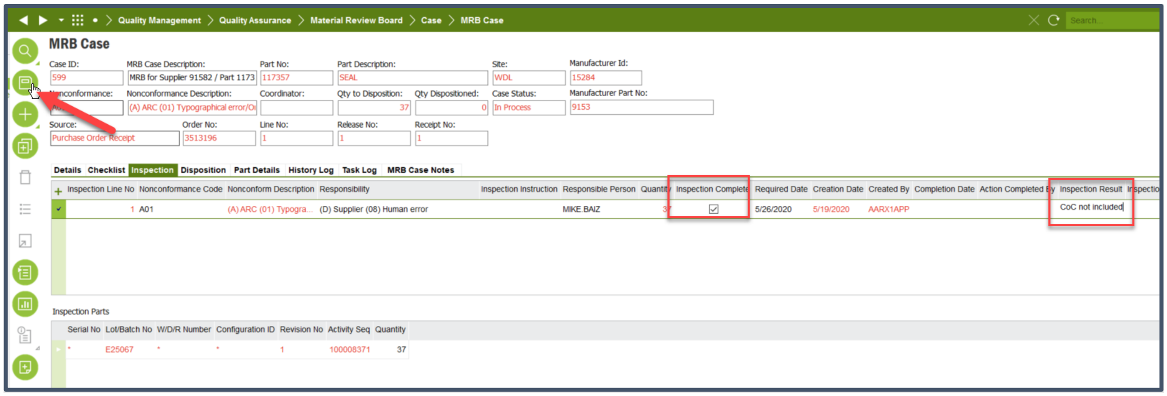
Description

Select the inspection line in the upper area for the nonconformance you want to add quantities to. Then click the green plus sign in the upper left of the lower area of the tab to add a new line. Enter information as detailed below and repeat for each inspection line in the upper area.

- Lot/Batch No – Use the list of values to select the desired Lot/Batch No
- Quantity – Enter the quantity of the material that have the applicable nonconformance



One all quantities have been assigned, check the Inspection Complete checkbox and enter details about the nonconformance in the Inspection Result field for each Inspection line. Save when complete.



6. Assign Task (If Required)

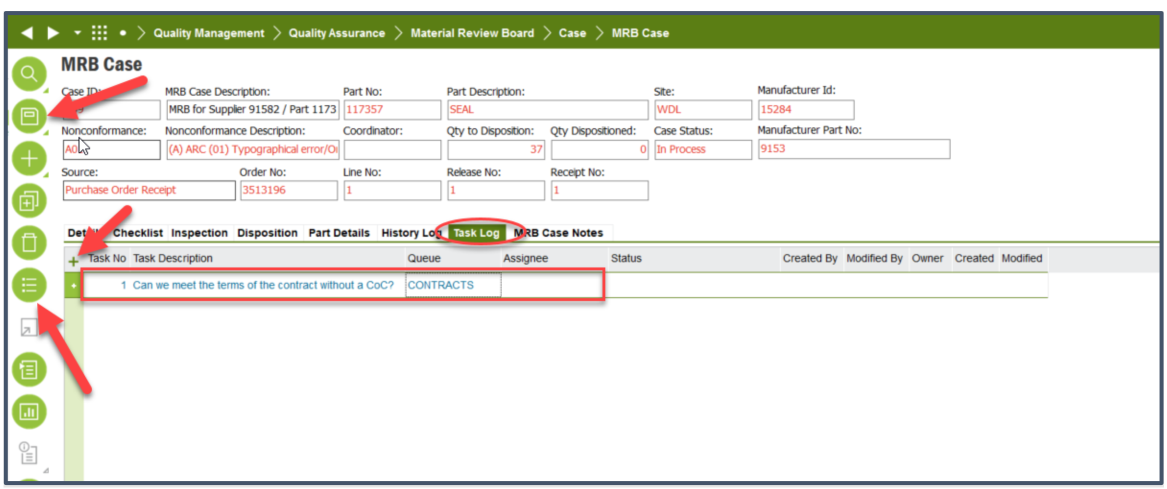
Functional Group

Logistics Technician

Description

MRB's are automatically routed to the correct product line based off of the manufacturer ID and project associated with the material. If you need input from a non-product line source (e.g. contracts) go to the Task Log tab, click the plus sign in the upper left of the tab and enter info as follows. Click save to confirm.

- Task No – Enter a task number for the line
- Task Description – Enter a description of what needs to be done
- Assignee or Queue – Using the list of values button enter the User ID of the person you are assigning the task to, or the queue the task should be handled by.



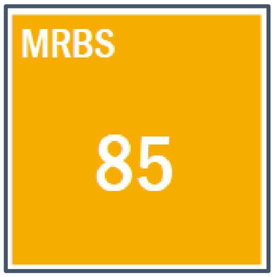
7. Assignee Takes Ownership (If Required)

Functional Group

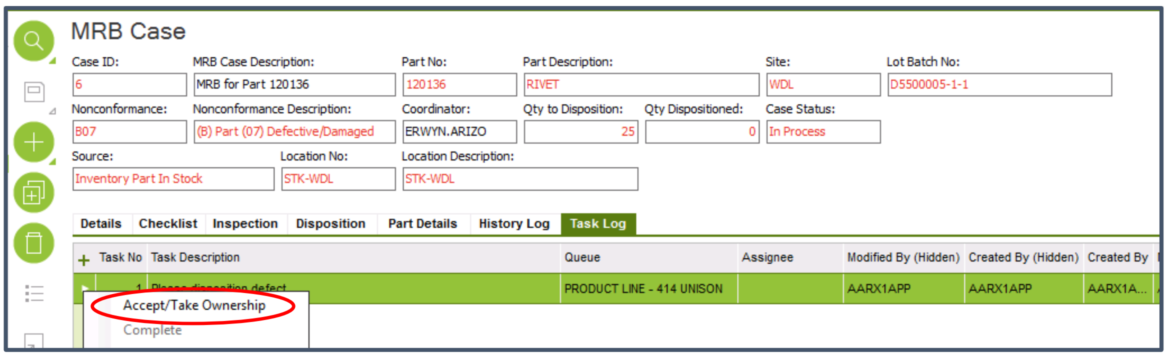
Product Line

Description

Navigate to MRB or use your Open MRB's Lobby Element. Select which MRB you wish to update and right mouse to MRB Case.



On the Task Log tab, the Assignee will right mouse button on the line and select Accept/Take Ownership. The Owner field will populate with the users ID.



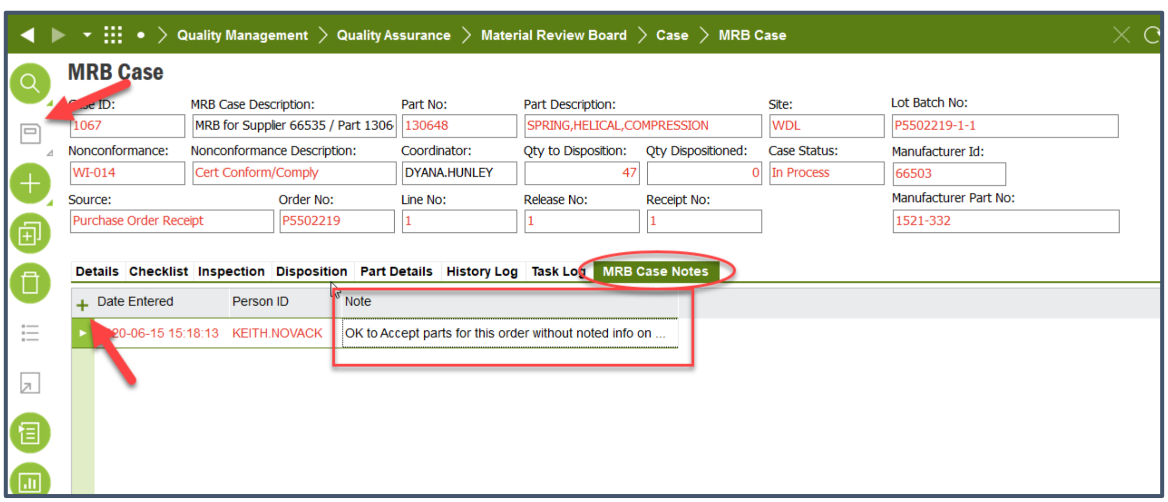
8. Enter MRB Case Notes

Functional Group

Product Line/ Logistics Technician

Description

If you need to add details/updates regarding the MRB, go to the MRB Case Notes tab and click the plus sign in the upper left of the tab. The date and the person ID will be filled in automatically upon saving.



9. Disposition MRB

Functional Group

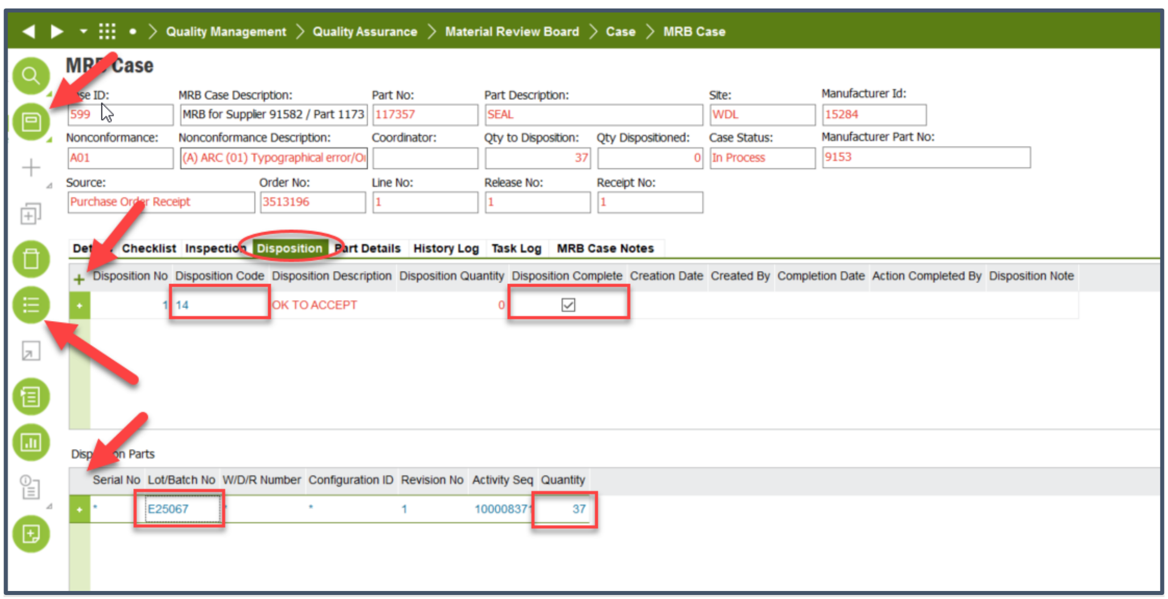
Product Line

Description

Go to the Disposition tab on the MRB case. In the top half of the tab, click the plus sign in the upper left to create a disposition line, and enter a disposition code for the part. Then in the bottom half of the tab, click the plus sign to denote which parts the disposition line corresponds to. Click in the "Lot/Batch No" field and then click list of values to get a list of possible parts to disposition. Select the applicable parts, and enter the quantity you want to disposition, this will then populate the Disposition Quantity in the top half. Save to confirm. Repeat for as many dispositions as required. Be sure to attach any relevant documentation to the MRB. For ease of access attach to the MRB header, not the disposition line. See Attachments and Document Management instructions for more information.

When you are finished entering the details of the disposition, check the "Disposition Complete" checkbox. Click Save.

.



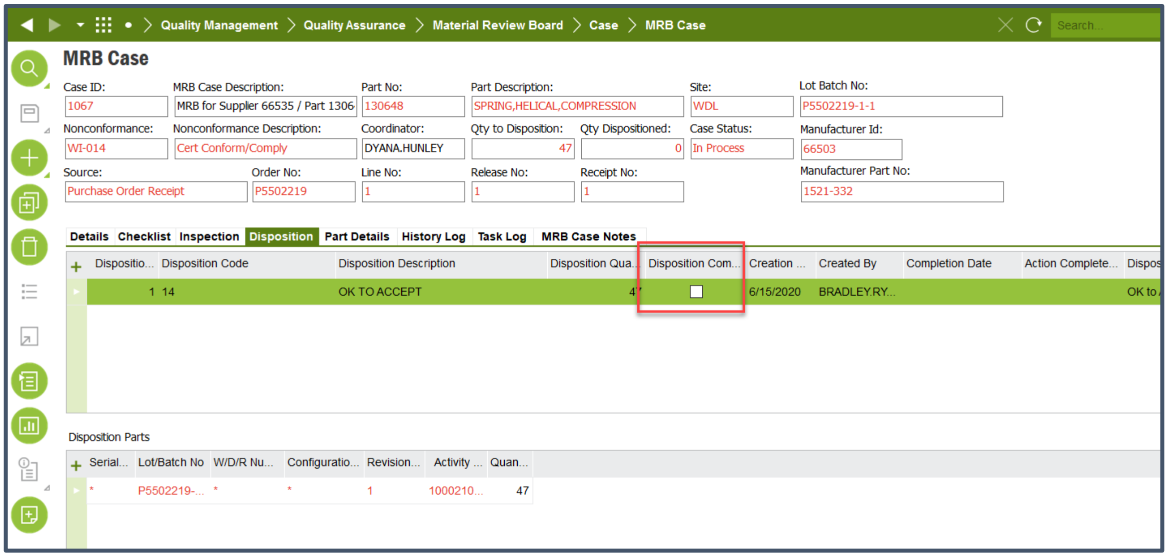
10. Reassign to Product Line (If Required)

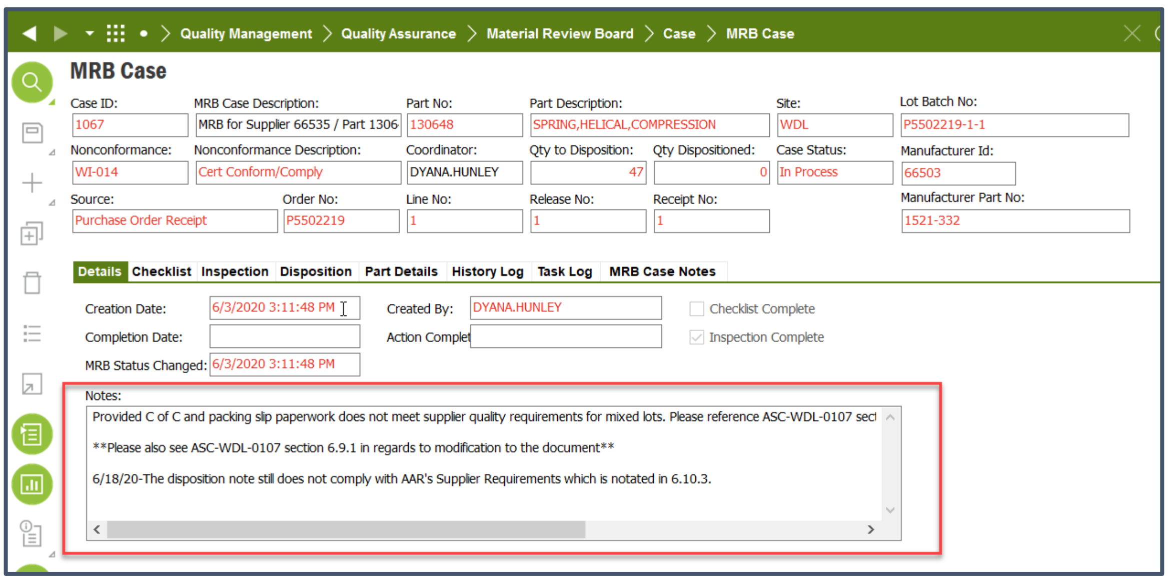
Functional Group

Logistics Technician

Description

If you need further product line review, uncheck the "Disposition Complete" checkbox on the Disposition tab, and enter additional notes on the details tab.





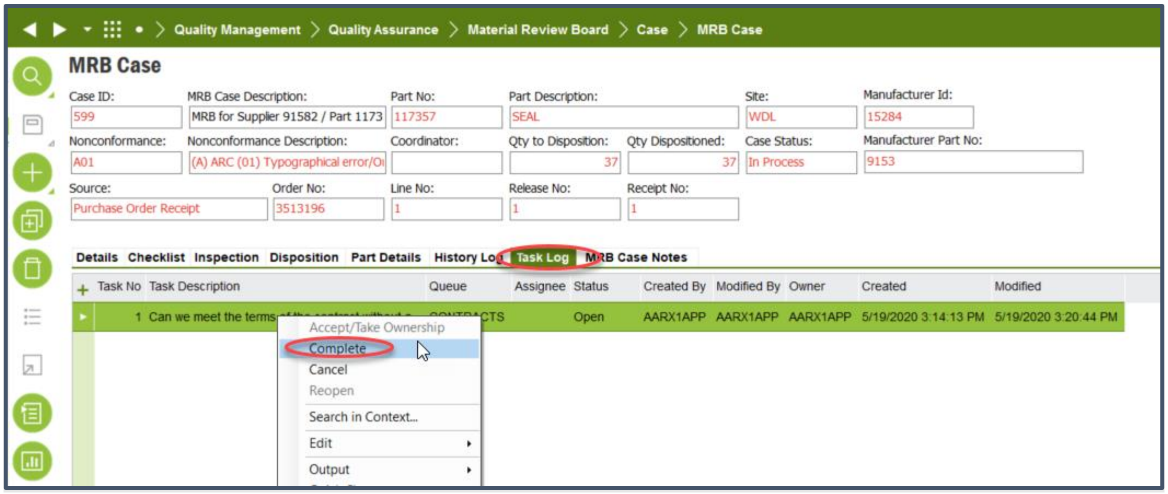
11. Close Open Tasks (If Applicable)

Functional Group

Various

Description

If another task step was created by Product Line to disposition material by another group other than Quality Control, navigate to the MRB case, task log tab. RMB on the step assigned to you and select Accept/Take Ownership. Process the material per Product Line's instructions. Once you process the material go back to the MRB case, task log tab complete the task by right mouse button on the line for the Task No and selecting Complete.



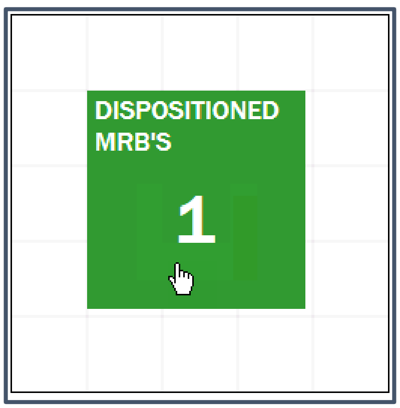
12. Process Material per Product Line's Instructions

Functional Group

Logistics Technician

Description

You will know that you have MRB cases to process from your Lobby screen. Similar to the example below. Navigate to the MRB Cases by clicking on the button. This will list all of the open MRB Cases needing Quality's action.



Process the material per Product Line's instructions and complete the task by right mouse button on the line for the Task No and selecting Complete.

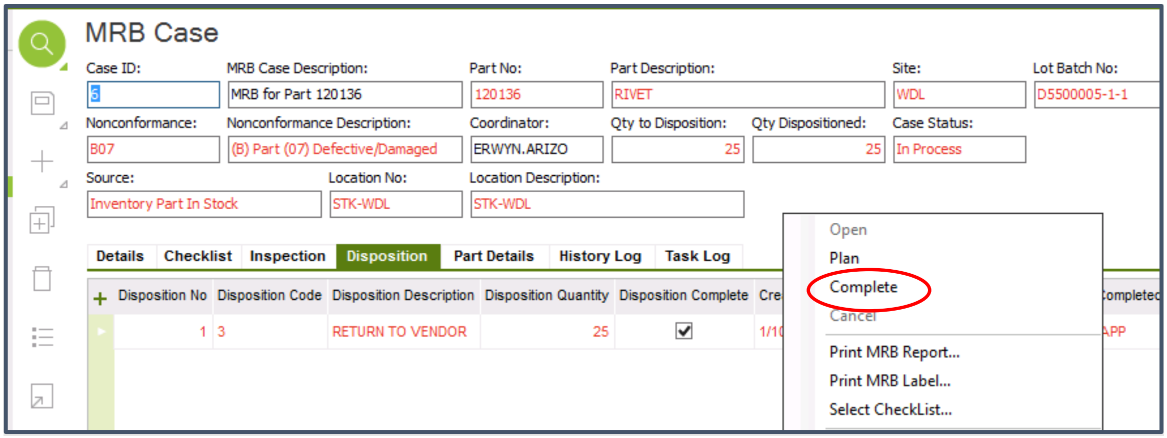
13. Close MRB

Functional Group

Logistics Technician

Description

Once Product Line has dispositioned the MRB, navigate back to the MRB, make sure you have all the information you need (if not create another Action Log item). Once you confirm you have all the required information, right click in the header of the MRB and select "Complete".


MRB Case
Case ID:
MRB Case Description:
MRB for Part 120136
Part No:
120136
Part Description:
RIVET
Site:
WDL
Lot Batch No:
D5500005-1-1
Nonconformance:
B07
Nonconformance Description:
(B) Part (07) Defective/Damaged
Coordinator:
ERWYN.ARIZO
Qty to Disposition:
25
Qty Dispositioned:
25
Case Status:
In Process
Source:
Inventory Part In Stock
Location No:
STK-WDL
Location Description:
STK-WDL
Details
Checklist
Inspection
Disposition
Part Details
History Log
Task Log
Disposition No
Disposition Code
Disposition Description
Disposition Quantity
Disposition Complete
1
3
RETURN TO VENDOR
25
Open
Plan
Complete
Cancel
Print MRB Report...
Print MRB Label...
Select CheckList...

11. RMA Accepted - Return to Stock or Vendor

Functional Groups

Accounting, Logistics Technician, Product Line

Process Overview

This process outlines how to handle when a customer sends material back with prior authorization and the RMA is accepted. The process begins with receiving a notification from the customer of their intent to return and ends with AAR either returning the material to stock or to the vendor.

Prerequisites

- Customer order has fully shipped
- Customer has notified AAR of their intent to return the material

Process Steps

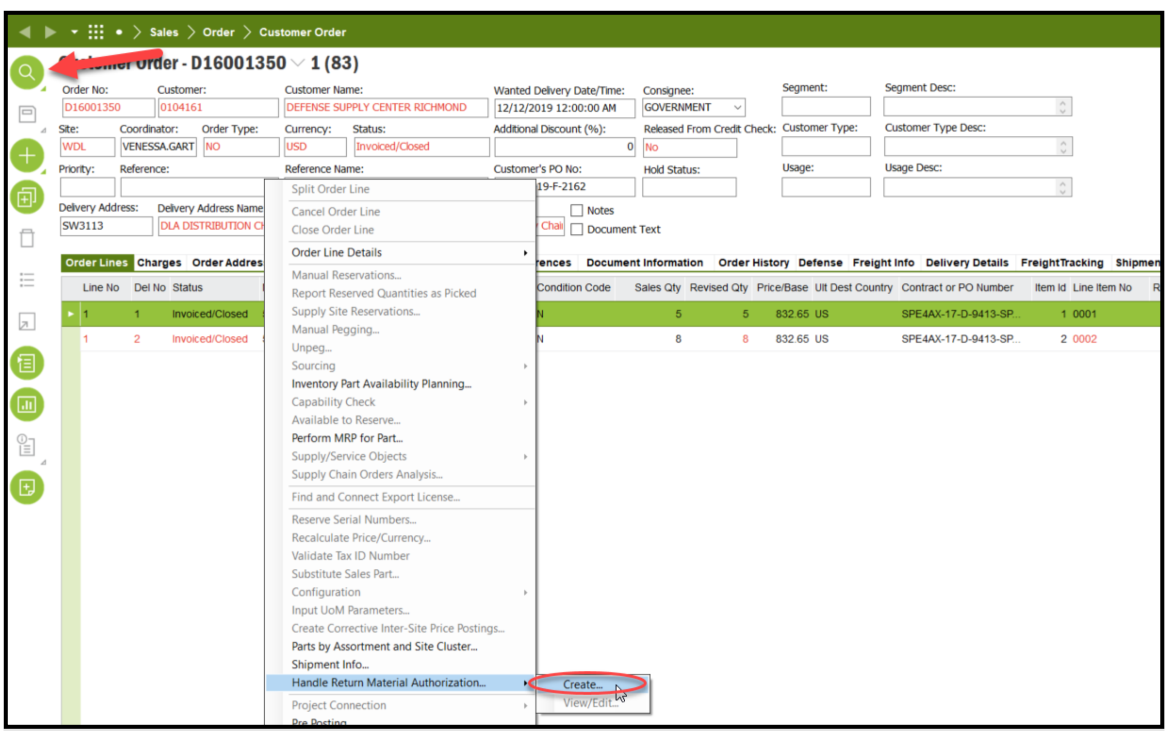
1. Create RMA

Functional Group

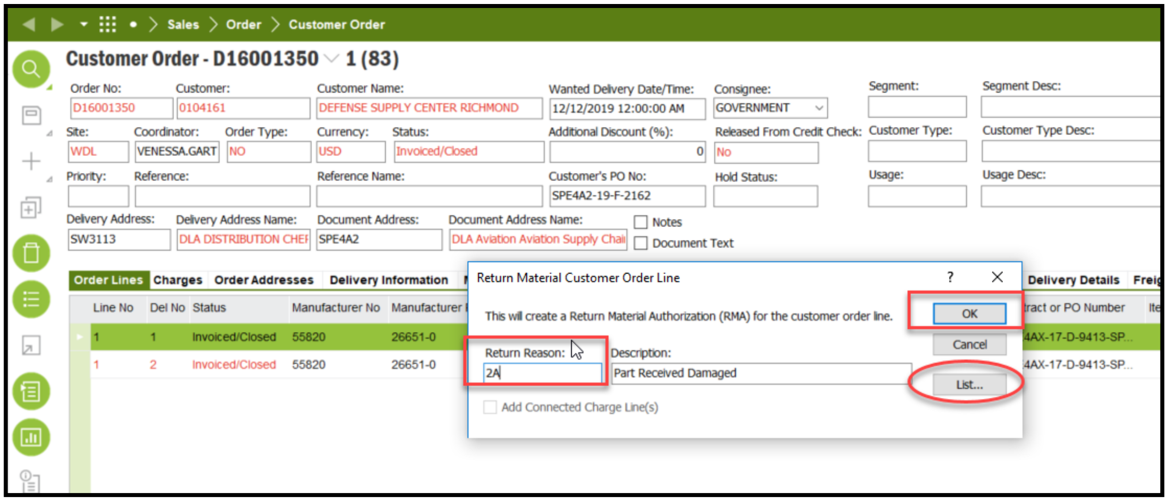
Logistics Technician or Product Line

Description

Navigate to *Sales→Order→Customer Order* and use the magnifying glass to search for the customer order in question. Right click on the line the customer is going to be returning and select "Handle Return Material Authorization…→Create…"



In the popup that appears, use the "List…" button to enter a Return Reason.



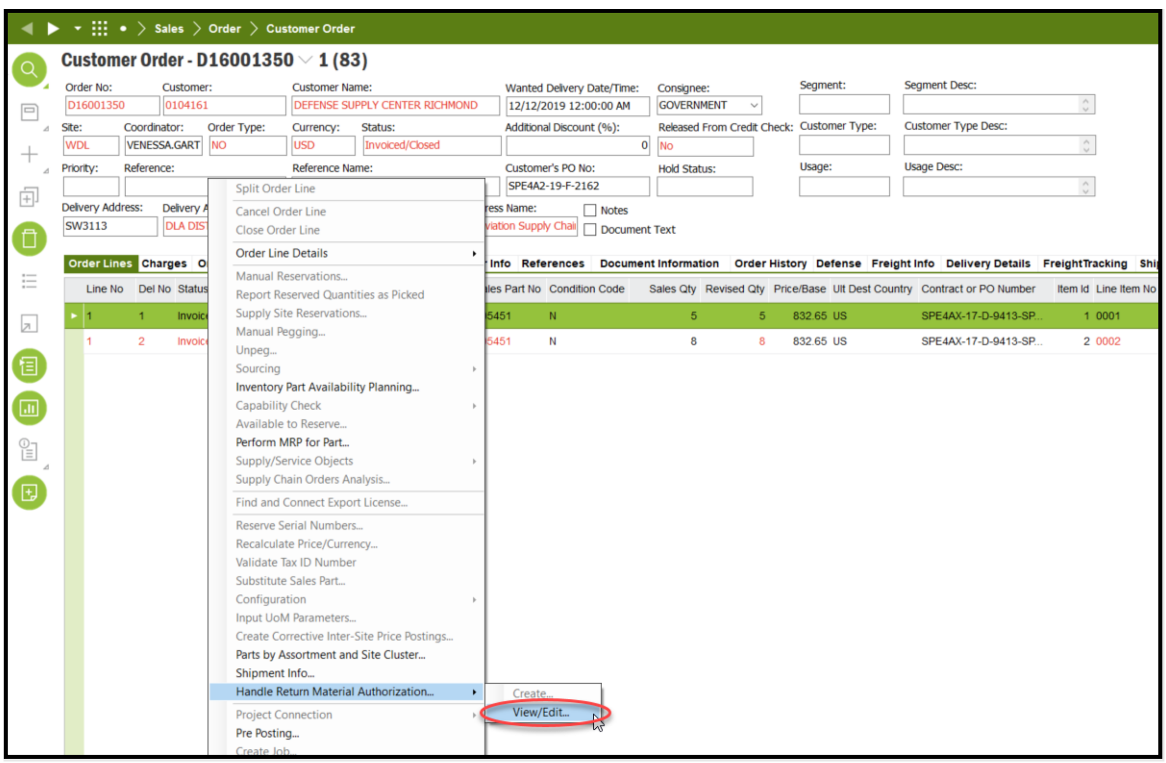
2. Enter Additional Info

Functional Group

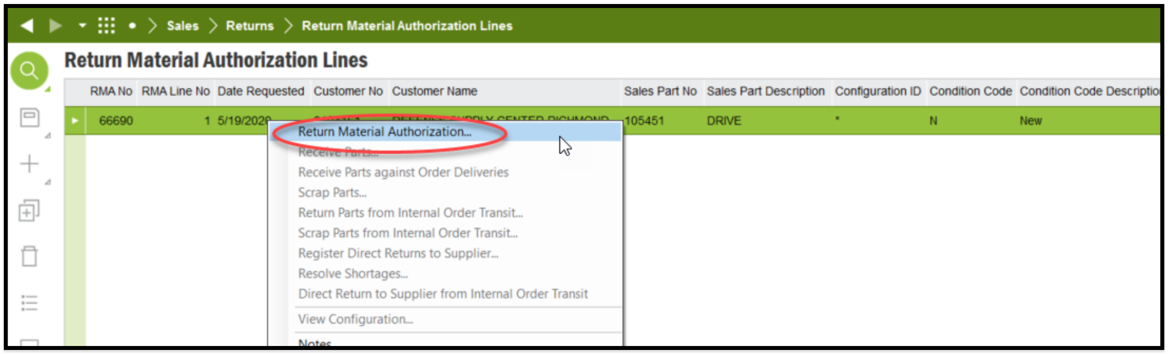
Logistics Technician or Product Line

Description

Right click on the line again and select “Handle Return Material Authorization…→View/Edit…”

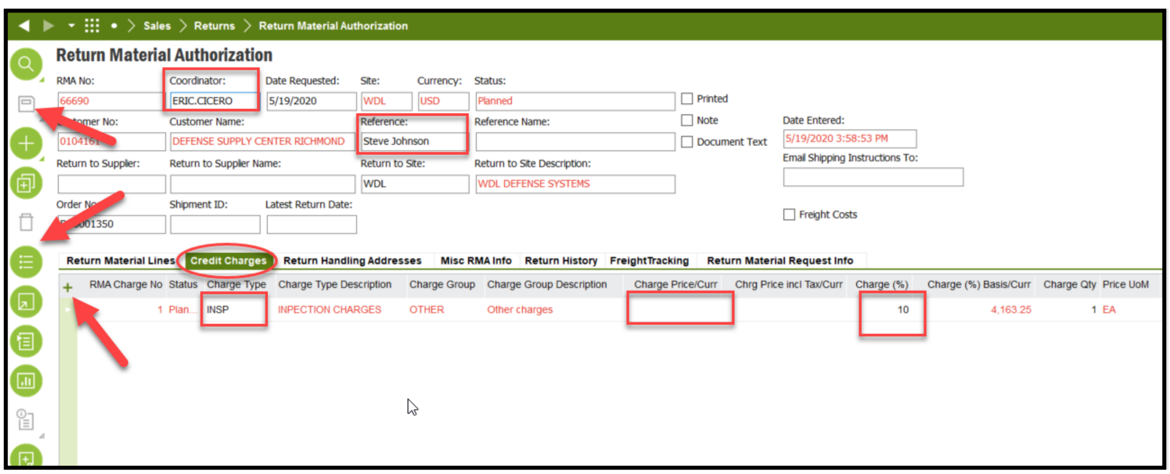


In the following window, right click on the line and select “Return Material Authorization…”



Verify that the information came over correctly and add info as detailed below. Save any changes.

- Coordinator – QC contact responsible for the RMA
- Reference – This should be the customer contact for the return
- Credit Charges – If there are any restocking fees etc. that will be associated with the return, navigate to the Credit Charges tab, click the plus sign in the upper left of the tab and enter the charge information. Then right click on the line and select “Release”.
- Attachments – Click “Attachments” in the black bar at the bottom of the window, then select “Documents” from the options on the left. Scan in any paperwork/correspondence pertinent to the return and use the “New…” button to upload it to the RMA. In the popup that appears, select “RMA” as the Document Class, enter a descriptive title and use the “Browse…” button to locate the file on you wish to attach. Click “Create” to confirm.



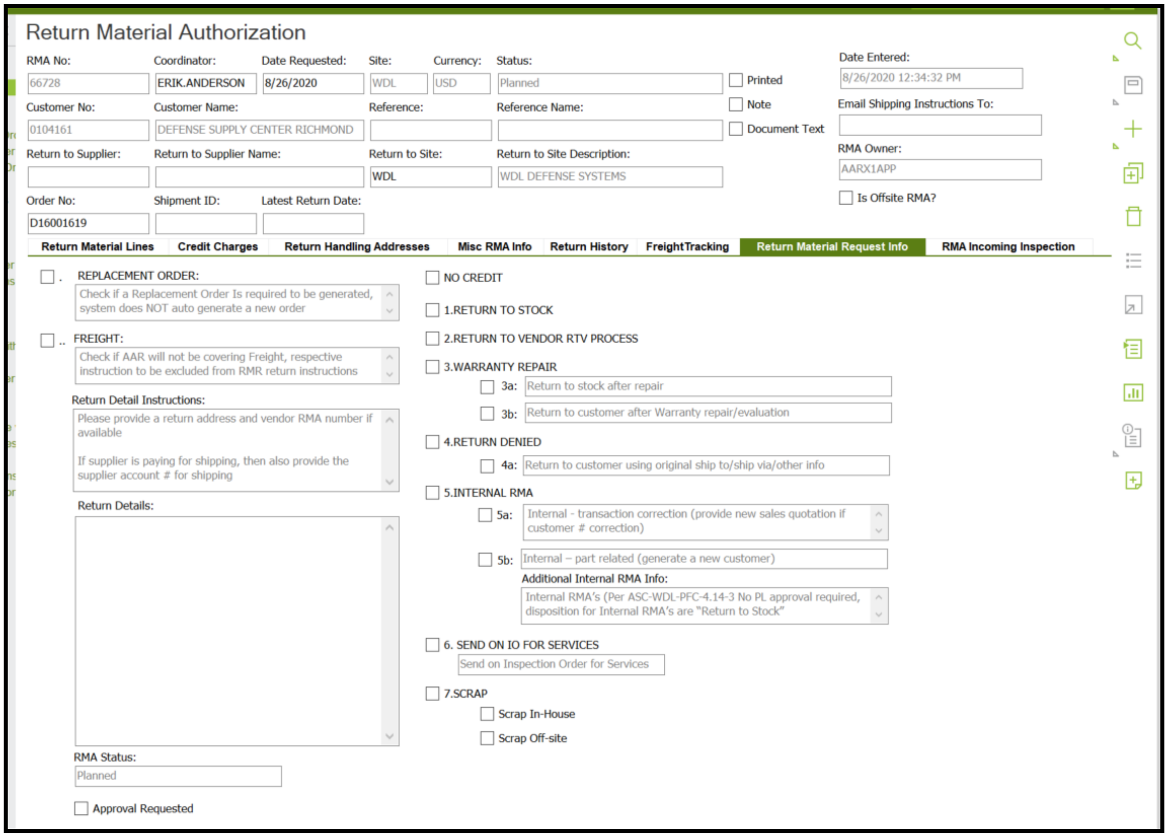
3. Complete the Return Material Request Info Tab and Submit for Approval

Functional Group

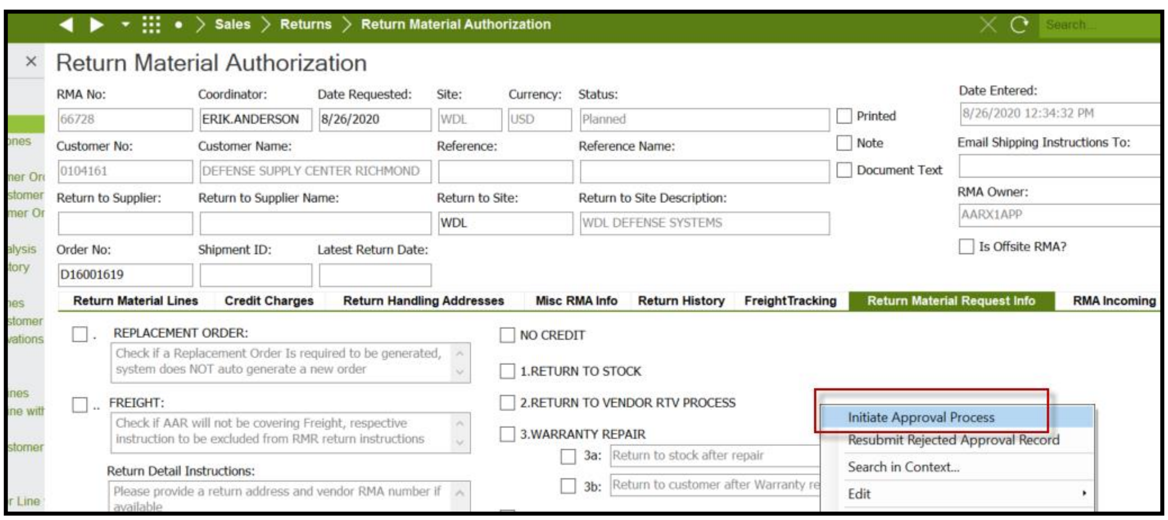
Logistics Technician or Product Line

Description

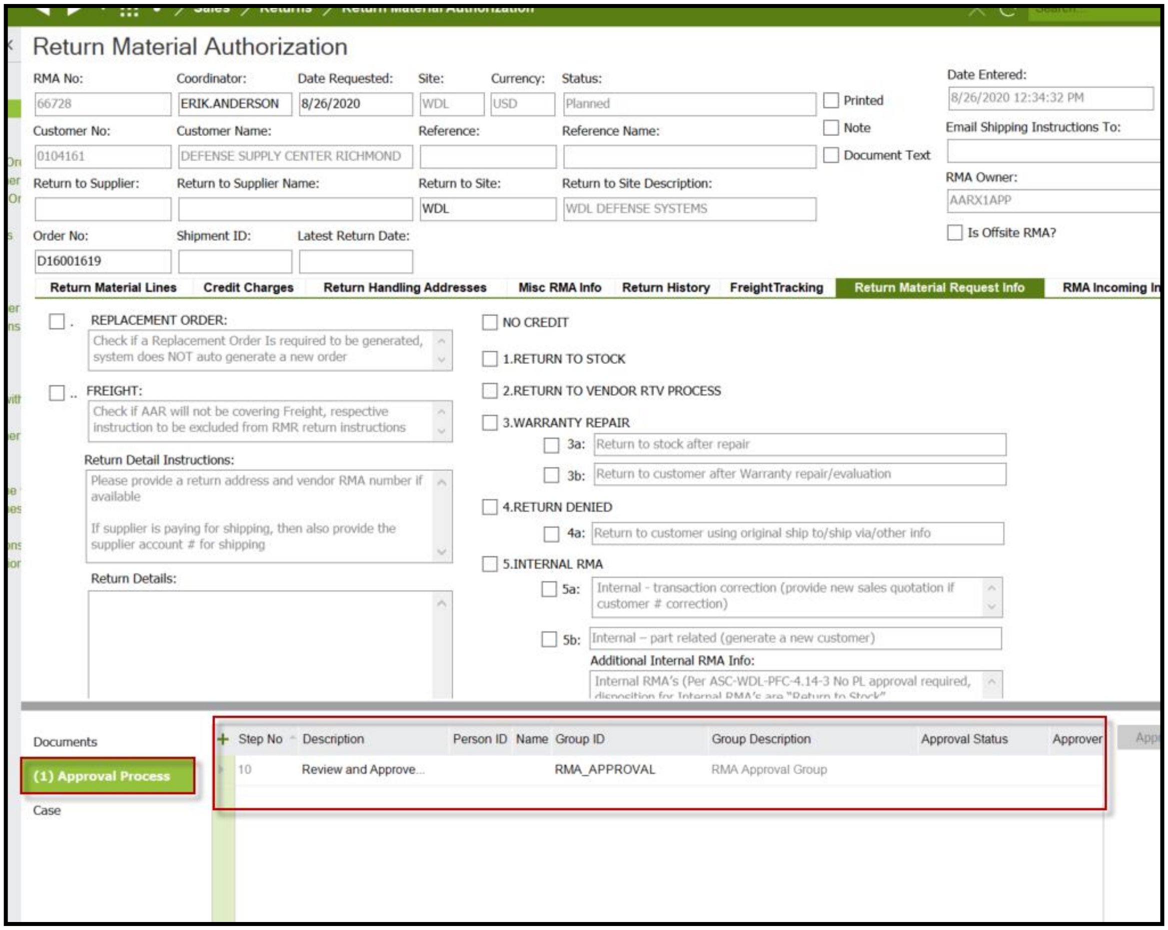
Complete Return Material Request Authorization Tab, most fields are self-explanatory concerning their completion.



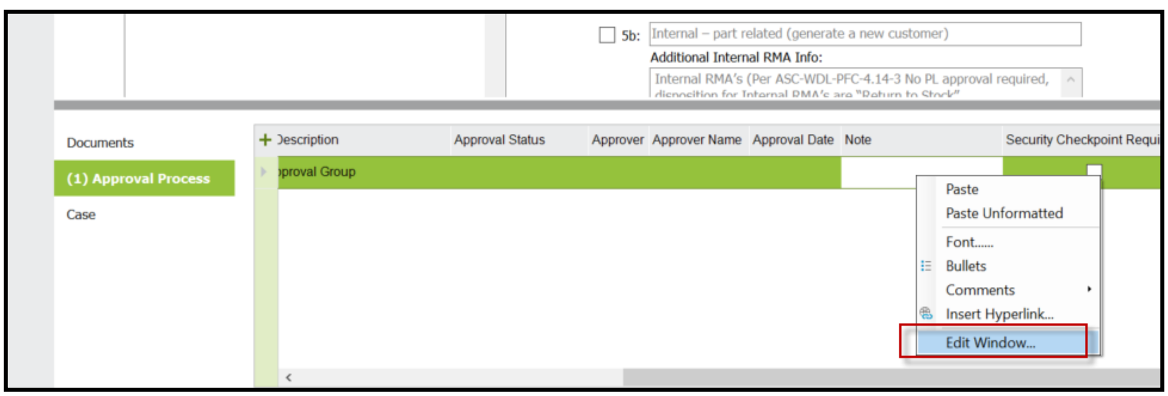
When completed right click and select “Initiate Approval Process”.



This will create an approval routing which can be seen in the Attachments section at the bottom of the screen in the “Approval Process” section.



Notes can be added as needed to the approval record by selecting the "Note" field, RMB, select "Edit Window..."



Any changes that need to be saved by RMB in the Approval Process section and selecting Save

Once the approval record has been created, the “Approval Requested” checkbox will also be checked

4. RMA Approval

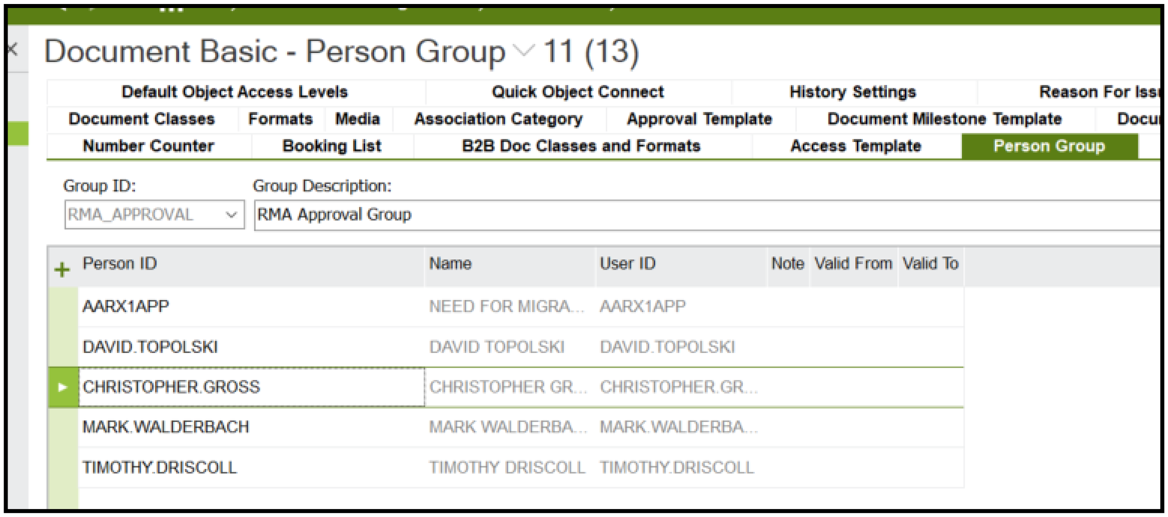
Functional Group

Management/ Product Line

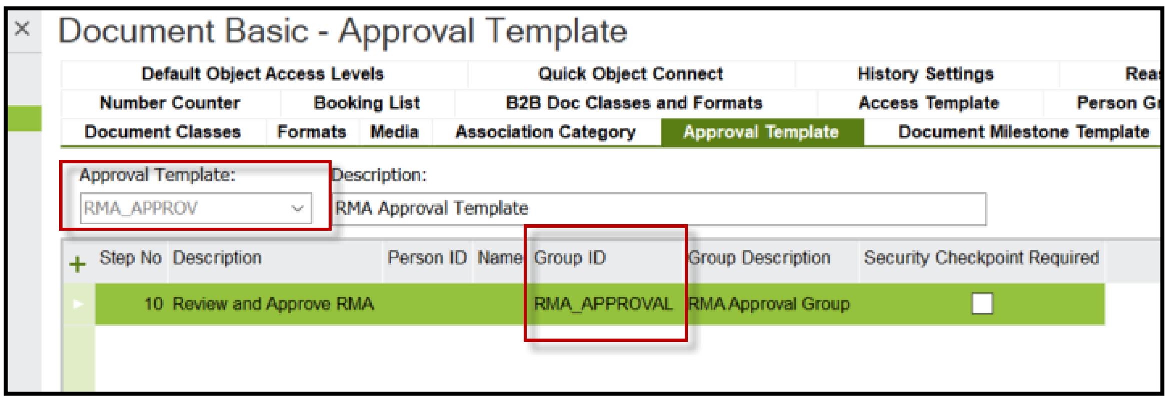
Description

RMA approval is completed by management or as designated in writing. RMA’s that require approval will be displayed in the “RMA Approvals” lobby. Selecting the “Waiting Approval” link will open the RMA’s awaiting approval.

Users belonging to the “RMA_APPROVAL” Person Group are the only ones that will be allowed to authorize the RMA approval record.

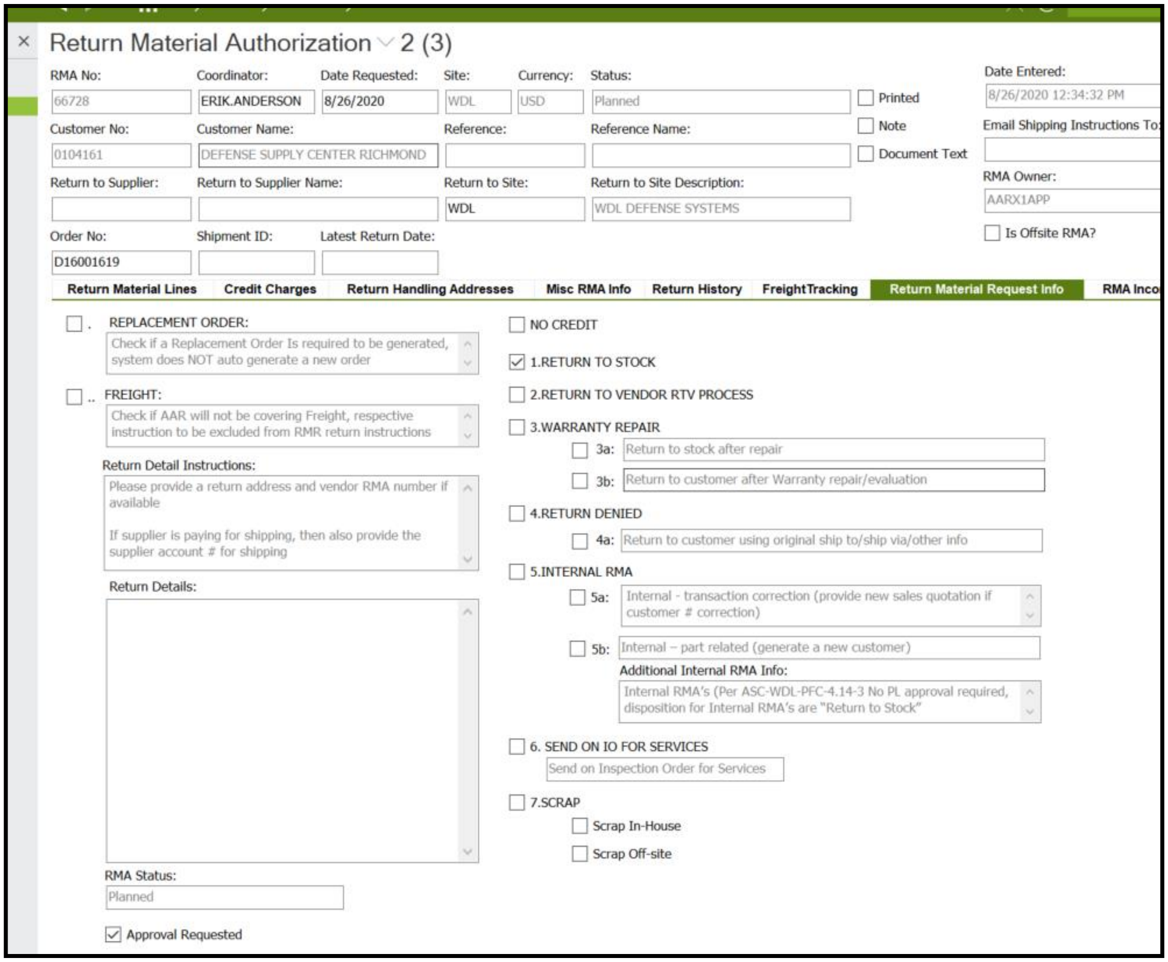


The RMA_APPROVAL group is associated with the template the approval record is based on and is the only step in the approval of an RMA.

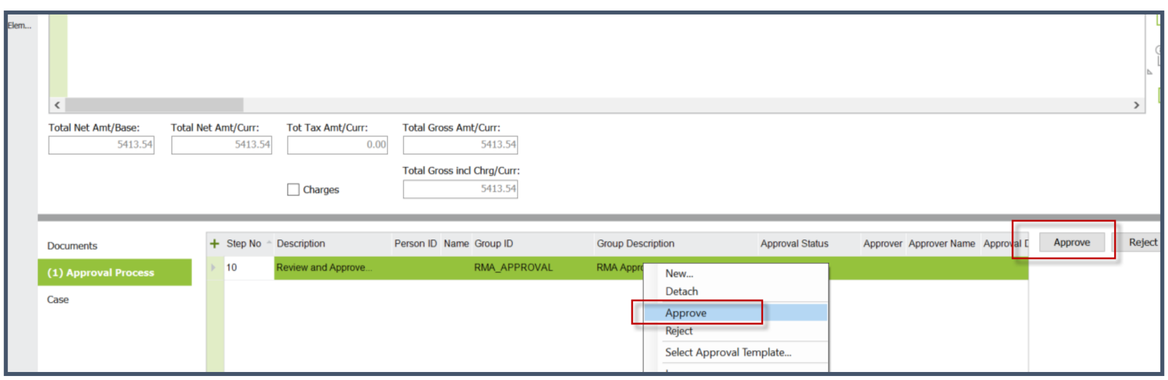


One of the users allowed to approve RMA's will click on the "Waiting Approval" link and open the RMA's to review.

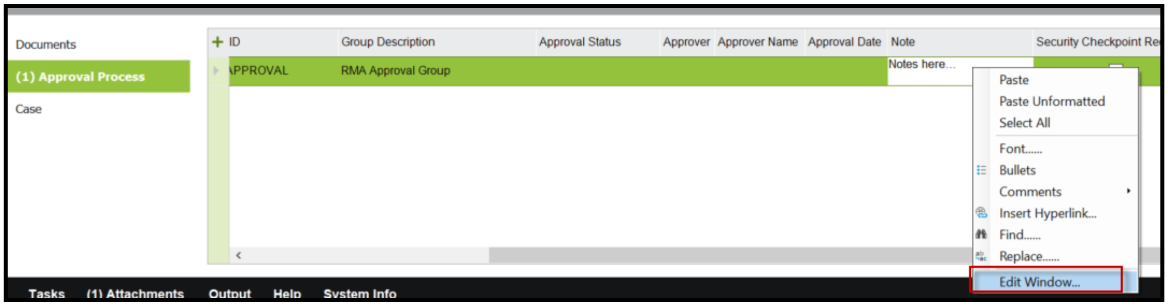
Review RMA and Return Material Request Info tab.



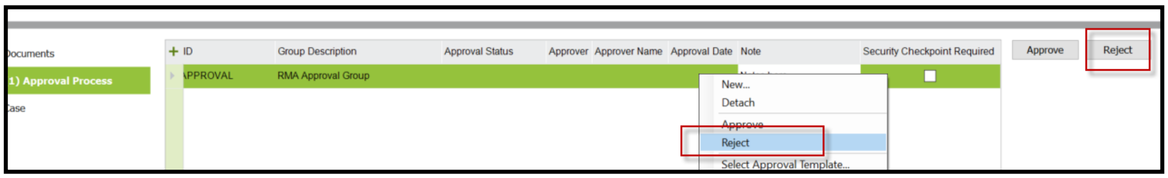
Once the approver has completed the review, to approve the RMA for further processing select the approval line and either RMB and select "Approve" or select the line and select the "Approve" button on the right side of the pane.



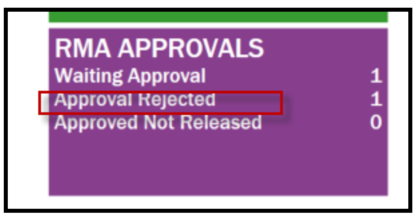
Notes can be added and saved as needed.



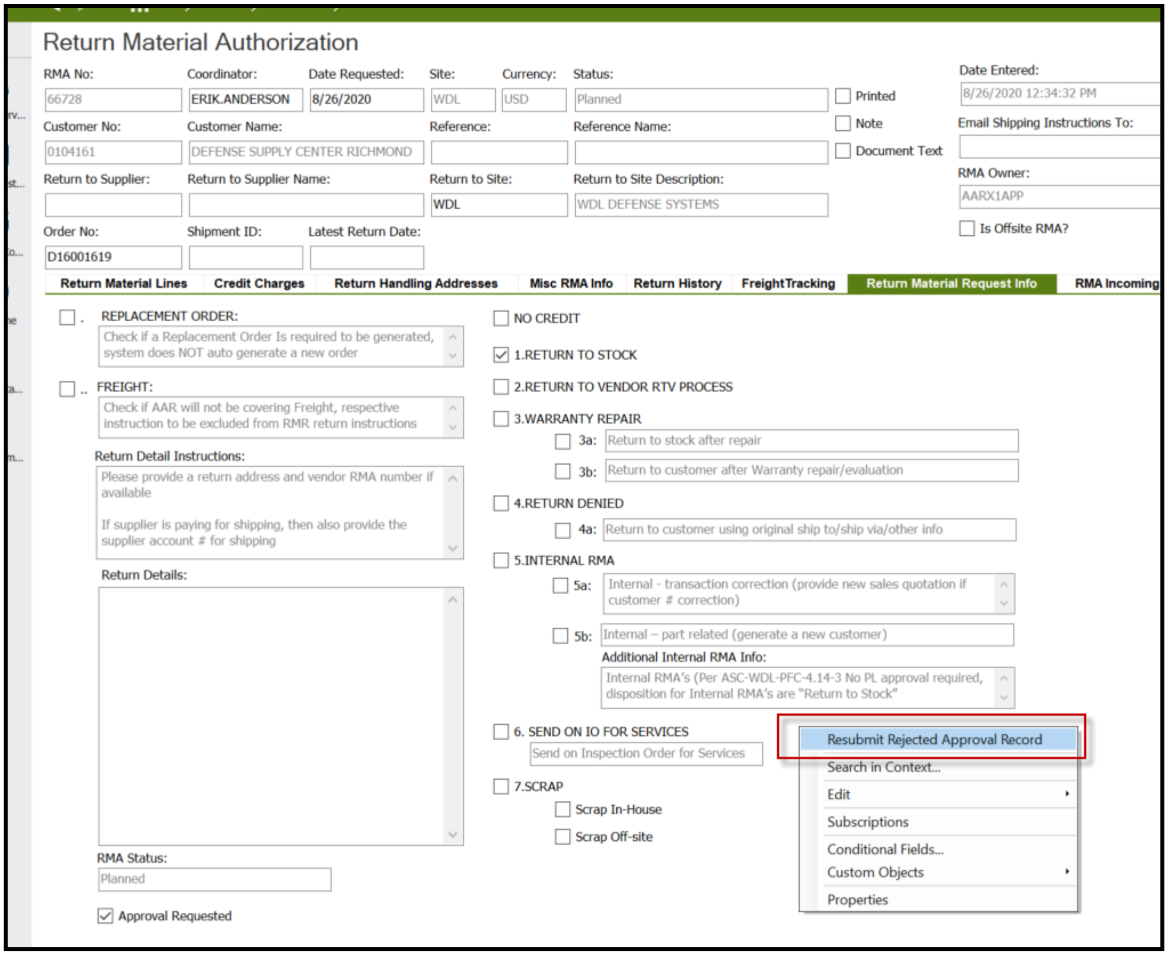
If there is an issue, the approver can select the Reject the approval record and have the originator correct the issue. Use the notes field on the approval record to provide details.



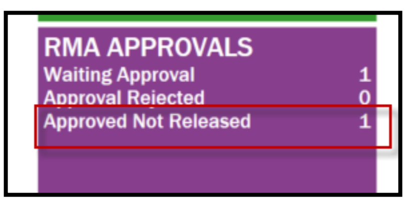
Approvals that have been rejected will show up in the "RMA Approvals" lobby. The "Approval Rejected" list item only shows the count and link to those reject approvals for which the user logged in is the RMA owner.



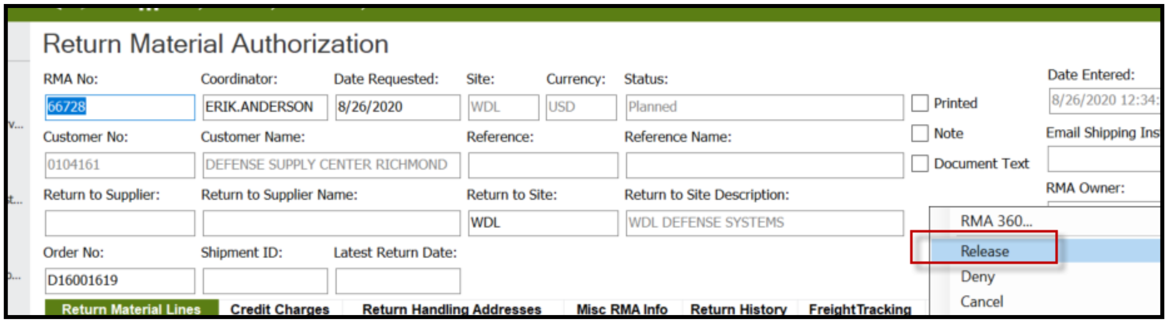
Selecting the link to the "Approval Rejected" link will take the user to the rejected RMA's. The user will be able to review the notes on the rejected approval line, and make corrections as needed. If the user would like to re-submit the approval again, go to the "Return Material Request Info" tab, RMB, and select "Resubmit Rejected Approval Record". This will reset the approval and it will show up as one of the items requiring approval in the "RMA Approvals" lobby.



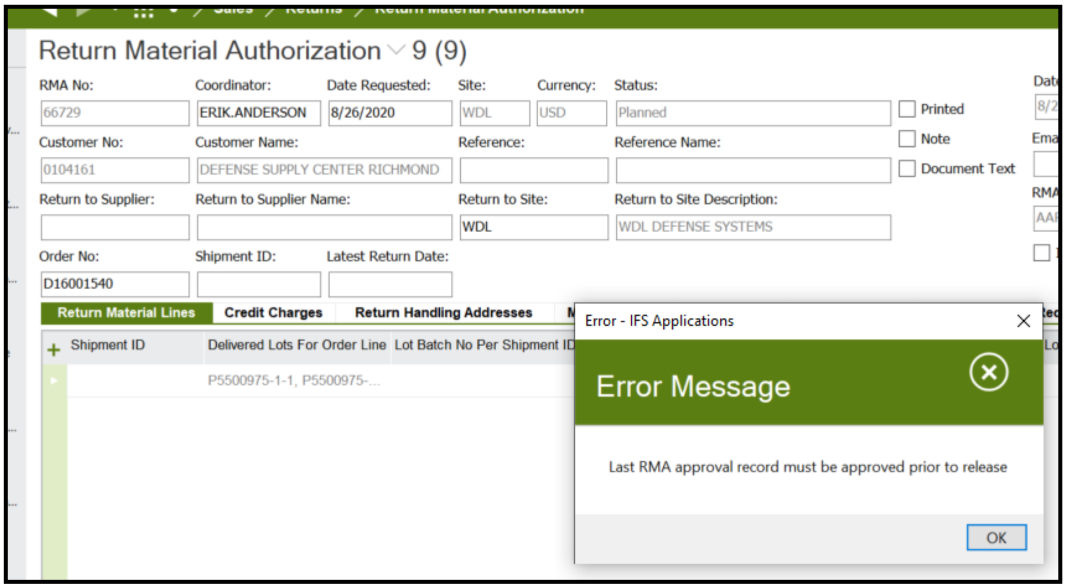
An approved record will show up in the user's lobby under the "Approved Not Released" list item.



Clicking on the link will open RMA's that have been approved and are eligible for release.



If an RMA is not approved using the approval process and an attempt is made to release the RMA, an error will result.



Once the RMA has been released, it will follow its normal process until parts arrive to be received against the RMA.

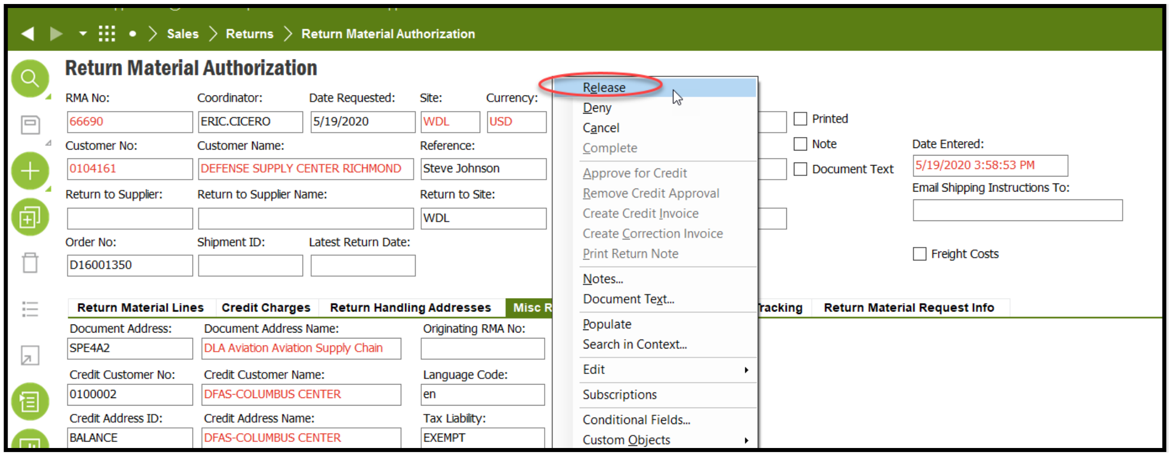
5. Release RMA

Functional Group

Logistics Technician

Description

Verify that all information on the RMA is correct and complete, then right click in the header and select “Release”.



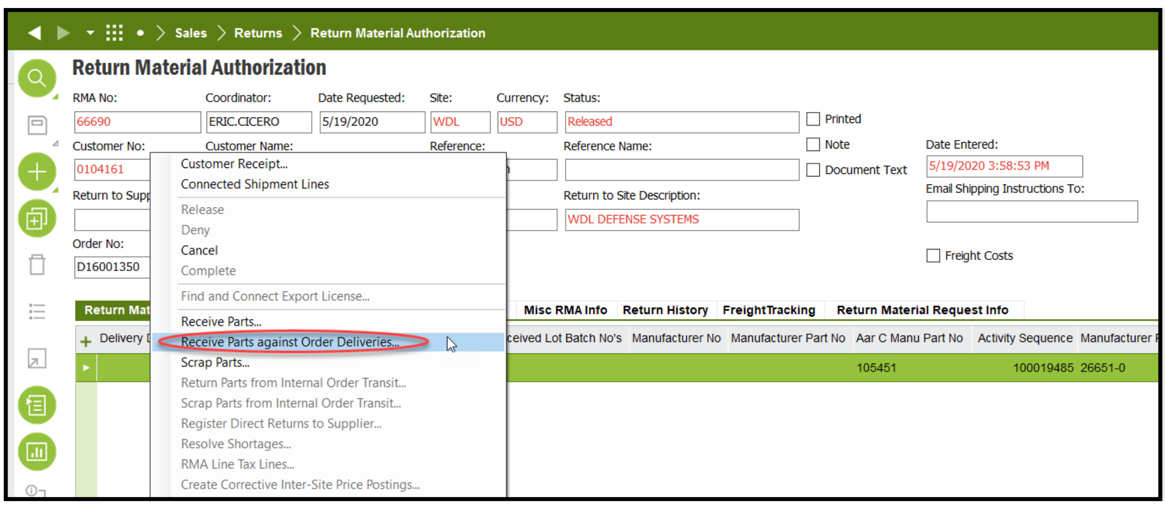
6. Receive Return

Functional Group

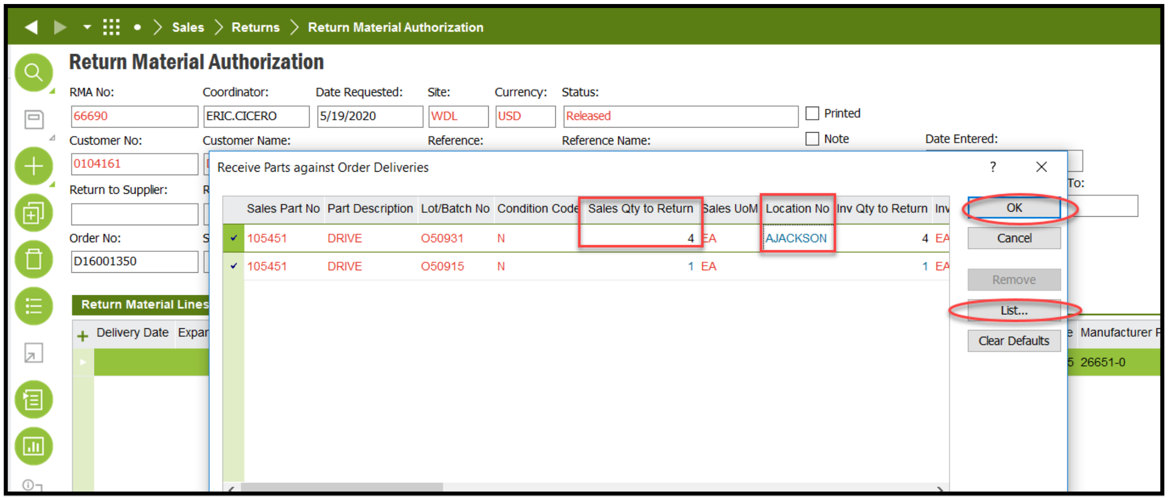
Logistics Technician

Description

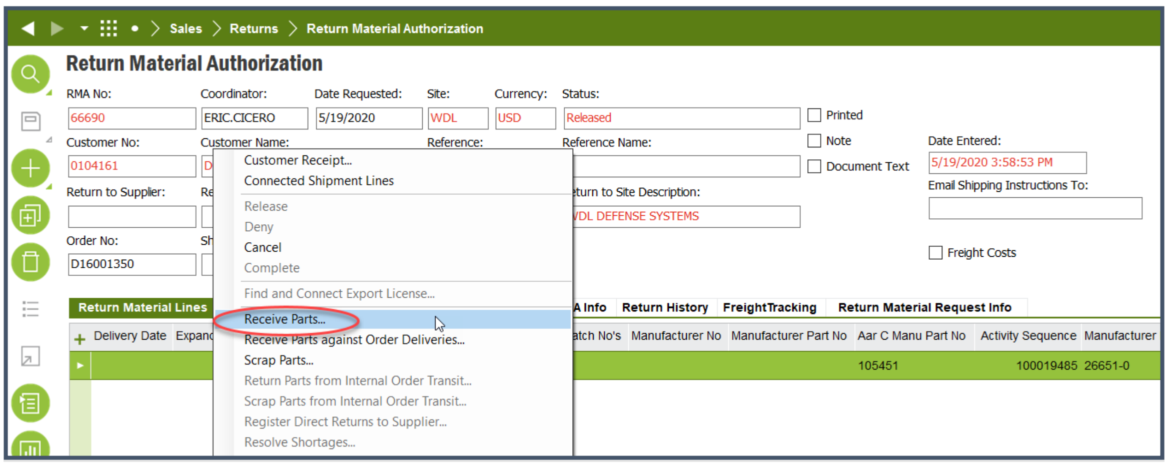
Once the parts arrive back at AAR, right click on the line of the RMA and select "Receive Parts against Order Deliveries…"



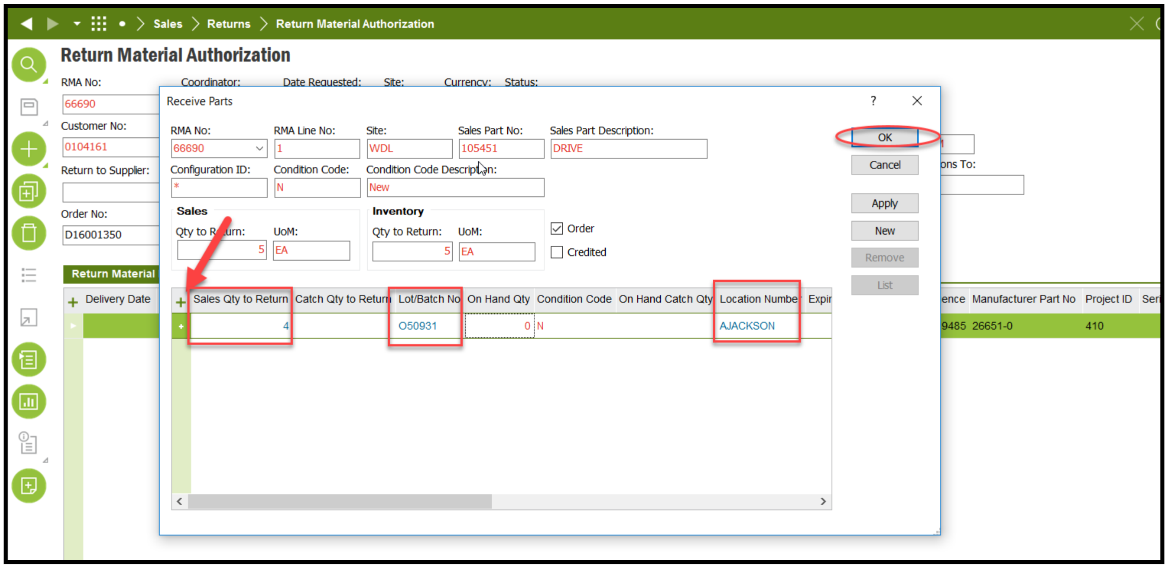
In the popup that appears, select the material that has returned (use paperwork to assist in determination) and enter the quantity that has arrived and the location into which you are receiving the material. Click "OK' when finished.



If nothing appears in the window, click “Cancel”. Then right click on the line again and select “Receive Parts…”



In the popup that appears click on the plus sign in the window, enter the Sales Qty to Return, the Location Number you are receiving to (use List button as needed to find Location) and the lot/batch # of the part. Click “OK” to confirm.



If the customer returned more than the quantity listed on the RMA, follow the “Receive Misc. Shipment Unknown Source” procedure.

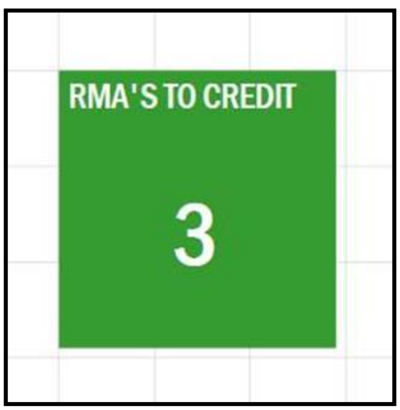
7. Approve for Credit

Functional Group

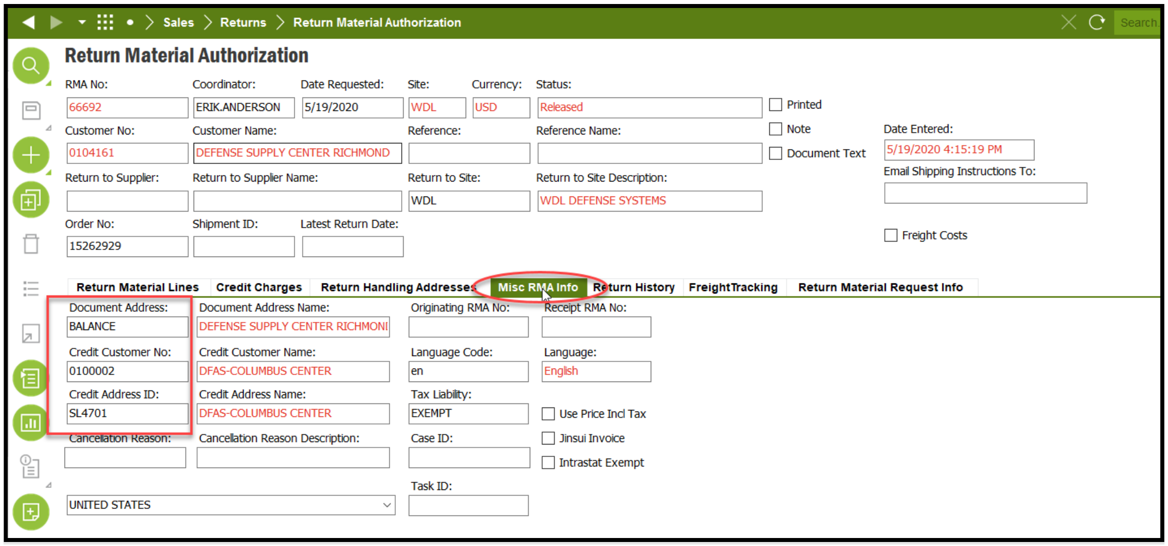
Accounting

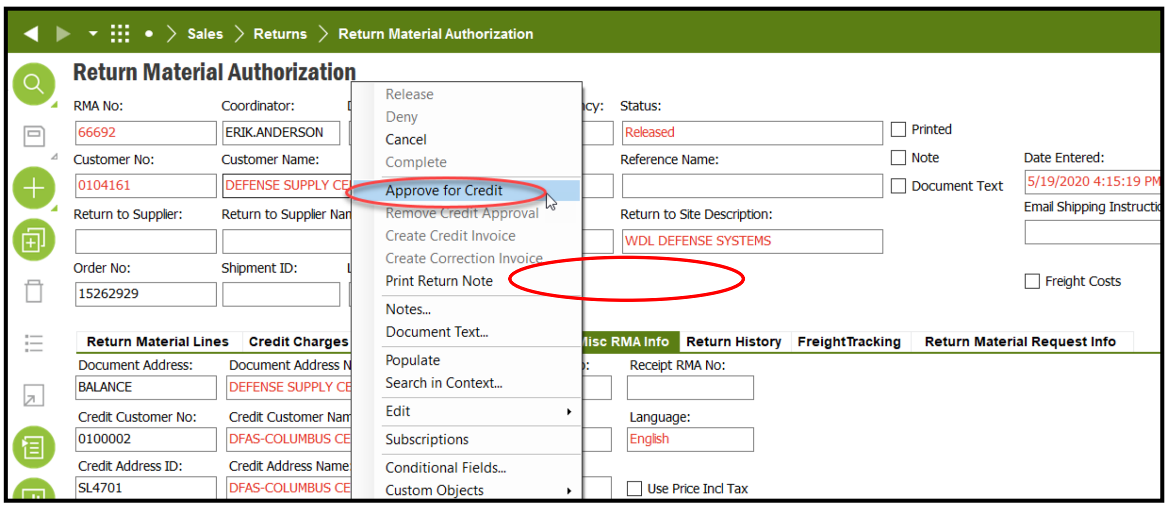
Description

Navigate to the Return Material Authorization or use your RMA’s To Credit Lobby Element.



Verify that the credit information on the Misc RMA Info tab is correct, then right click in the Header of the RMA and select Approve for Credit.





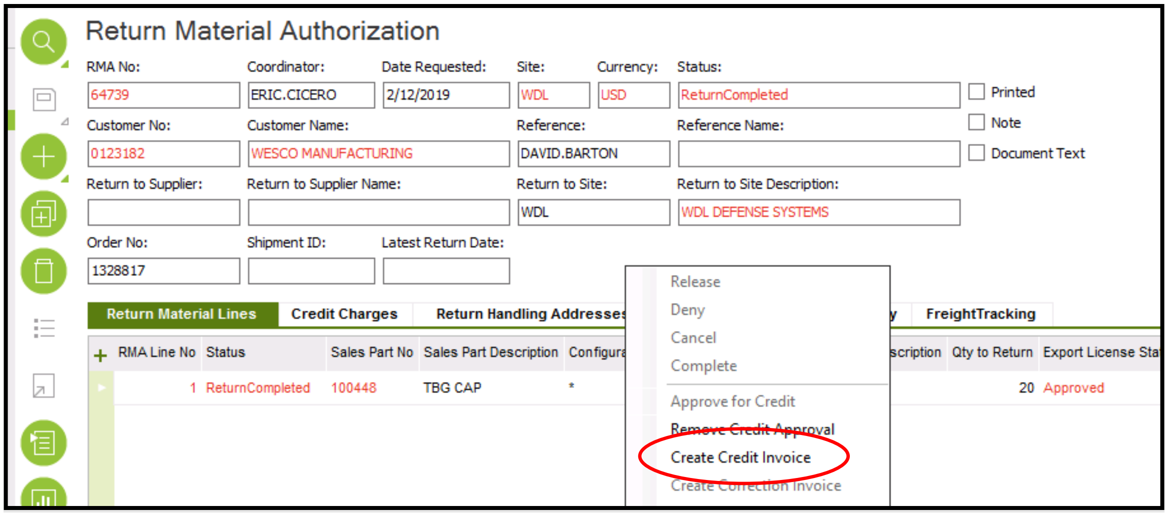
8. Create Credit Invoice

Functional Group

Accounting

Description

Right click in the header of the RMA and select “Create Credit Invoice”.



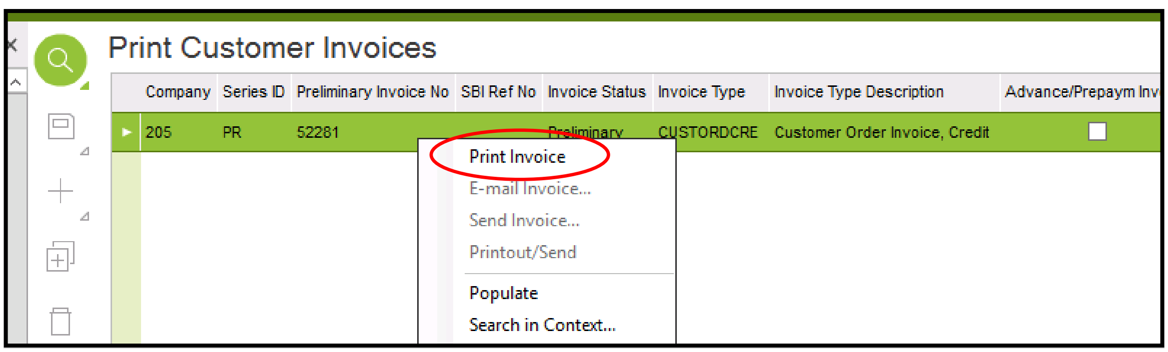
9. Print Credit Invoice

Functional Group

Accounting

Description

Navigate to *Sales→Invoicing→Print Customer Invoices* and click F2 to populate. Locate the credit invoice, right click on the line and select “Print Invoice”. This will push the invoice to Lawson.



10. Move to Stock or Return to Vendor

Functional Group

Logistics Technician

Description

If Product Line decided just to accept the material back into inventory, put the received parts away and Move Location of the Parts from the Quarantine Location to the correct Location. If they are going to be returned to the vendor, follow the “Return To Vendor for Rework or Credit From Inventory” desktop instruction.

12. Unauthorized RMA - Deny RMA

Functional Groups

Logistics Technician, Order Management, Product Line

Process Overview

This process outlines how to handle when a customer sends material back without prior authorization and the RMA is ultimately denied. The process begins with receiving the product from the customer and goes through shipping it back to the customer.

Prerequisites

- Shipment for customer order was delivered to customer
- Customer returned material without prior authorization
- No RMA exists

Process Steps

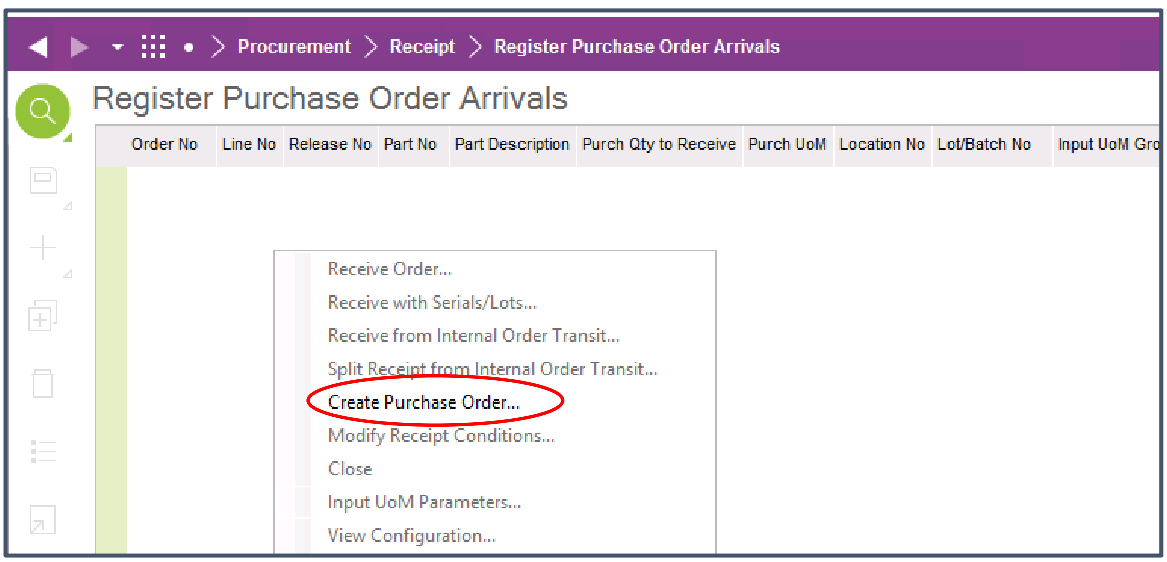
1. Create Purchase Order from Unknown Supplier

Functional Group

Logistics Technician

Description

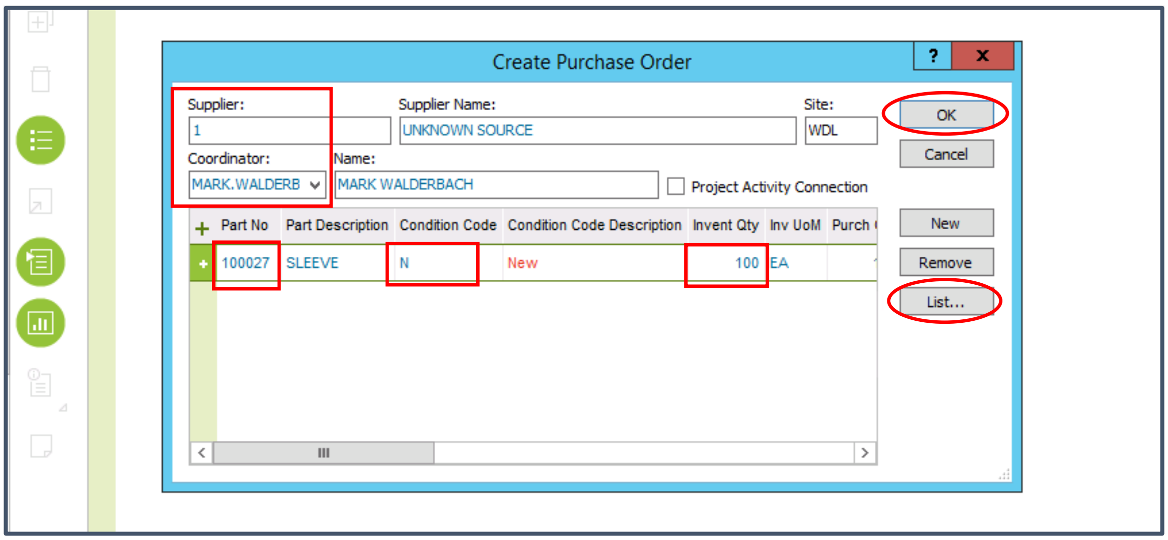
After determining that the delivery matches no open PO, navigate to *Procurement →Receipt →Register Purchase Order Arrivals*, right click in the table area and select "Create Purchase Order…"

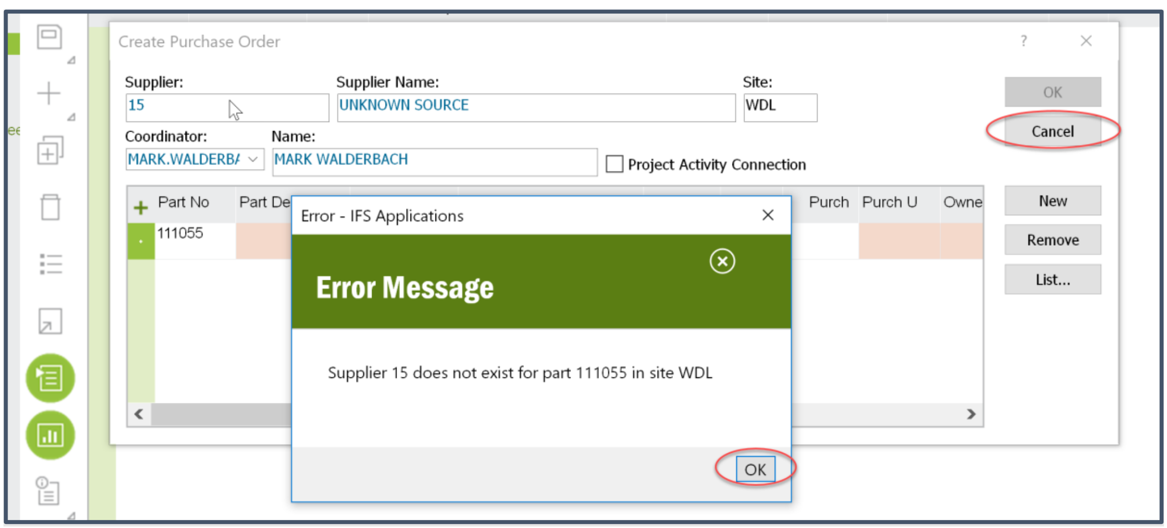


In the popup that appears, enter the miscellaneous supplier used for unknown shipments as the supplier (consult QC Admin if you do not know which supplier to use), and enter yourself as the coordinator. Then click the plus sign in the upper level of the tabular area to add a line for the part. Enter the line info as detailed below. Click “OK” when finished.

- Part No – The IFS part number for the part received. If there are no markings/paperwork to identify, use the MISC part number (consult QC Admin if you do not know which part number to use)
- Condition Code – Enter the Condition Code for the part
- Invent Qty – Enter the quantity received

It is possible that you will get an error when entering the part number stating that the supplier does not exist for the part. If this happens, cancel the PO creation and then create a call center case and assign to product line asking them to create the supplier for purchase part. See the call center desktop instructions for details on how to make a case.





2. Release Purchase Order (If Required)

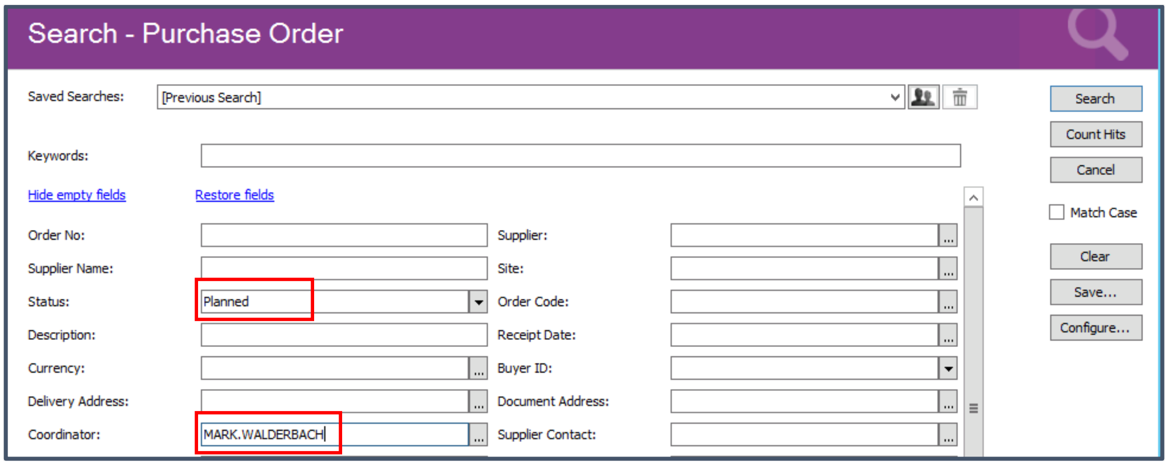
Functional Group

Logistics Technician

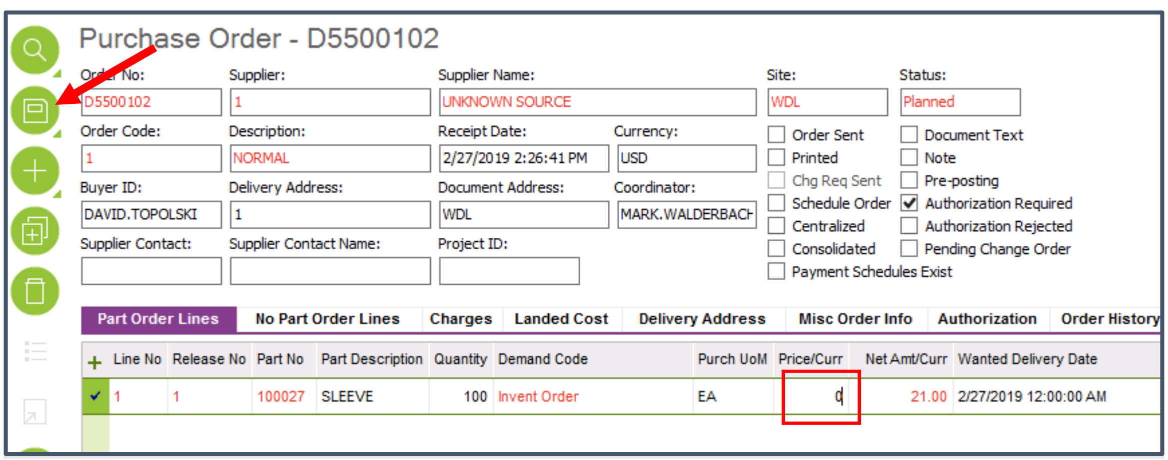
Description

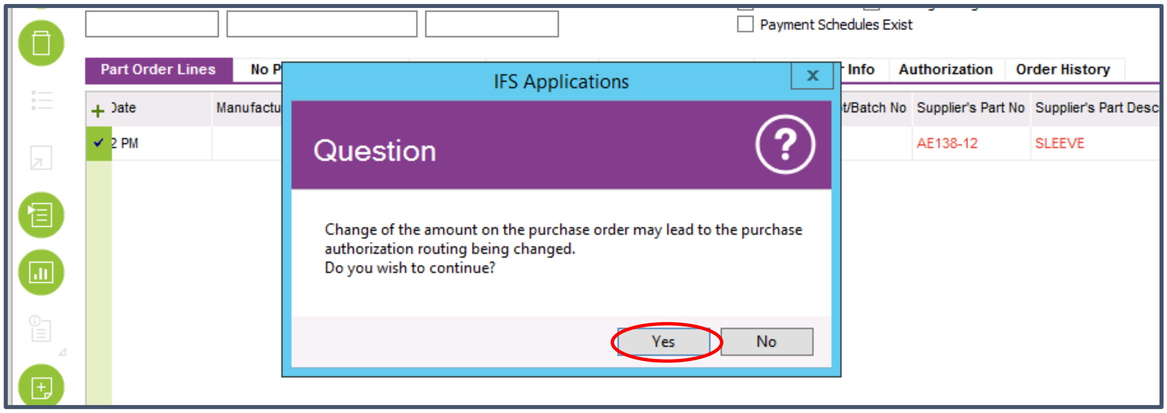
If there is no list price recorded for the part, the new PO will appear on the Register Purchase Order Arrivals screen. If not, then the price will be defaulted onto the line, which will trigger an approval routing. To get around this you need to go to *Procurement→Order→Purchase Order* and use the magnifying glass to search for the PO. Search using the following criteria:

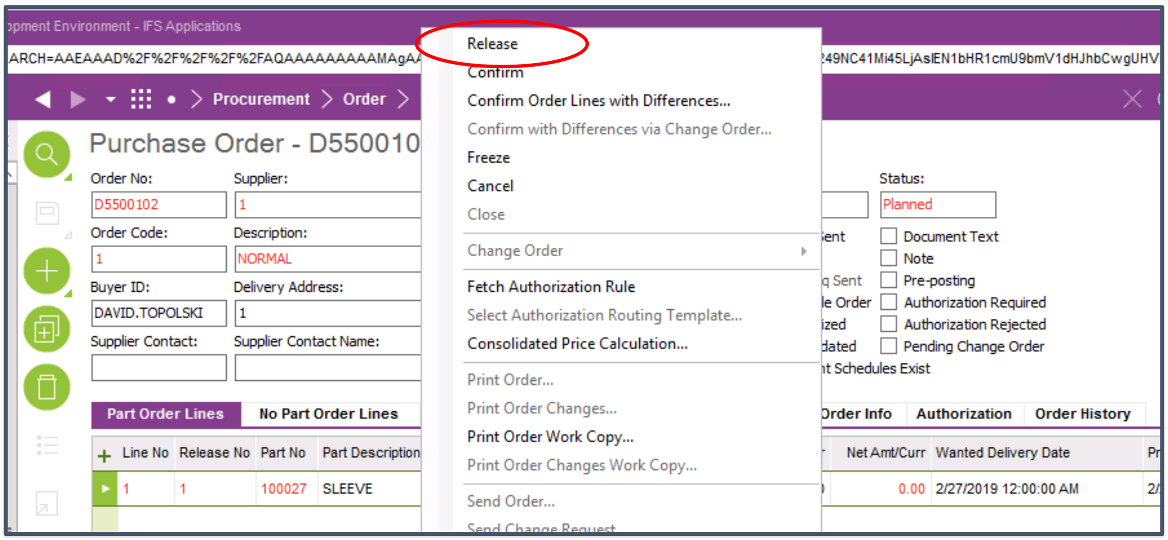
- Status = “Planned”
- Coordinator = Yourself



Change the price on the line to 0 and save. A Question window will pop up as shown below…Click “OK” Then right click in the header and select “Release”.







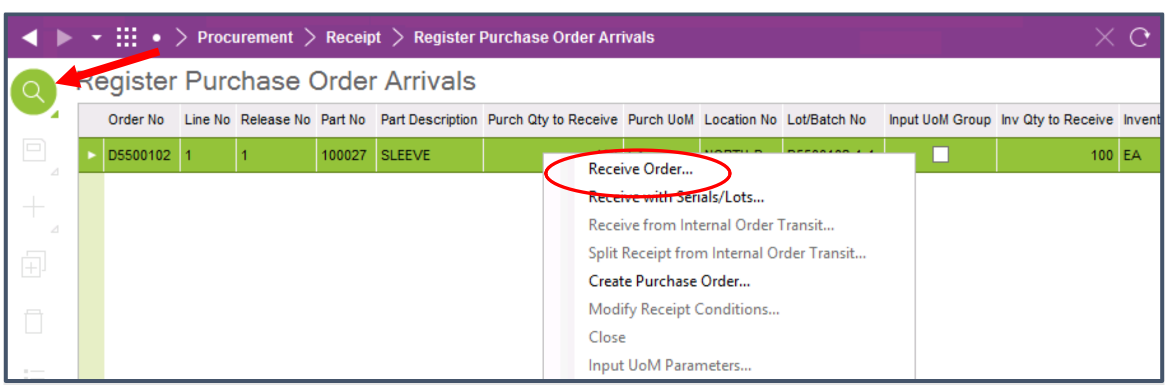
3. Register Purchase Order Arrival

Functional Group

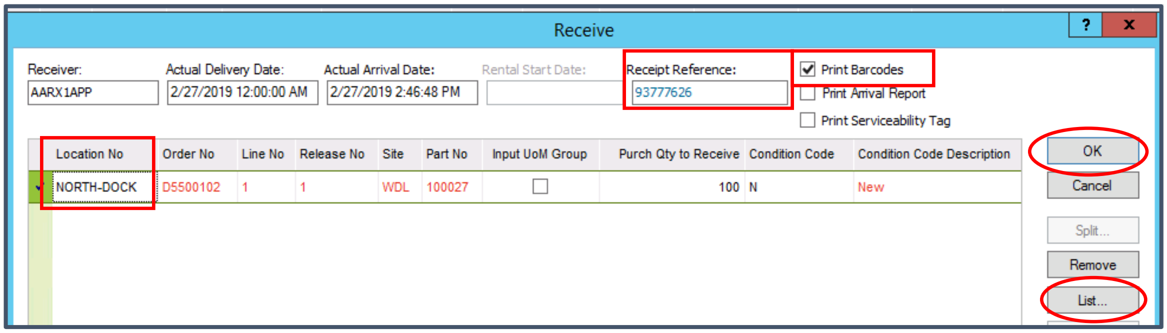
Logistics Technician

Description

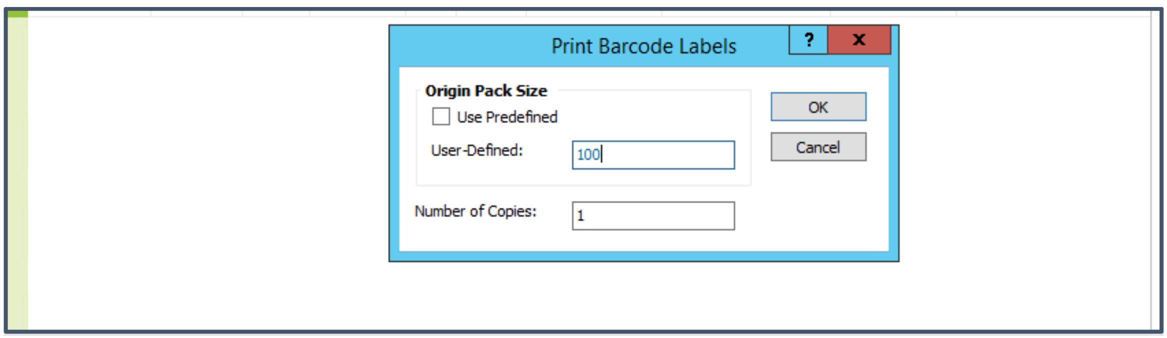
If you had to manually release the PO, note the PO number and use the magnifying glass to search for the PO. Right click on the line and select "Receive Order…"



If waybill paperwork arrived with the delivery, enter the waybill # in the "Receipt Reference" field. Then enter the location it is being stored in in the "Location No" field (use "List…" button if required) and make sure the "Print Barcodes" checkbox is selected. Click "OK" to confirm.



In the popup called "Print Barcode Labels", uncheck the "Use Predefined" checkbox and enter the quantity by which the item will be tagged. For example, in this PO, the entire original quantity will have one tag, so the quantity should be 100 in the User-Defined field. If you were going to move these and store as 50pcs each the User-Defined would be entered as 50. Click "OK"



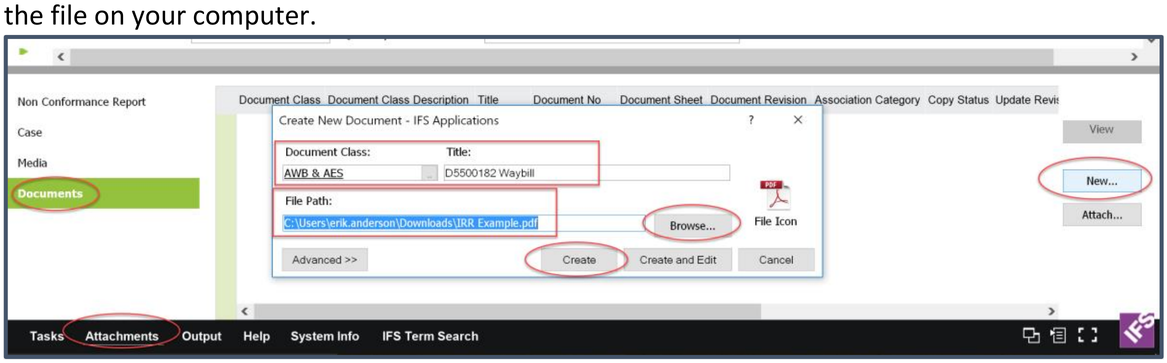
4. Scan Documents to Receipt

Functional Group

Logistics Technician

Description

If any paperwork arrived with the delivery, scan it into the Purchase Order Receipt. To do this, scan the paperwork and save it on your computer. Then click "Attachments" in the black bar on the bottom of the window, select "Documents" from the left and then click "New…" on the right. Select the appropriate Document Class, enter a title, and then use the "Browse…" button to find the file on your computer.



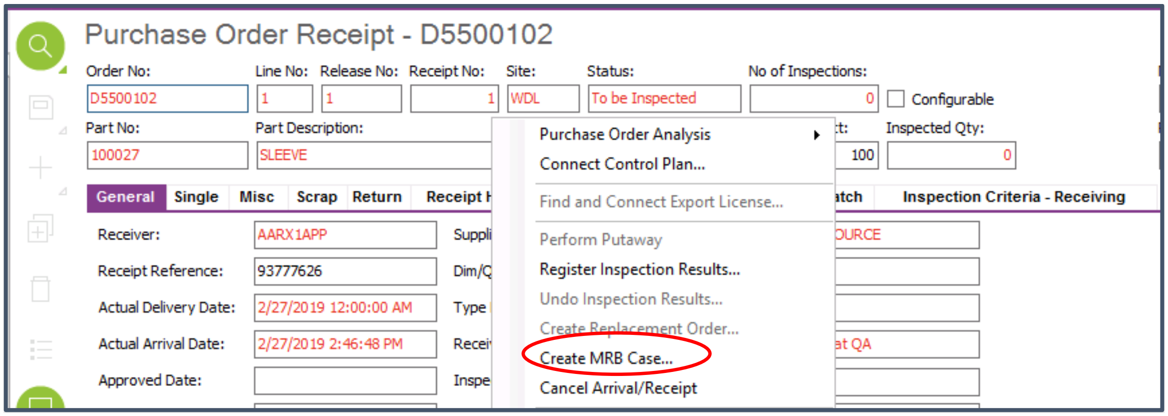
5. Create MRB

Functional Group

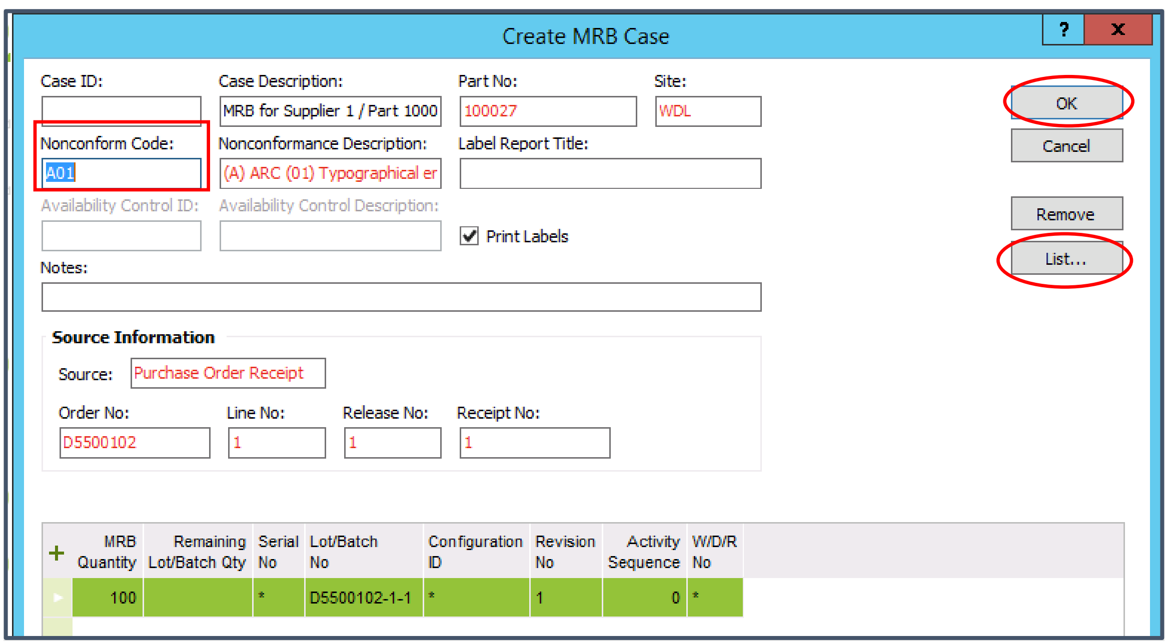
Logistics Technician

Description

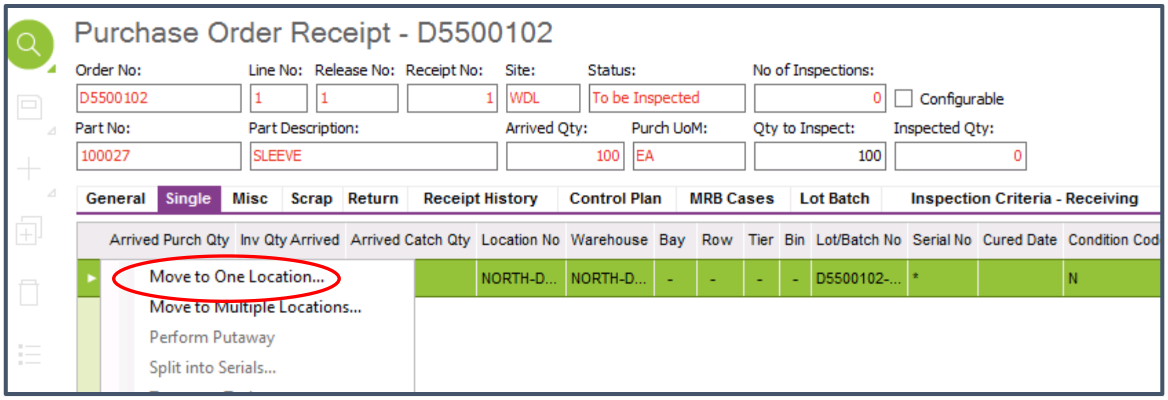
Navigate to *Procurement*→*Receipt*→*Purchase Order Receipt*, use the magnifying glass to search for the PO, right click in the header and select “Create MRB Case…”

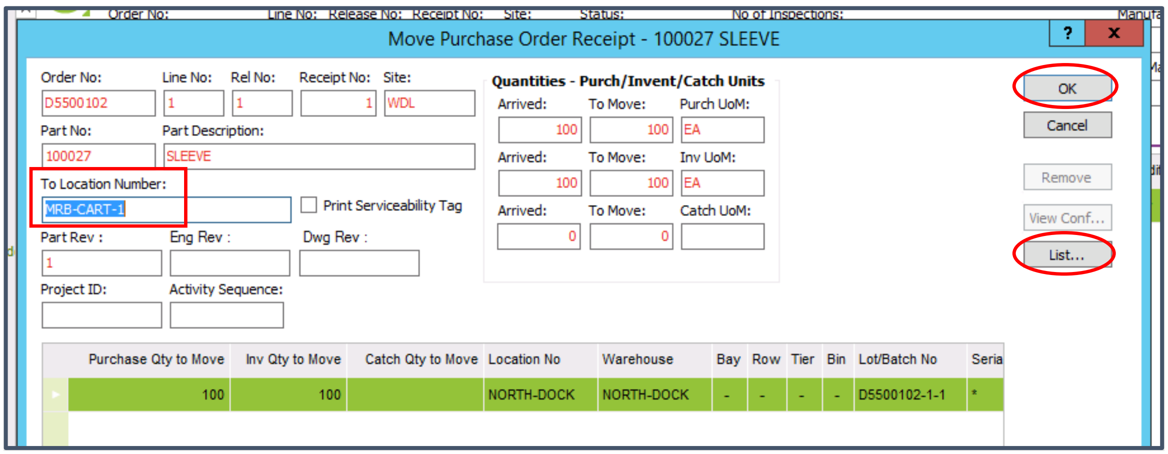


In the popup that appears, enter the appropriate code in the Nonconform Field (use list button for list of values if needed) Click “OK” to confirm.



Now move the items to quarantine. Go to the Single tab, right click on the line and select “Move to One Location…” Enter an MRB location in the “To Location Number” (use “List…” button if needed).





6. Assign Task (If Required)

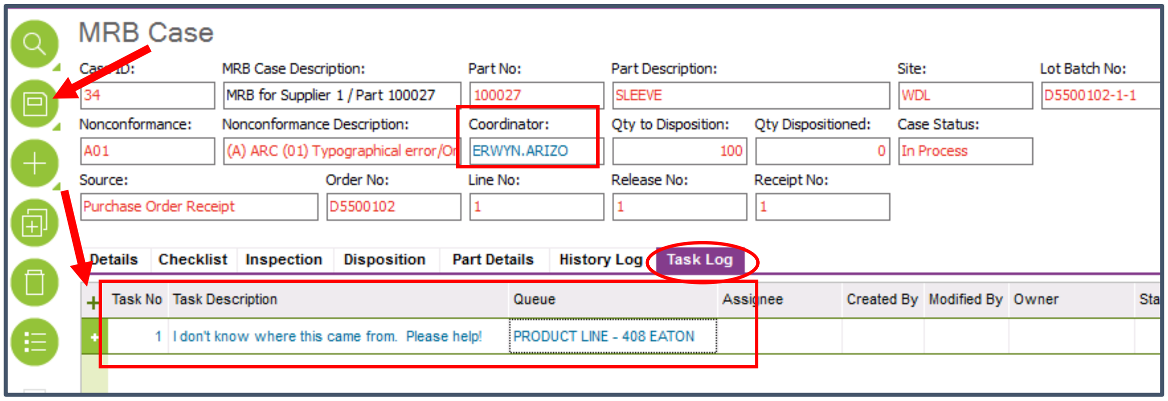
Functional Group

Logistics Technician

Description

MRB's are automatically routed to the correct product line based off of the manufacturer ID and project associated with the material. If you need input from a non-product line source (e.g. contracts) go to the Task Log tab, click the plus sign in the upper left of the tab and enter info as follows. Click save to confirm.

- Task No – Enter a task number for the line
- Task Description – Enter a description of what needs to be done
- Assignee or Queue – Using the list of values button enter the User ID of the person you are assigning the task to, or the queue the task should be handled by.



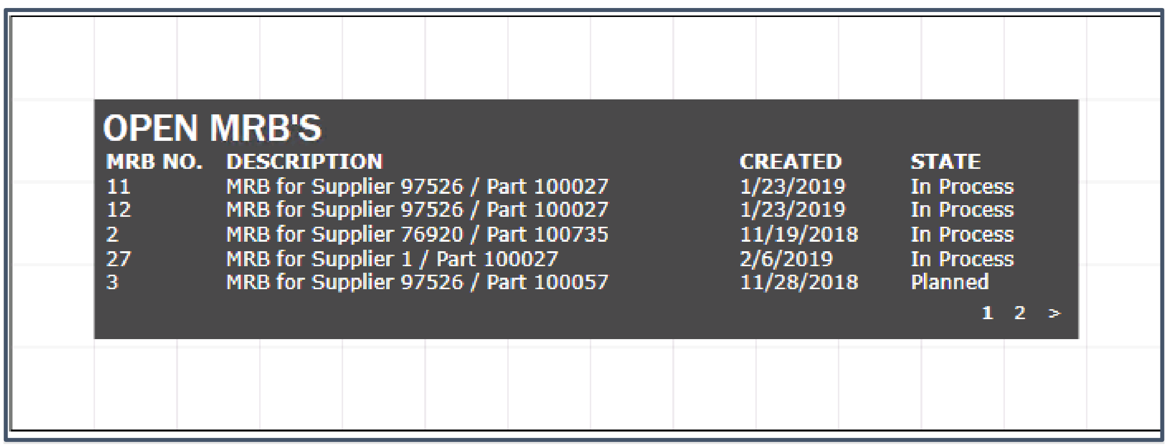
7. Determine Lot/Batch Number

Functional Group

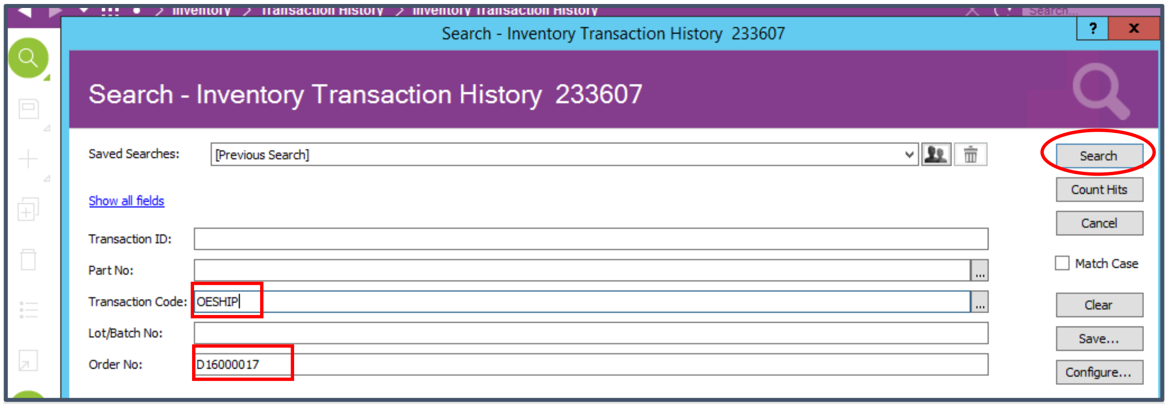
Logistics Technician or Product Line

Description

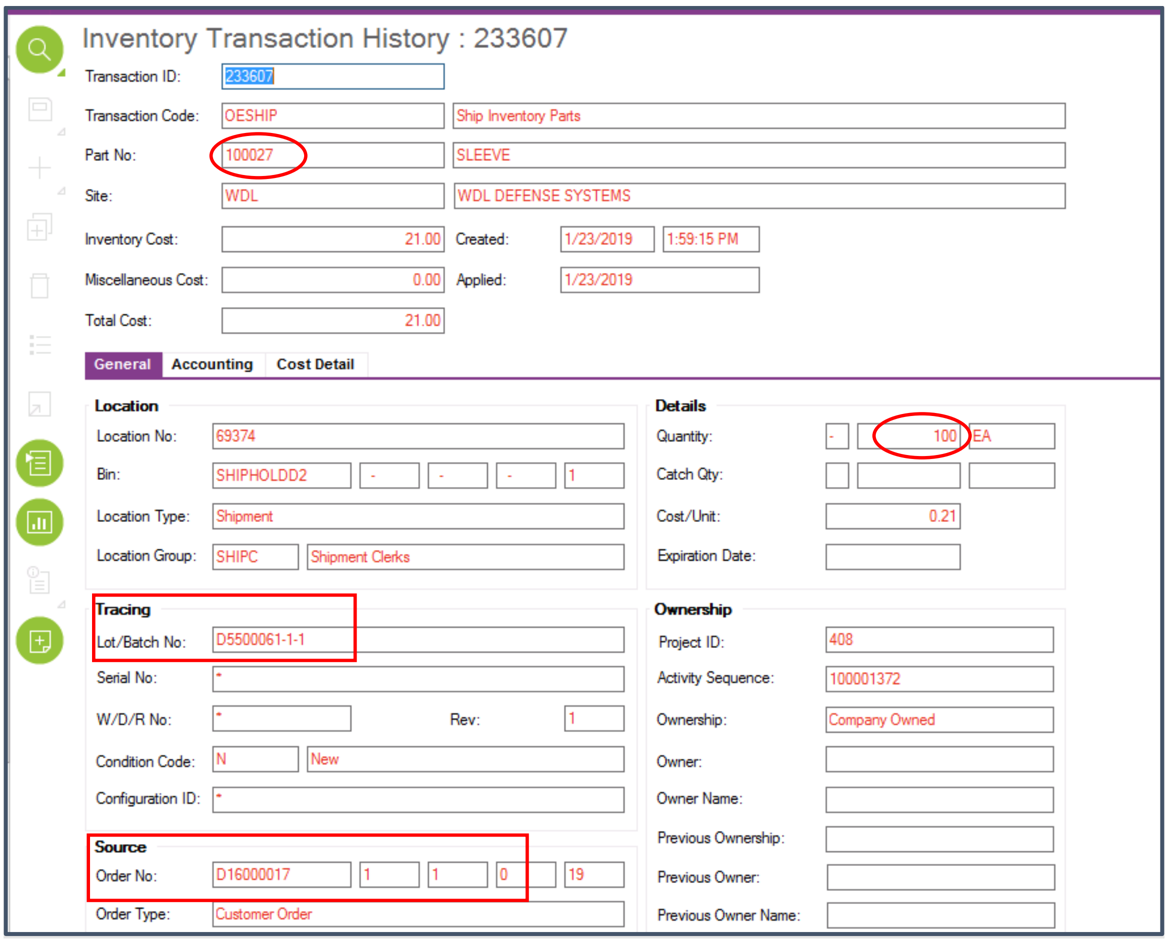
Navigate to MRB or use your Open MRB's Lobby Element. Select which MRB you wish to update and right mouse to MRB Case.



Upon receiving the material, it must be determined what lot/batch was returned. Ideally, the customer would have included all the paperwork that accompanied the material, in which case the lot/batch can be found there. If not, navigate to *Inventory→Transaction History→Inventory Transaction History* and use the magnifying glass to search for the order number (if the order number is not included with what came back with the material, have Product Line reach out to the customer to get the order number). Can also narrow down search to Transaction Code: OESHIP.



Use the information returned by the search (part, quantity, serial number, etc.) to match the material to a particular transaction. The lot/batch is listed on that transaction.



8. Process Denied RMA.

Functional Group

Logistics Technician or Product Line

Description

A determination of RMA Denied from the customer has been made.

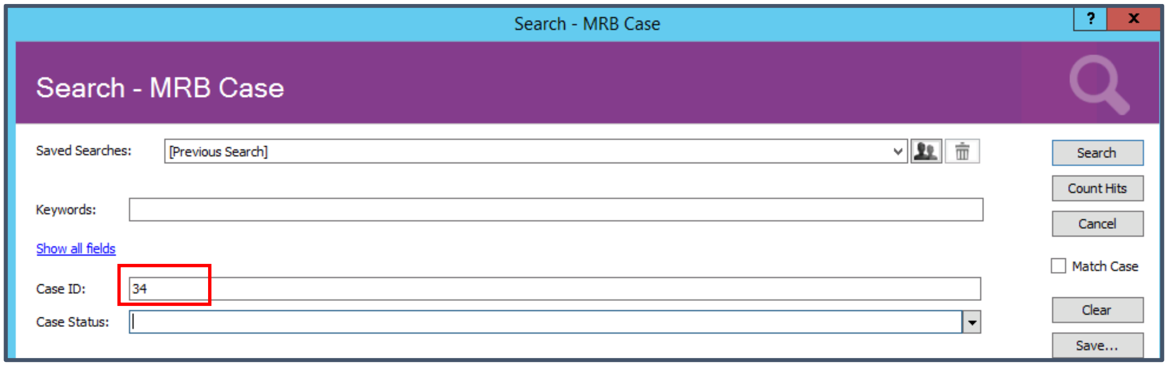
9. Disposition MRB

Functional Group

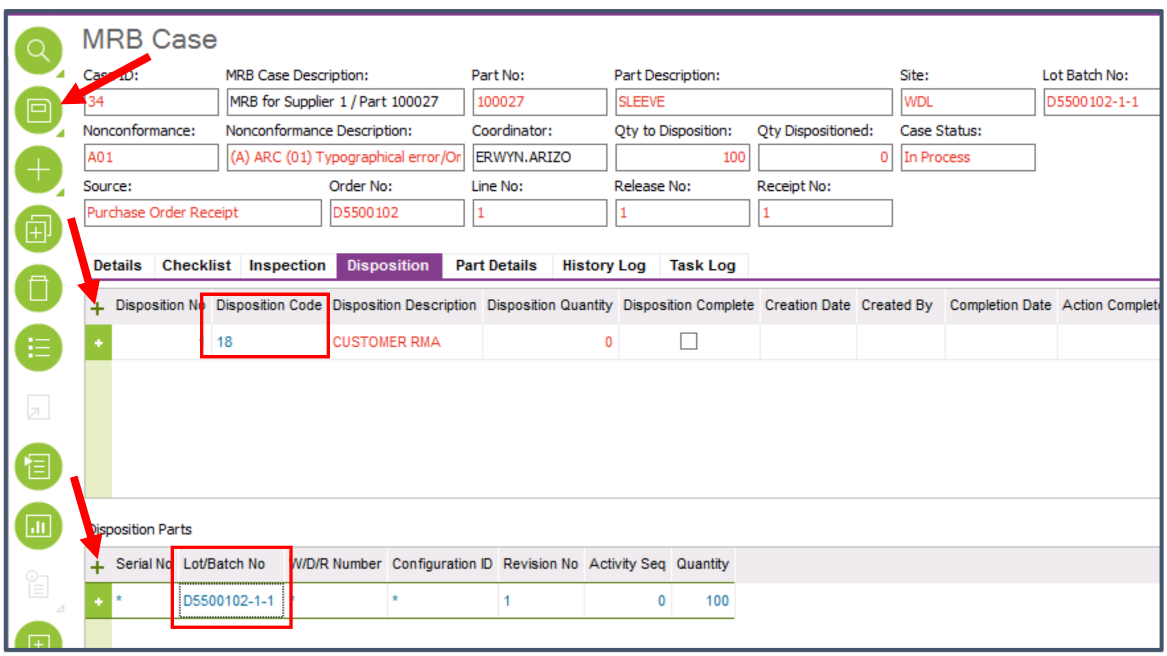
Logistics Technician or Product Line

Description

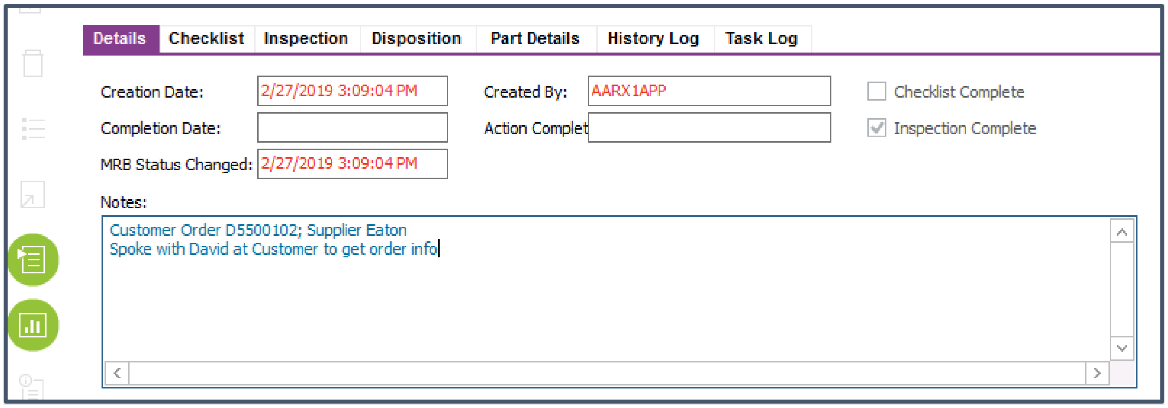
Navigate to the MRB Case for the Return. Quality Management->Material Review Board->Case->MRB Case. Search for the Case ID.

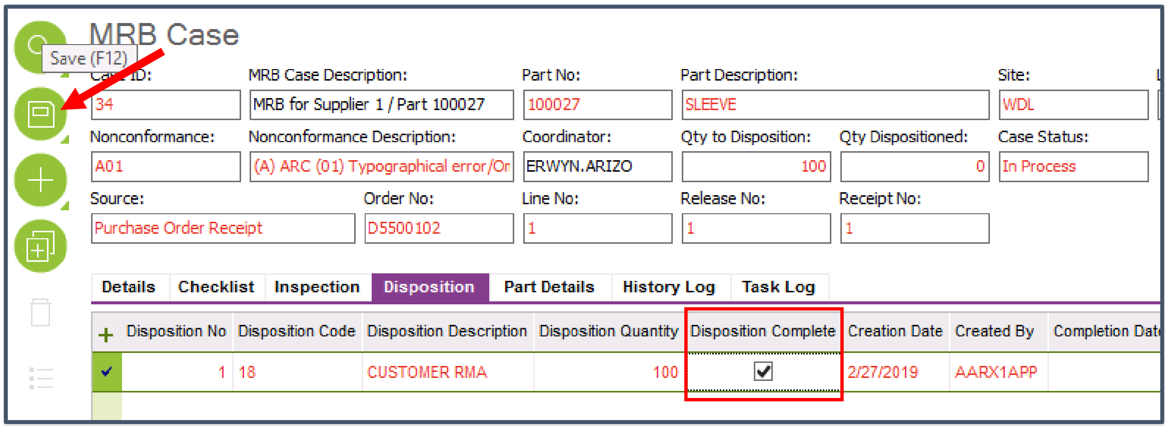


On the Disposition Tab, select the plus sign in the upper left of the box to add a new line. Enter Disposition Code 18 to accept the Customer Return or enter Disposition Code 19 to deny the Customer Return (or use List of values button if needed). Select the plus sign in the upper left of the lower box labeled Disposition Parts to add a new line. Enter the Lot/Batch No (or use the List of values button if needed). Click Save when finished.

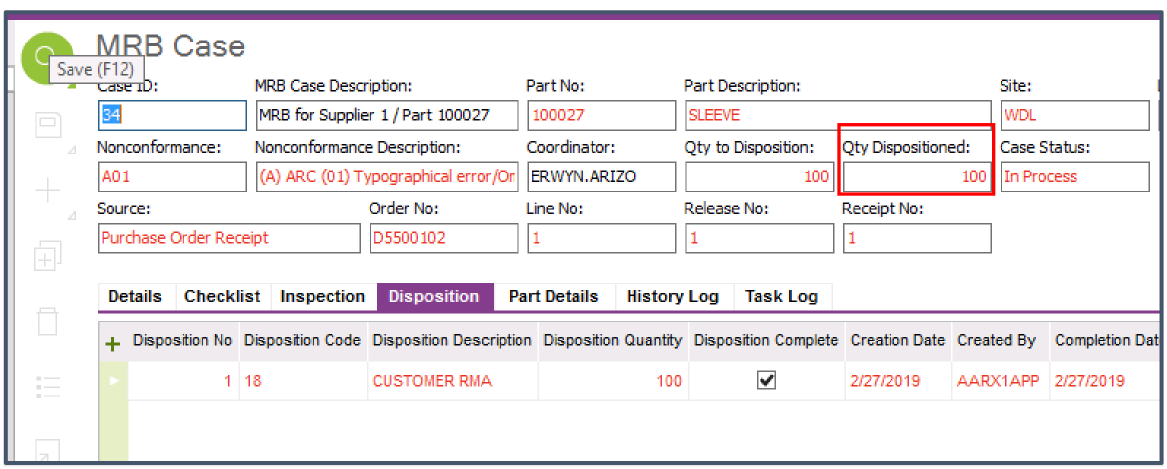


Include customer order information in Disposition Note field on the Details tab as needed. Click Save. On the Disposition Tab, check the “disposition complete” checkbox. Click Save when finished.

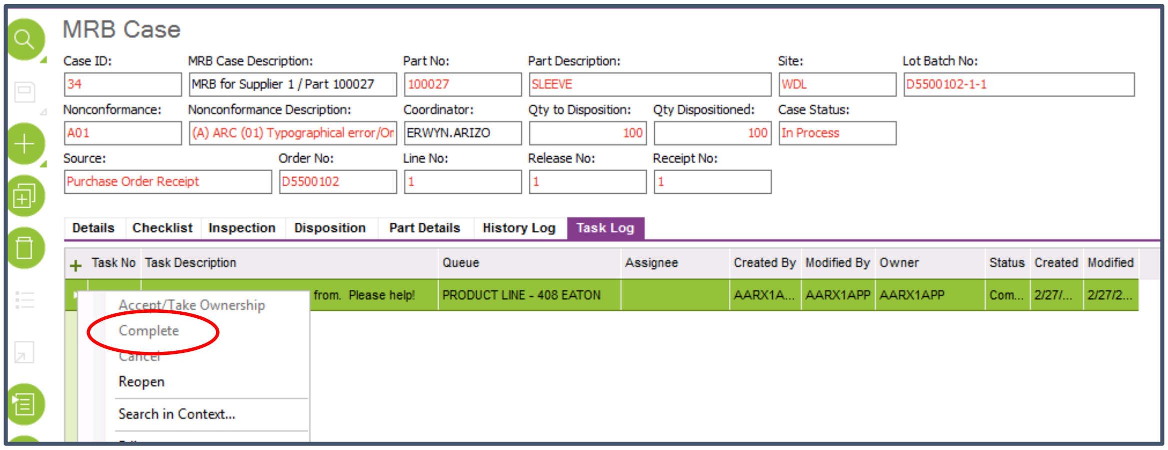




Once saved you will notice the Qty Dispositioned change from 0 to the Qty that was returned.



On the Task Log tab Right mouse on the Task and select Complete. You will then receive a popup message stating operation performed successfully.



10. Reassign to Product Line (If Required)

Functional Group

Logistics Technician

Description

If you need further product line review, create a task in the task log as described in step 6.

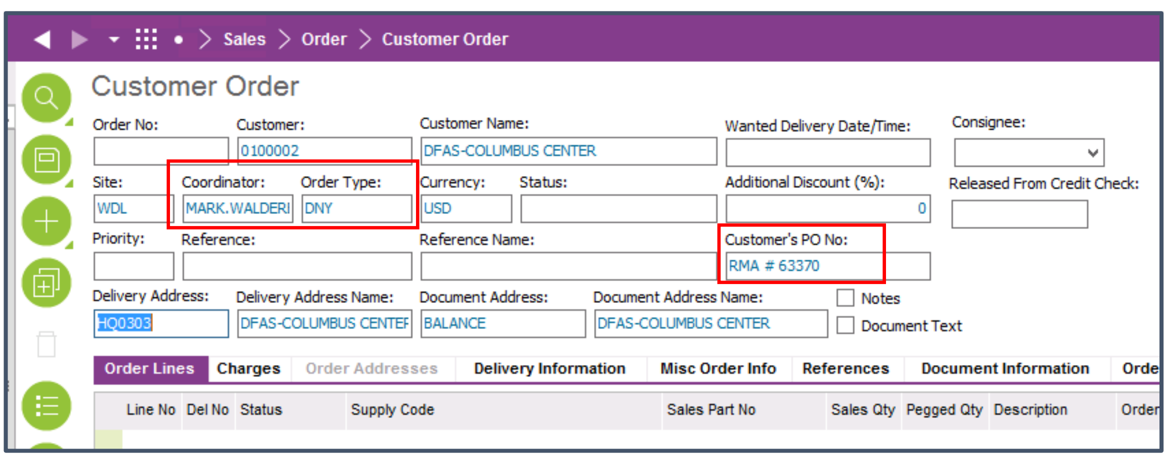
11. Create Zero Dollar Customer Order

Functional Group

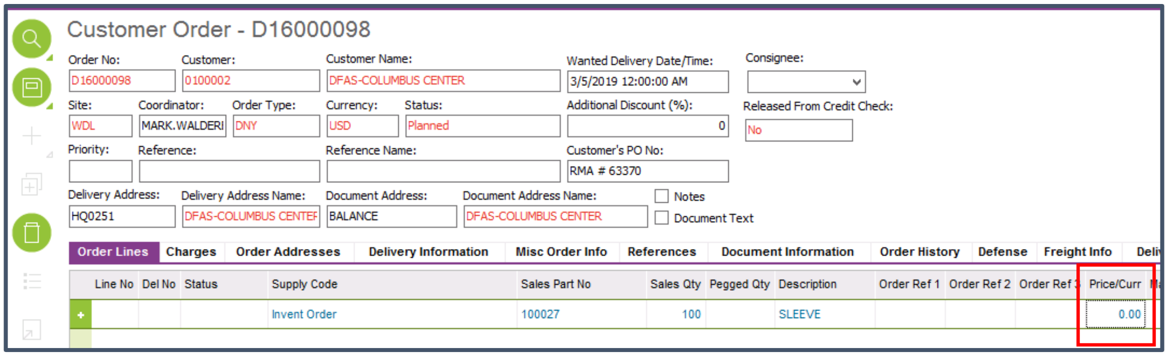
Order Management

Description

Create a customer order to send the material back on. Enter the Customer to return material to, Coordinator as yourself entering the order. Use Order Type “DNY” and enter “RMA # [RMA number]” as the customer PO # (e.g. “RMA # 45”). Be sure that the Delivery address for the return is the correct address that is brought in automatically. If it is not correct use the list of values to change to the correct address. Save the header when finished.



Enter the line with a Price = $0. Ult Dest Country is required to be entered as well. Click save when finished.



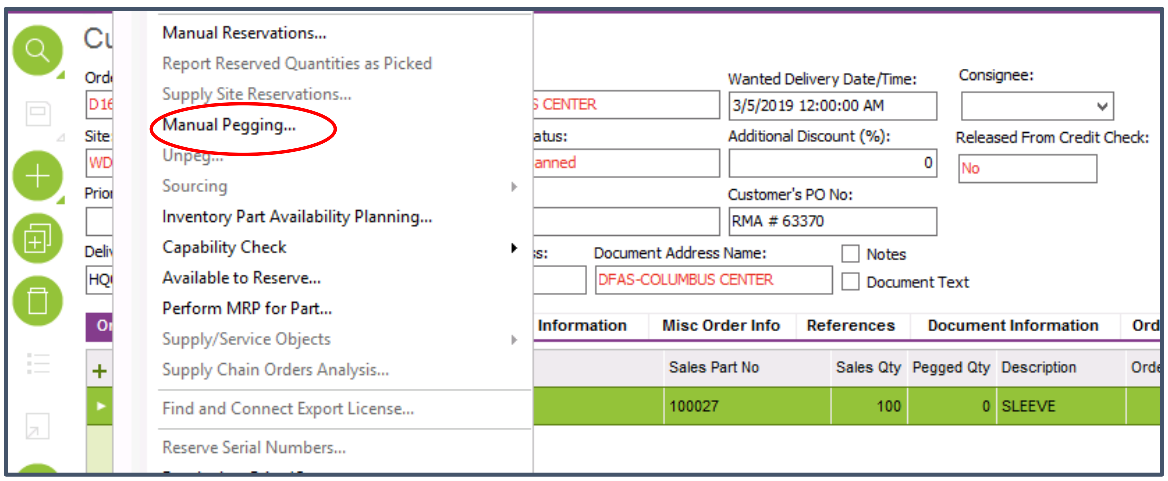
12. Peg Material to Customer Order

Functional Group

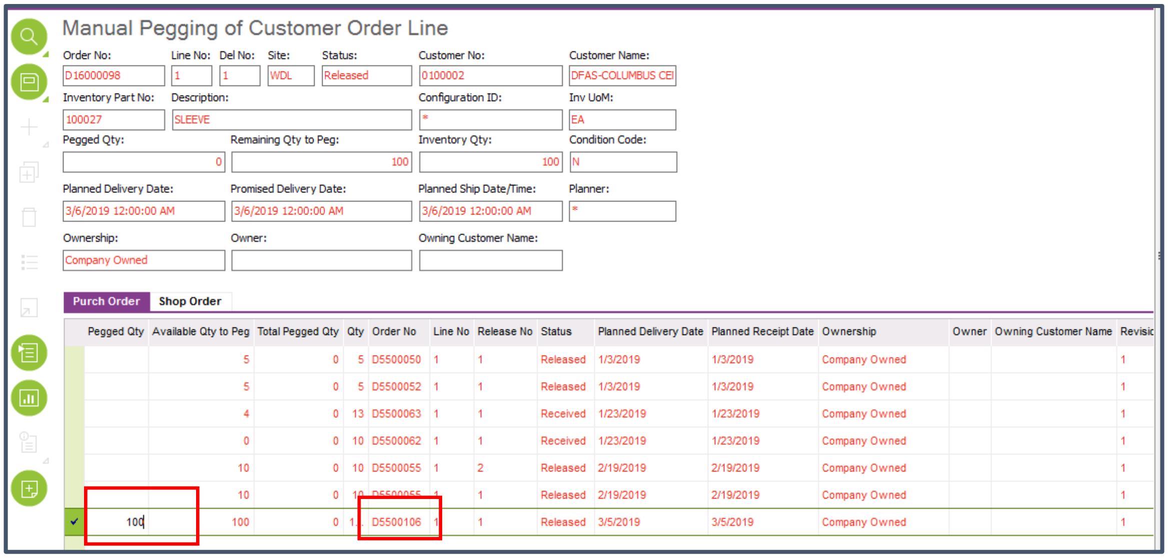
Logistics Technician or Product Line

Description

Peg the unknown source PO to the customer order line. Highlight the line, right mouse button and select Manual Pegging.



In the Manual Pegging screen, look for the PO of the unknown source and quantity. Enter the quantity in the Pegged Qty column next to that PO line.



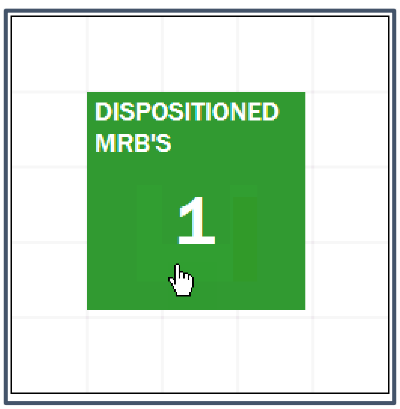
13. Close MRB

Functional Group

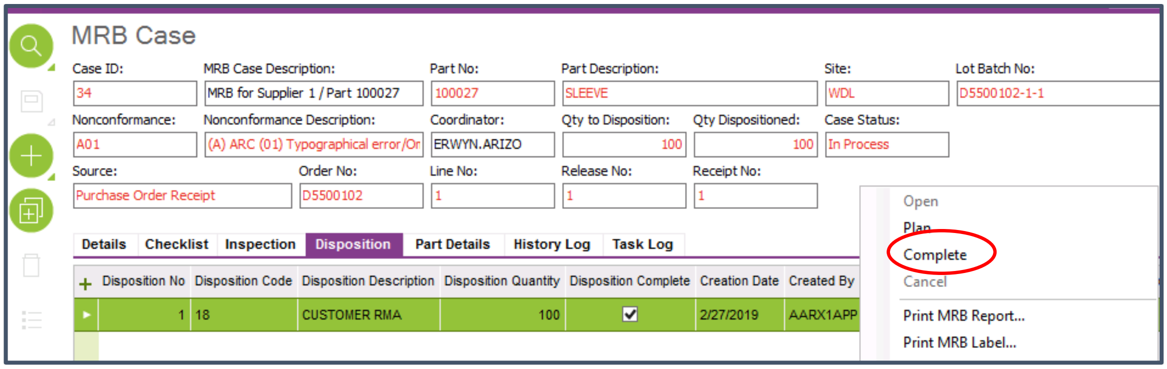
Logistics Technician

Description

You will know that you have MRB cases to close from your Lobby screen. Similar to the example below. Navigate to the MRB Cases by clicking on the button. This will list all of the open MRB Cases needing Quality's action.



Select the MRB to see what Product Line's disposition is to either Accept or Deny the return. Act accordingly by continuing to follow these instructions or go to Deny instructions. Right click → Complete



14. Receive Material into Inventory

Functional Group

Logistics Technician

Description

Finish receiving the material into inventory off of the Unknown Source PO. Follow instructions for Receiving Purchase Order.

15. Process Customer Order per Normal Process

Functional Group

Various

Description

Process the order as you would any other, but add Document Text stating that the shipment is for a denied RMA. Follow instructions for Process Orders.

13. Unauthorized RMA - Accepted

Functional Groups

Accounting, Logistics Technician, Product Line

Process Overview

This process outlines how to handle when a customer sends material back without prior authorization and the RMA is accepted. The process covers receiving the product from the customer without prior authorization and the decision is made to accept and eventually return to Vendor, Stock or back to the customer.

Prerequisites

- Shipment for customer order was delivered to customer
- Customer returned material without prior authorization
- No RMA exists

Process Steps

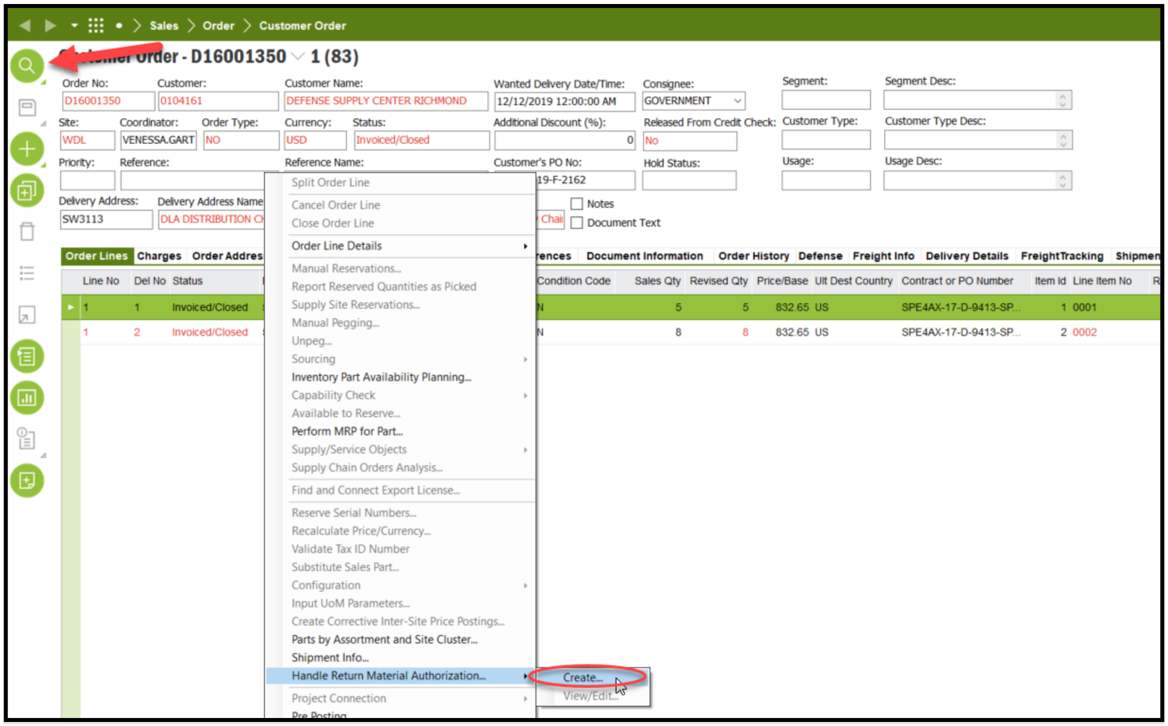
1. Create RMA

Functional Group

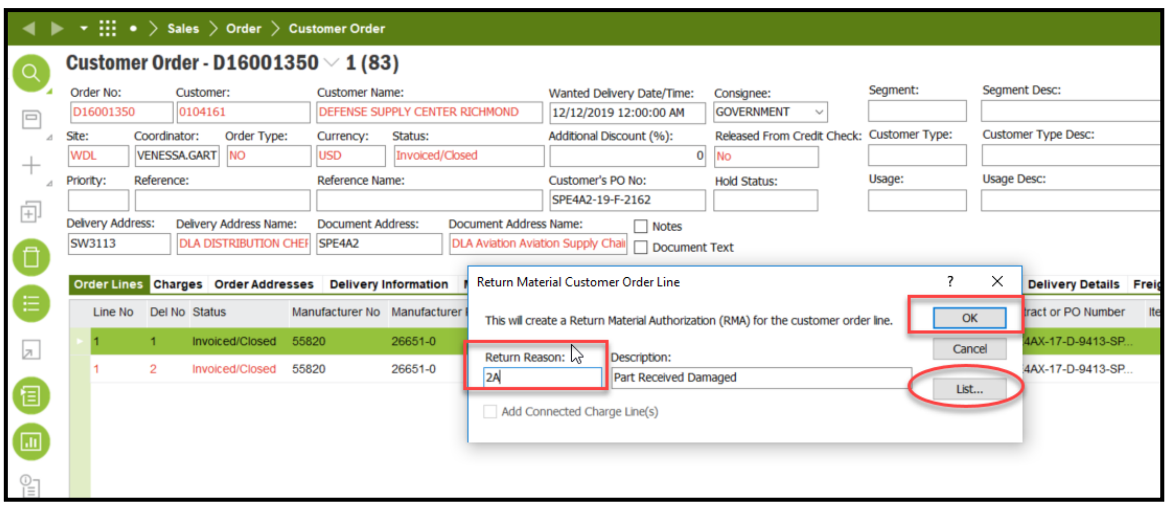
Logistics Technician or Product Line

Description

Navigate to *Sales→Order→Customer Order* and use the magnifying glass to search for the customer order in question. Right click on the line the customer is going to be returning and select "Handle Return Material Authorization…→Create…"



In the popup that appears, use the "List…" button to enter a Return Reason, if known



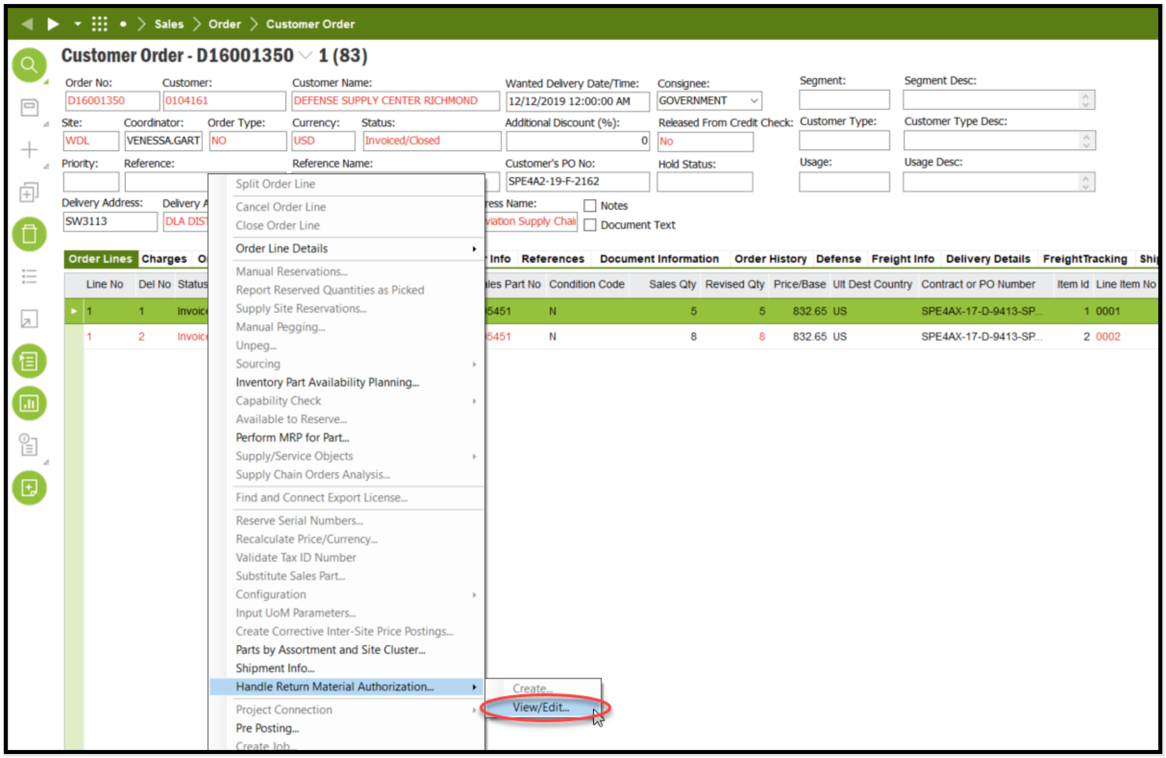
2. Enter Additional Info

Functional Group

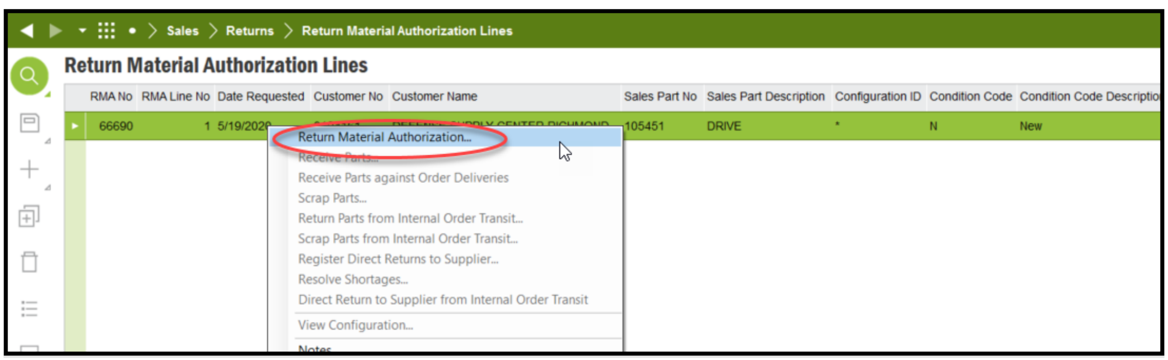
Logistics Technician or Product Line

Description

Right click on the line again and select "Handle Return Material Authorization…→View/Edit…"



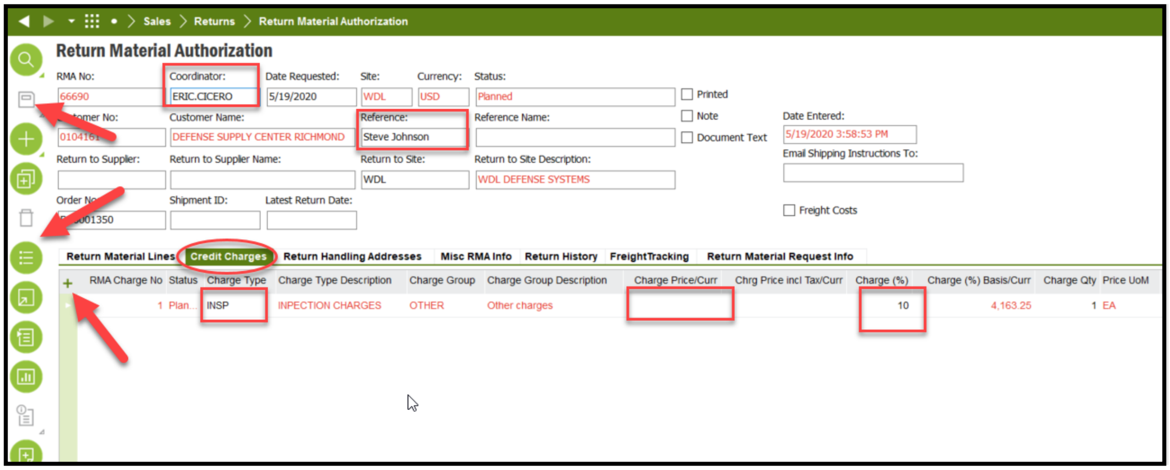
In the following window, right click on the line and select “Return Material Authorization…”



Verify that the information came over correctly and add info as detailed below. Save any changes.

- Coordinator – QC or Product Line contact responsible for the RMA
- Reference – This should be the customer contact for the return
- Credit Charges – If there are any restocking fees etc. that will be associated with the return, navigate to the Credit Charges tab, click the plus sign in the upper left of the tab and enter the charge information.
    - For a denied return this will not apply
- Attachments – Click “Attachments” in the black bar at the bottom of the window, then select “Documents” from the options on the left. Scan in any paperwork/correspondence pertinent to the return and use the “New…” button to upload it to the RMA. In the popup

that appears, select “RMA” as the Document Class, enter a descriptive title and use the “Browse…” button to locate the file on you wish to attach. Click “Create” to confirm.



3. Complete the Return Material Request Info tab and submit for approval

NOTE: This replaces RMA Authorization Form #3

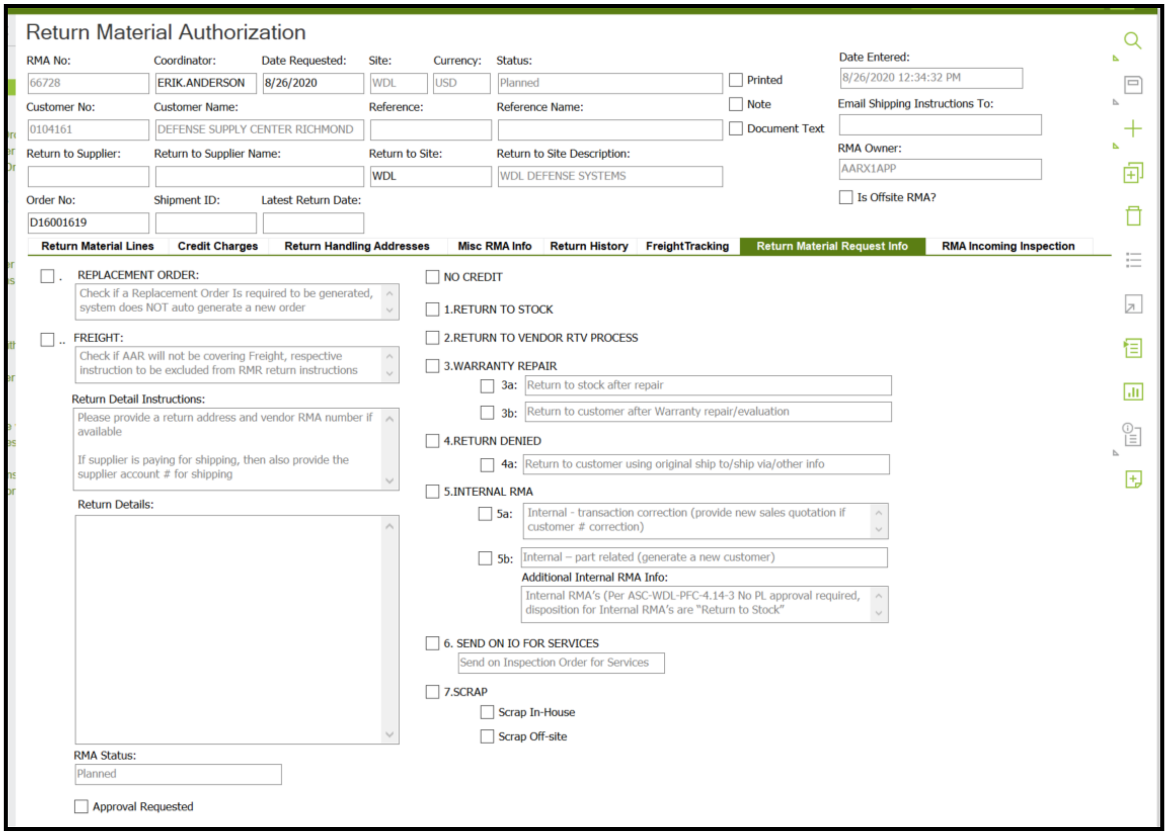
Functional Group

Logistics Technician or Product Line

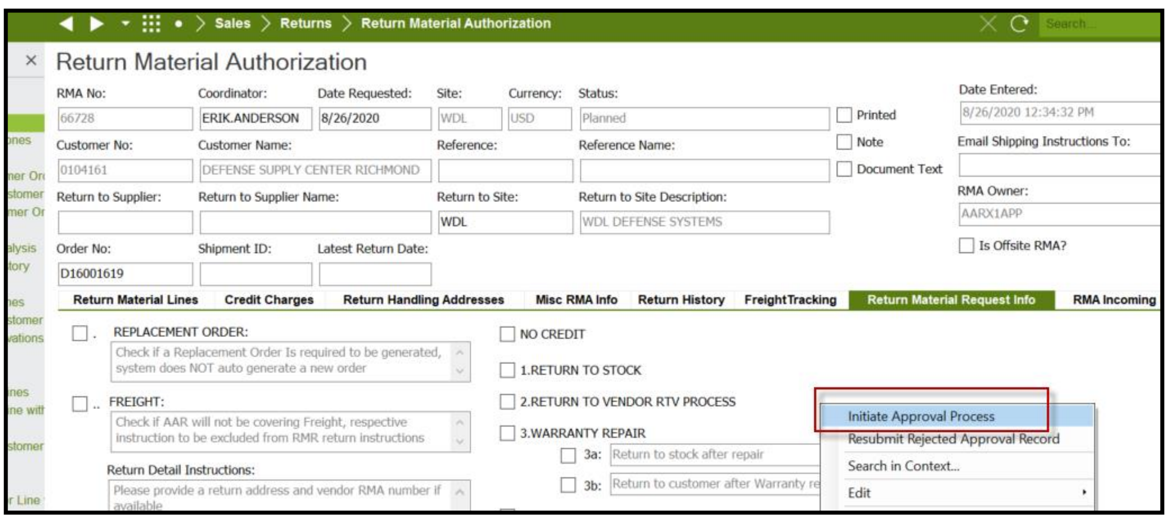
Description

Complete Return Material Request Authorization Tab and submit for approval.

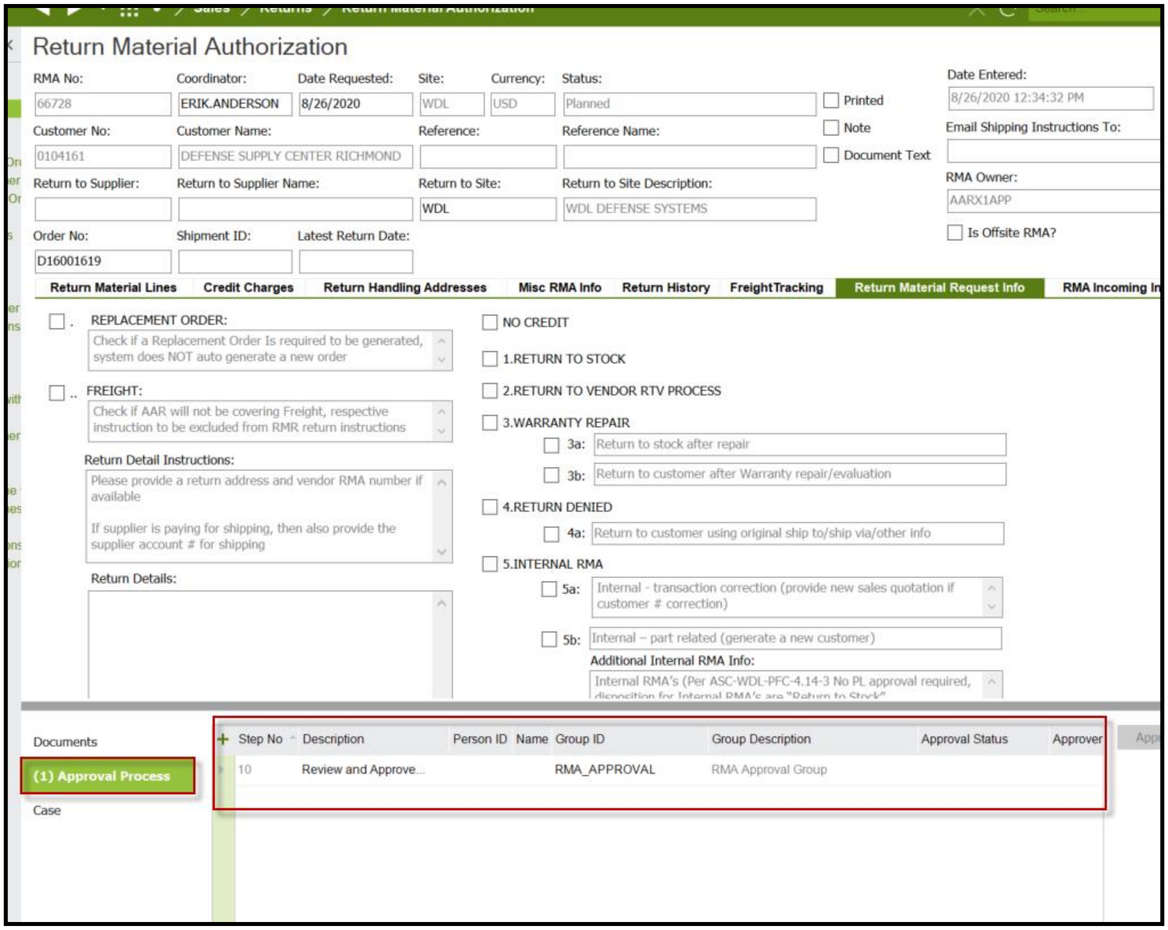
The newly created tab replicates all the previous requirements of ISO Form #3 and most fields are self-explanatory concerning their completion.



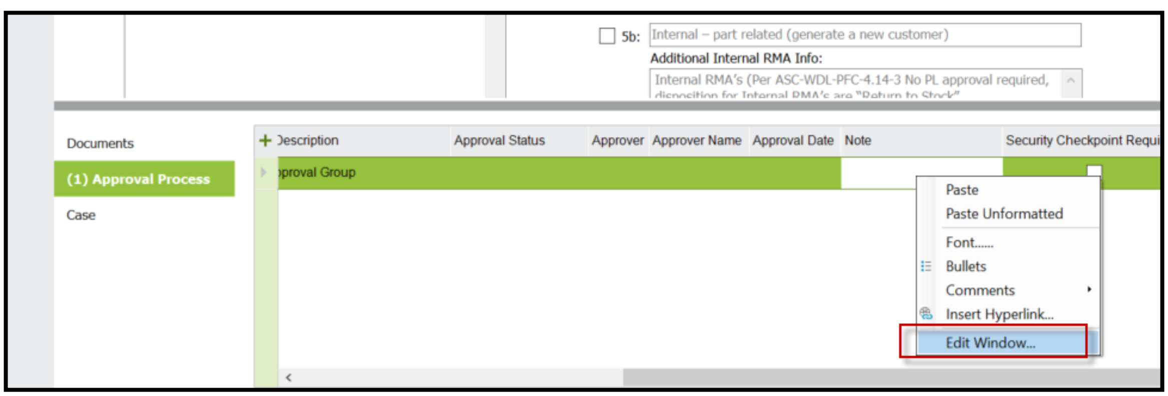
Complete the form, when completed RMB and select “Initiate Approval Process”.



This will create an approval routing which can be seen in the Attachments section at the bottom of the screen in the “Approval Process” section.



Notes can be added as needed to the approval record by selecting the "Note" field, RMB, select "Edit Window..."



Any changes that need to be saved by RMB in the Approval Process section and selecting Save.

Once the approval record has been created, the "Approval Requested" checkbox will also be checked.

4. RMA Approval

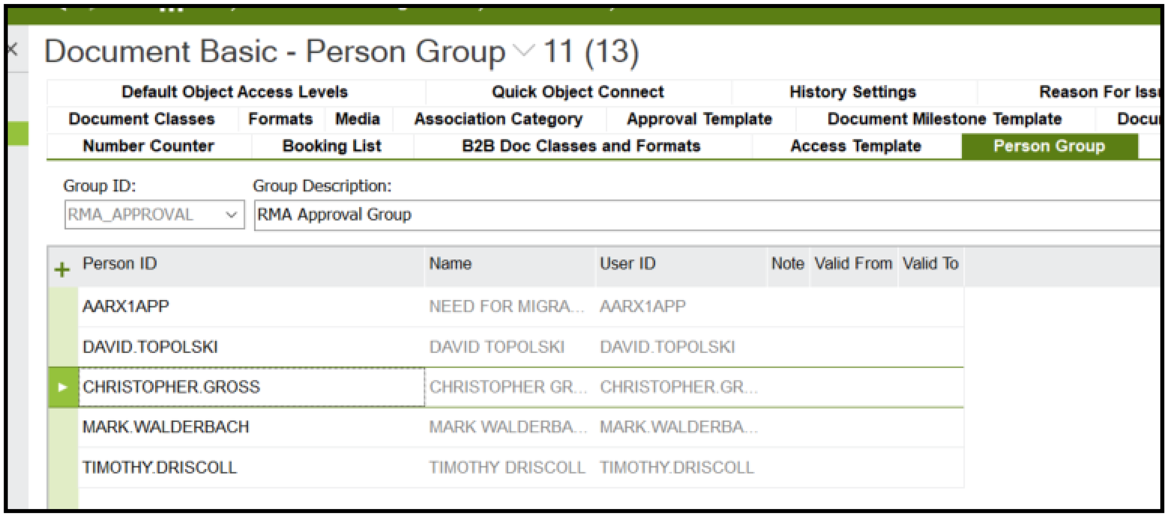
Functional Group

Management / Product Line

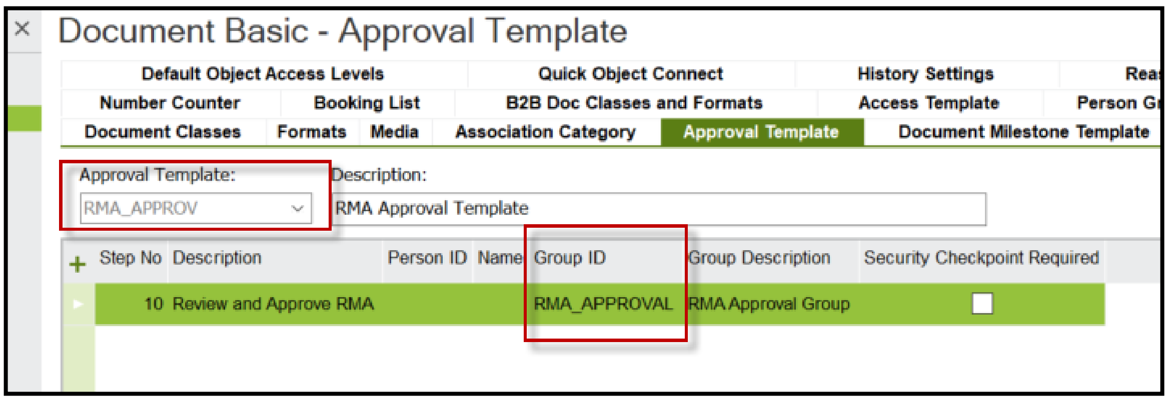
Description

RMA approval is completed by management or as designated in writing. RMA's that require approval will be displayed in the "RMA Approvals" lobby. Selecting the "Waiting Approval" link will open the RMA's awaiting approval.

Users belonging to the "RMA_APPROVAL" Person Group are the only ones that will be allowed to authorize the RMA approval record.

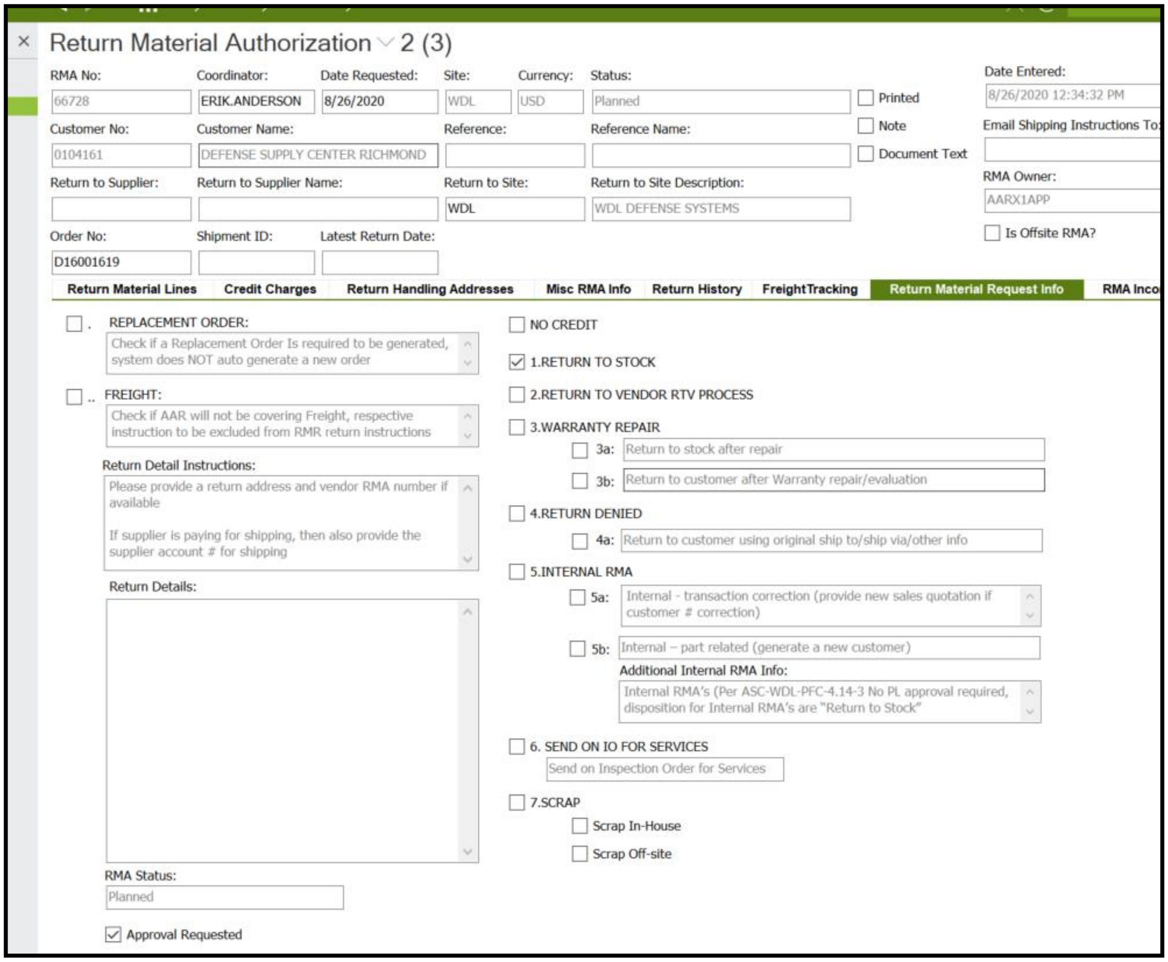


The RMA_APPROVAL group is associated with the template the approval record is based on and is the only step in the approval of an RMA.

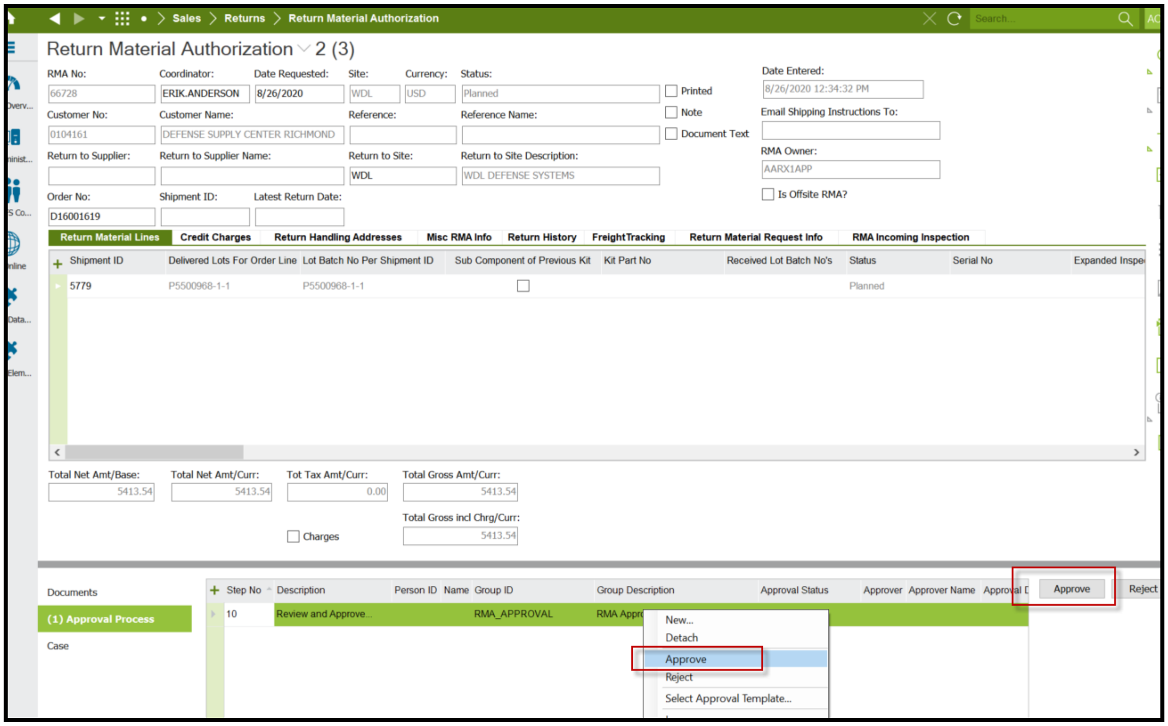


One of the users allowed to approve RMA's will click on the "Waiting Approval" link and open the RMA's to review.

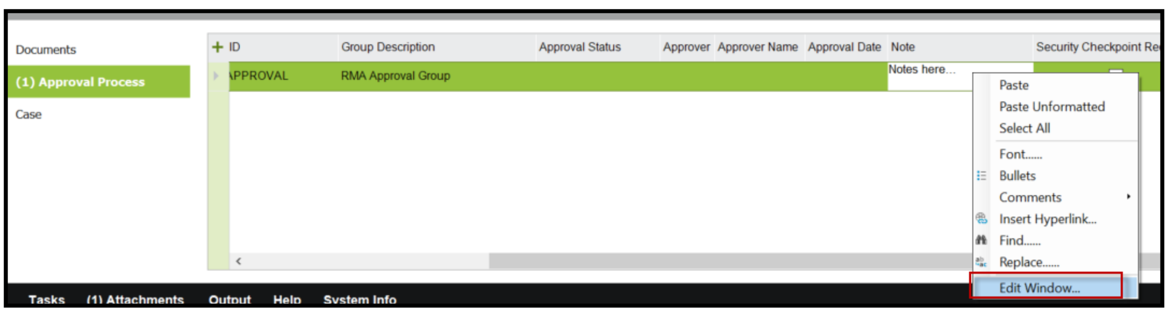
Review RMA and Return Material Request Info tab.



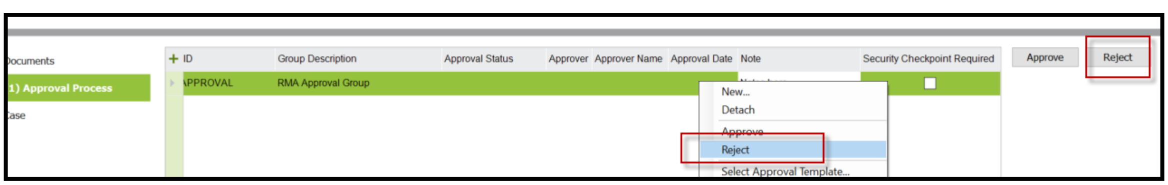
Once the approver has completed the review, to approve the RMA for further processing select the approval line and either RMB and select "Approve" or select the line and select the "Approve" button on the right side of the pane.



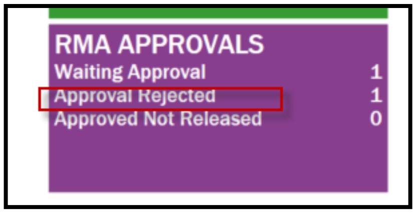
Notes can be added and saved as needed.



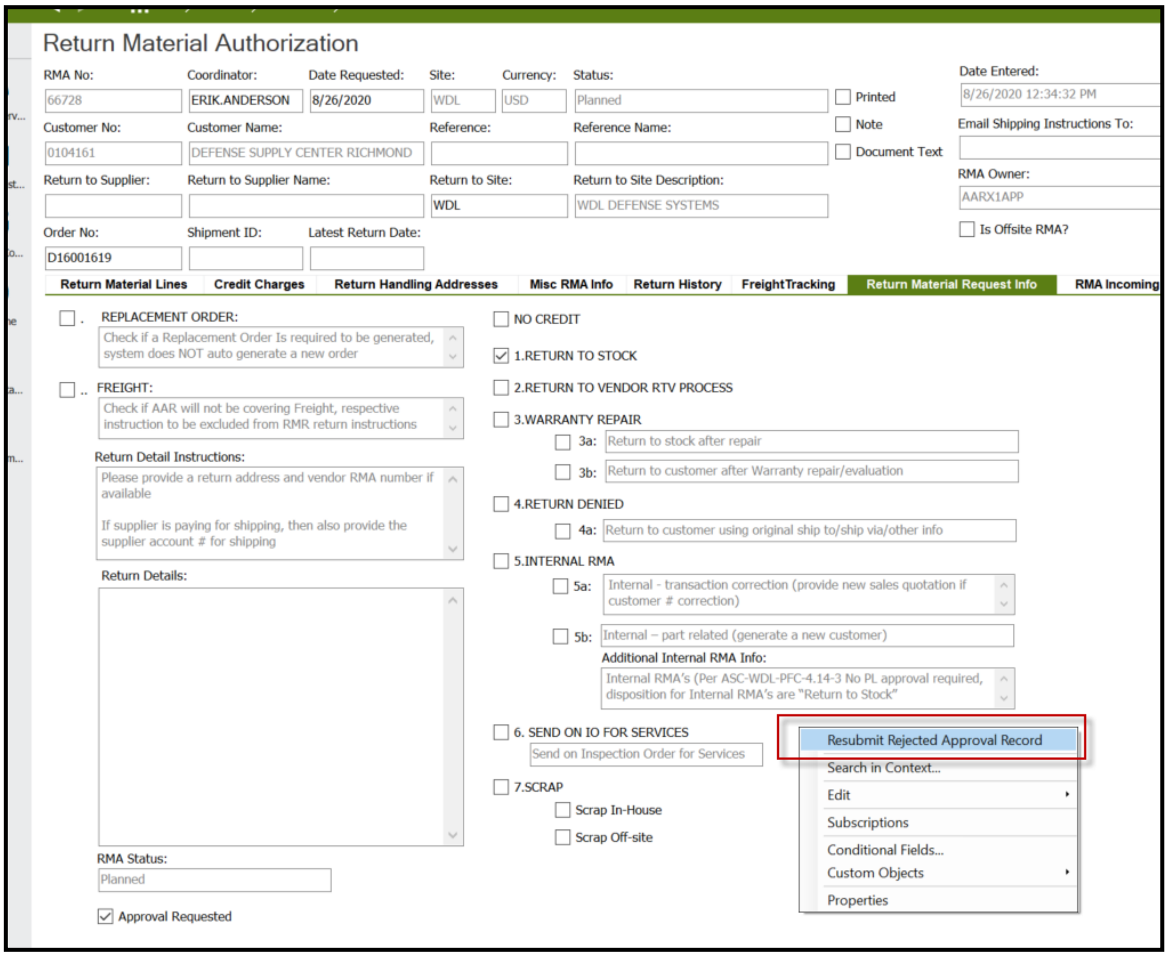
If there is an issue, the approver can select the Reject the approval record and have the originator correct the issue. Use the notes field on the approval record to provide details.



Approvals that have been rejected will show up in the “RMA Approvals” lobby. The “Approval Rejected” list item only shows the count and link to those reject approvals for which the user logged in is the RMA owner.

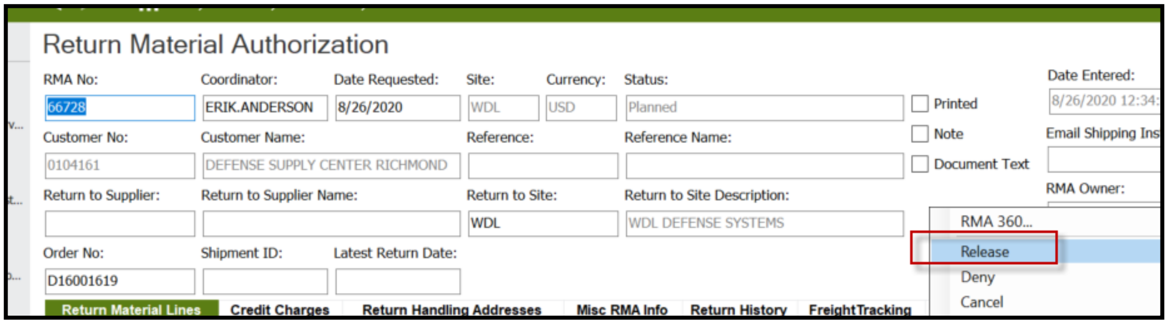


Selecting the link to the “Approval Rejected” link will take the user to the rejected RMA’s. The user will be able to review the notes on the rejected approval line, and make corrections as needed. If the user would like to re-submit the approval again, go to the “Return Material Request Info” tab, RMB, and select “Resubmit Rejected Approval Record”. This will reset the approval and it will show up as one of the items requiring approval in the “RMA Approvals” lobby.

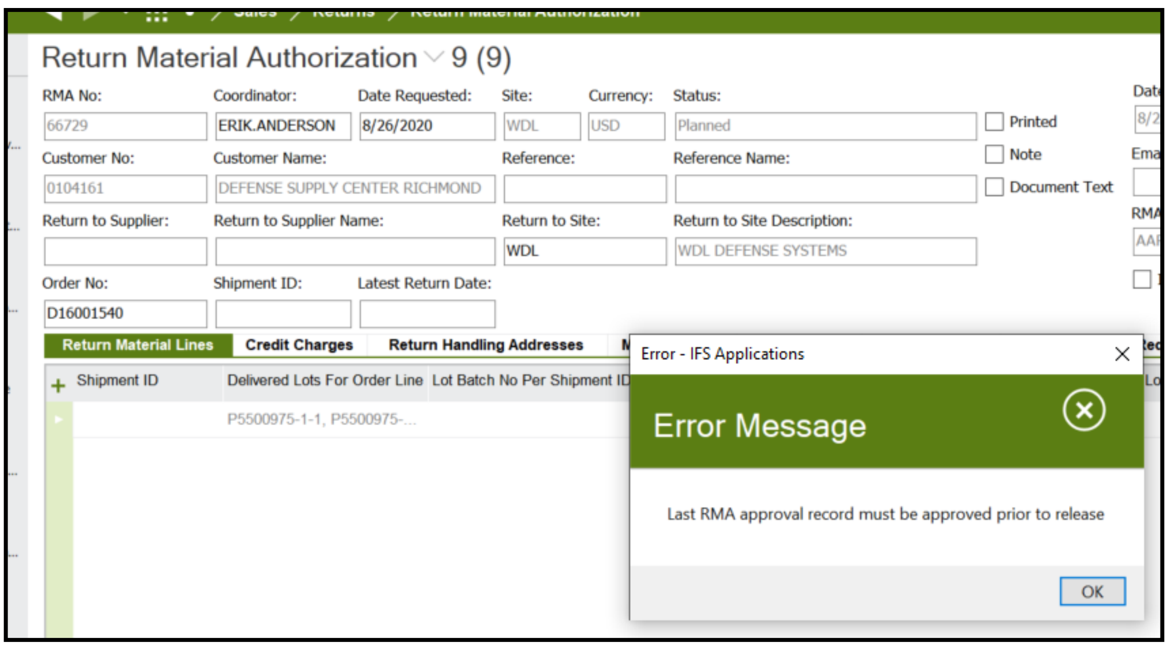


An approved record will show up in the user’s lobby under the “Approved Not Released” list item.

Clicking on the link will open RMA's that have been approved and are eligible for release.



If an RMA is not approved using the approval process and an attempt is made to release the RMA, an error will result.



Once the RMA has been released, the parts can be received against the RMA.

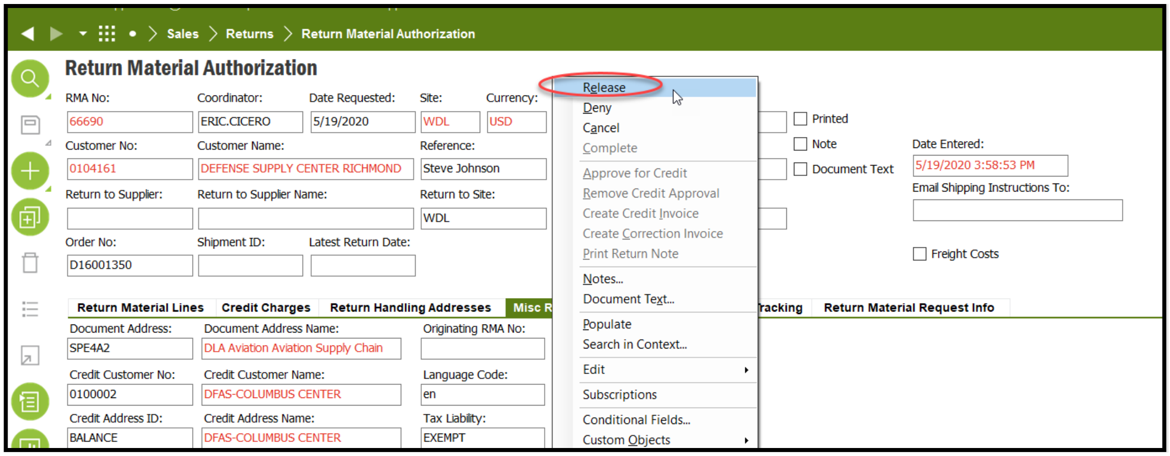
5. Release RMA

Functional Group

Logistics Technician

Description

Verify that all information on the RMA is correct and complete, then right click in the header and select "Release".



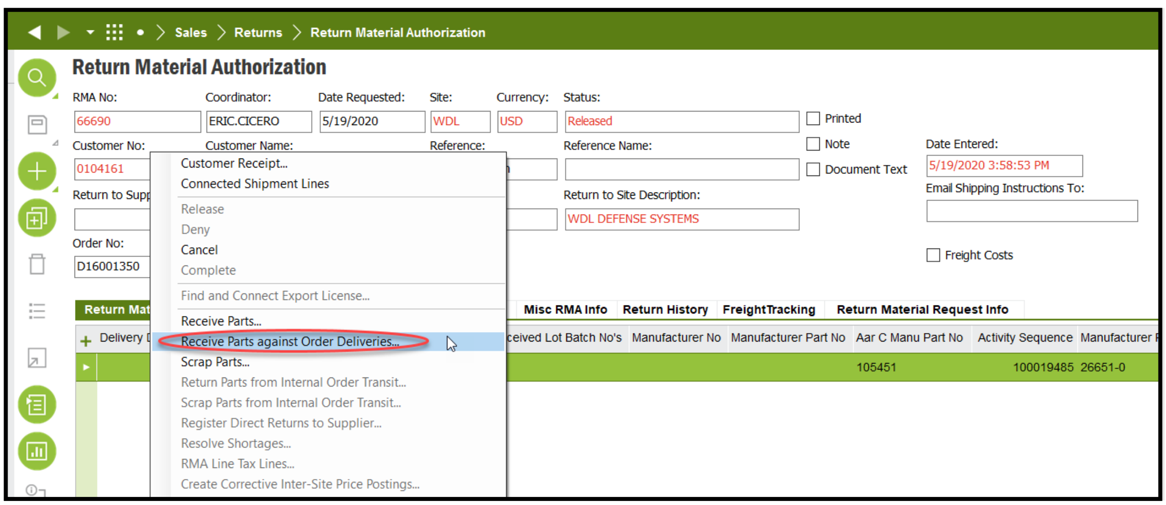
6. Receive Return

Functional Group

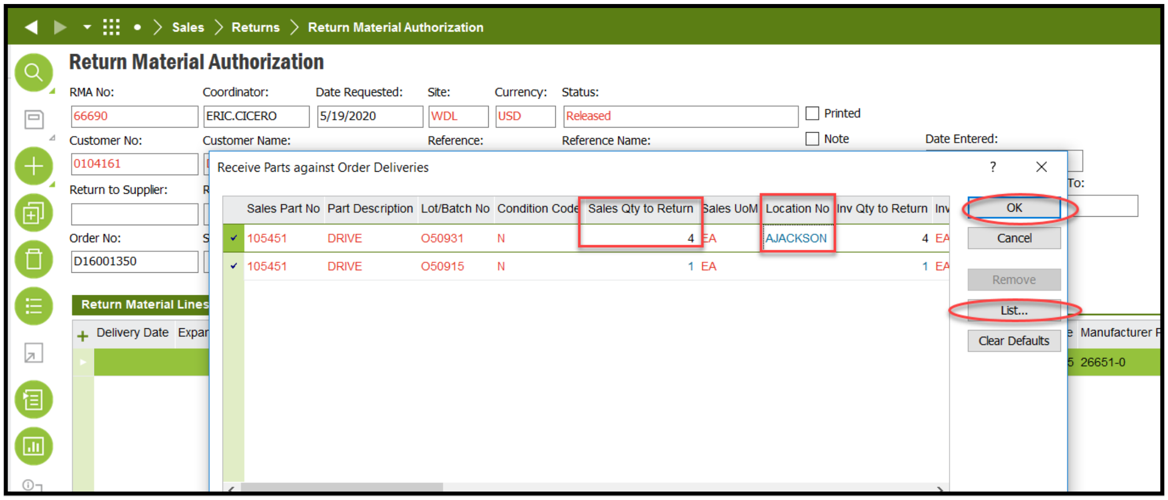
Logistics Technician

Description

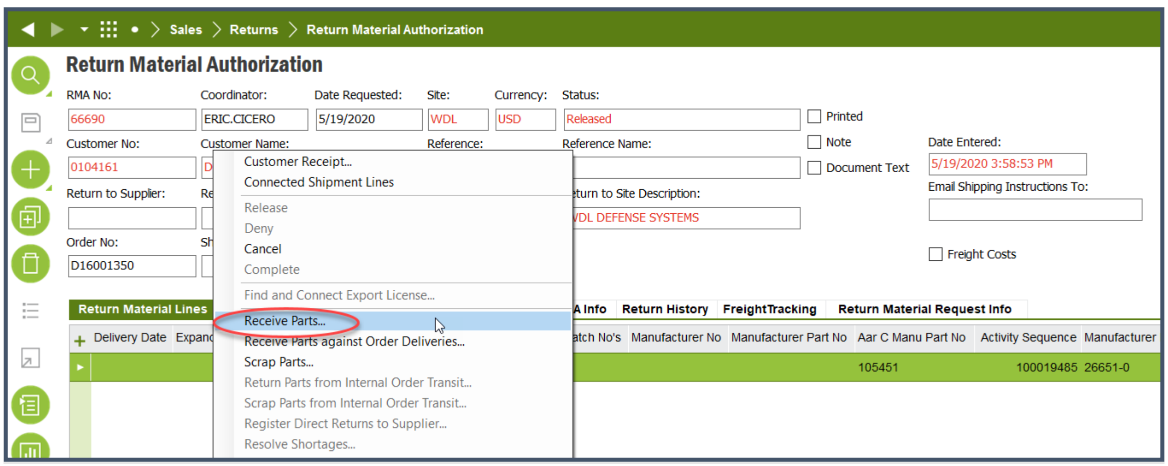
Right click on the line of the RMA and select “Receive Parts against Order Deliveries…”



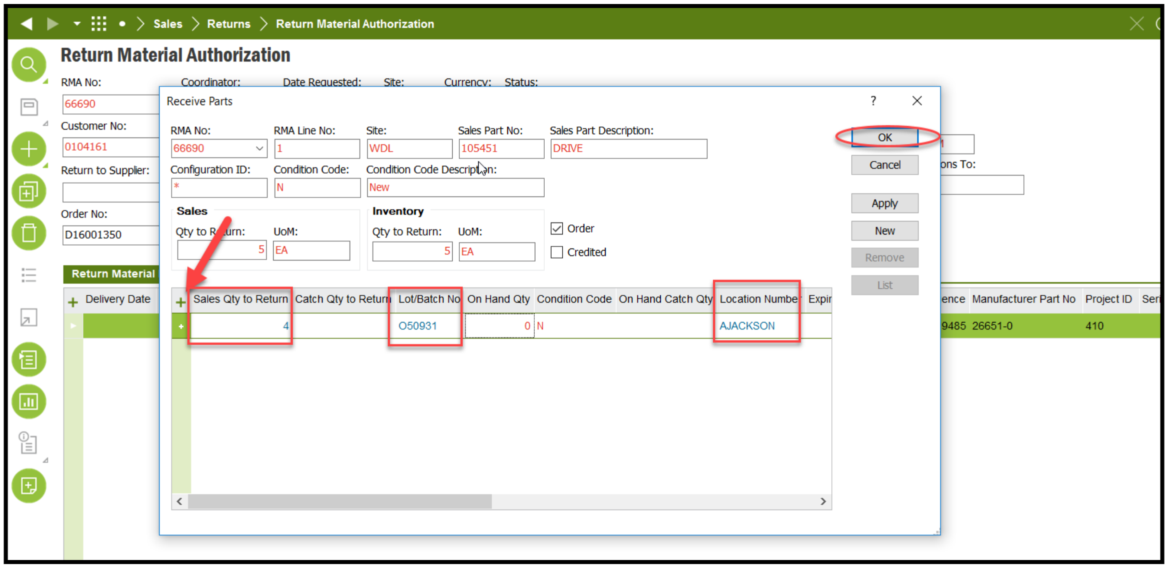
In the popup that appears, select the material that has returned (use paperwork to assist in determination) and enter the quantity that has arrived and the location into which you are receiving the material. Click “OK’ when finished.



If nothing appears in the window, click “Cancel”. Then right click on the line again and select “Receive Parts…”



In the popup that appears click on the plus sign in the window, enter the Sales Qty to Return, the Location Number you are receiving to (use List button as needed to find Location) and the lot/batch # of the part. Click “OK” to confirm.



If the customer returned more than the quantity listed on the RMA, follow the “Receive Misc. Shipment Unknown Source” procedure.

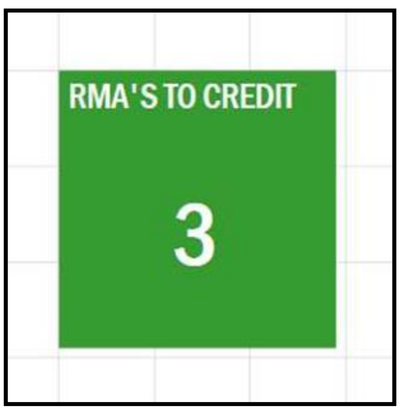
7. Approve for Credit

Functional Group

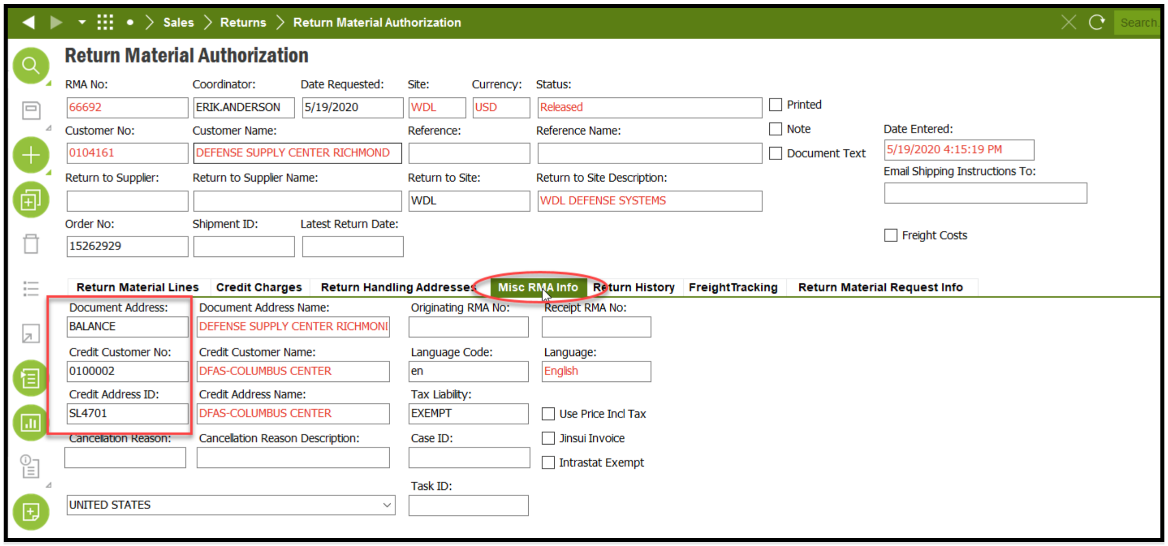
Accounting

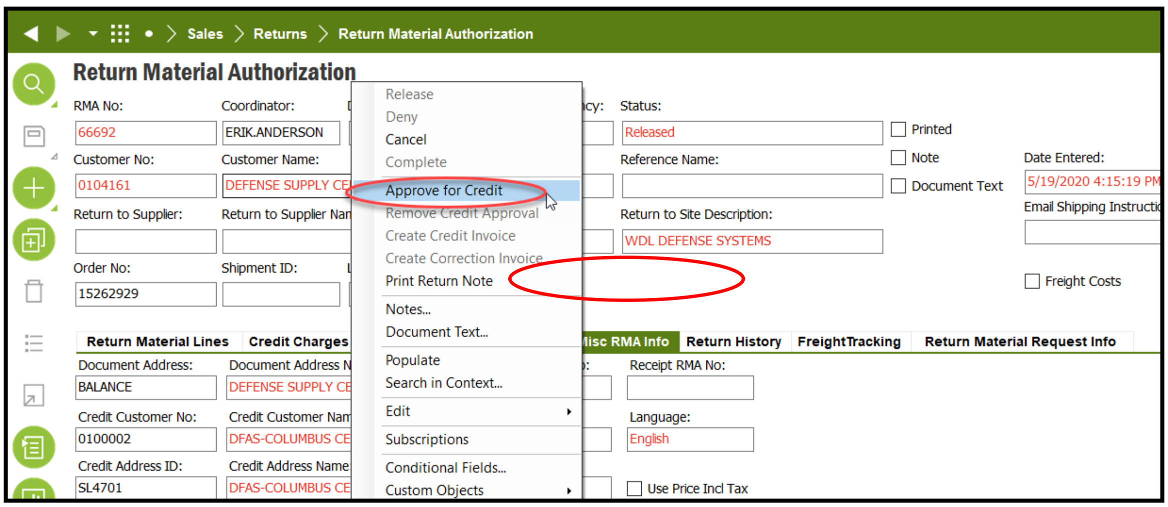
Description

Navigate to the Return Material Authorization or use your RMA’s To Credit Lobby Element.



Verify that the credit information on the Misc RMA Info tab is correct, then right click in the Header of the RMA and select Approve for Credit.





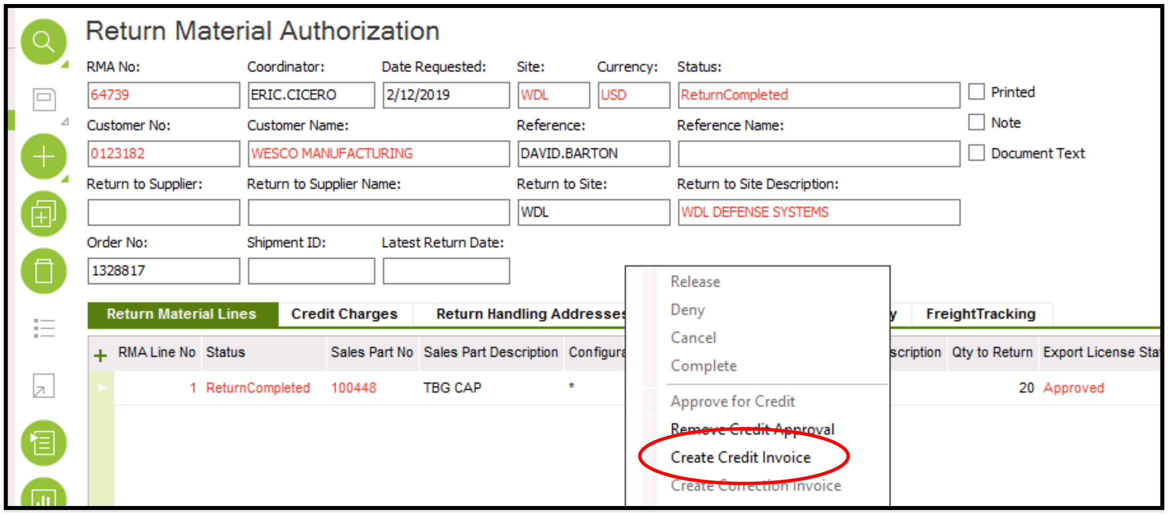
8. Create Credit Invoice

Functional Group

Accounting

Description

Right click in the header of the RMA and select “Create Credit Invoice”.



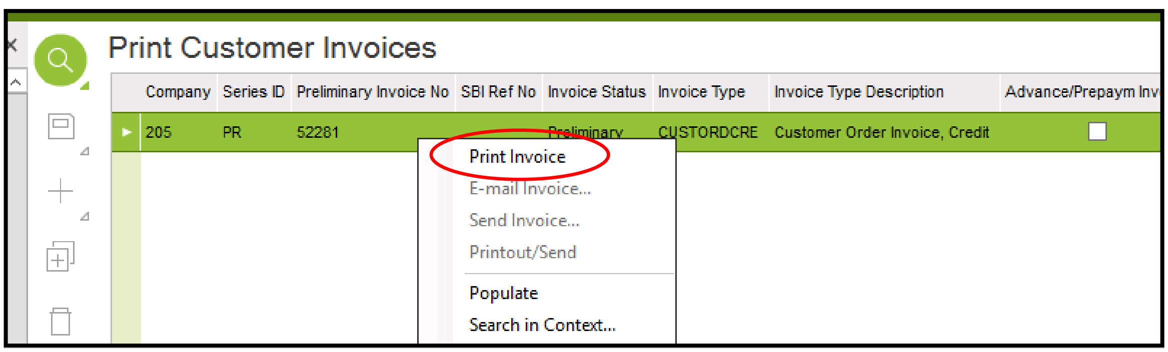
9. Print Credit Invoice

Functional Group

Accounting

Description

Navigate to *Sales→Invoicing→Print Customer Invoices* and click F2 to populate. Locate the credit invoice, right click on the line and select "Print Invoice". This will push the invoice to Lawson.



10. Move to Stock or Return to Vendor

Functional Group

Logistics Technician

Description

If Product Line decided just to accept the material back into inventory, put the received parts away and Move Location of the Parts from the Quarantine Location to the correct Location. If they are going to be returned to the vendor, follow the "Return To Vendor for Rework or Credit From Inventory" desktop instruction.

14. Cycle Counts

Functional Groups

Logistics Technician

Process Overview

This process covers the generation and execution of cycle counts. Cycle counts are used to confirm that the inventory on the shelf matches what is on our books. Any discrepancies must be recorded and approved as detailed in this document.

Prerequisites

- N/A

Process Steps

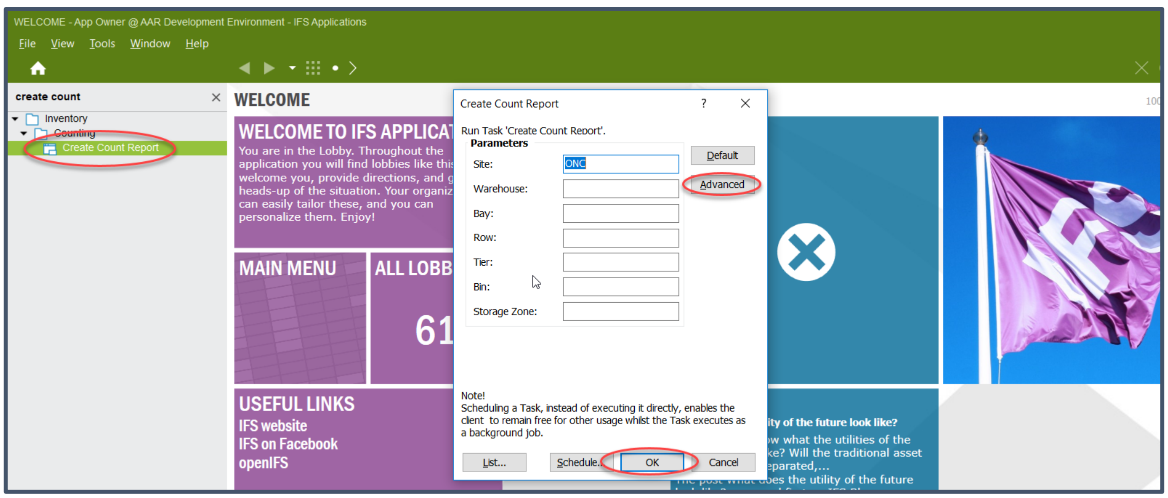
1. Create New Count Report

Function Group

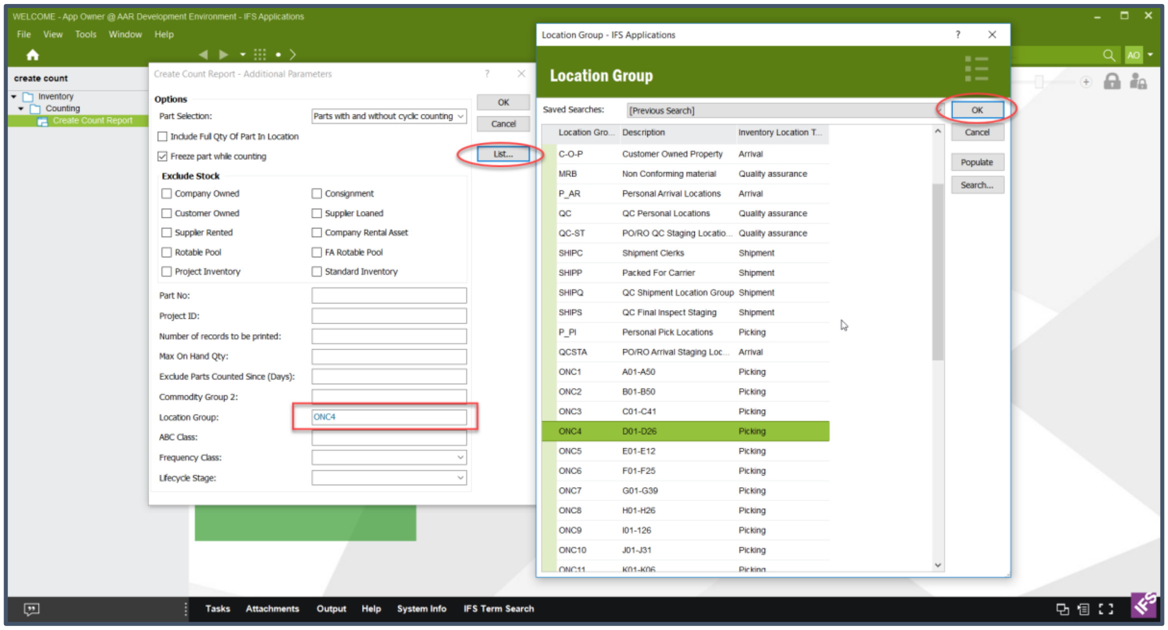
Logistics Technician

Description

Pull a tray from inventory. Next, open the navigator and search for “Create Count Report”. Click the link, which will open a popup window. In the popup window, click the “Advanced” button.



In the following popup, enter the location group corresponding to the tray you got from inventory. You can use the list of values button to find the group. The description of the groups lists the locations contained therein.



Finally click OK in all the popups to create the report.

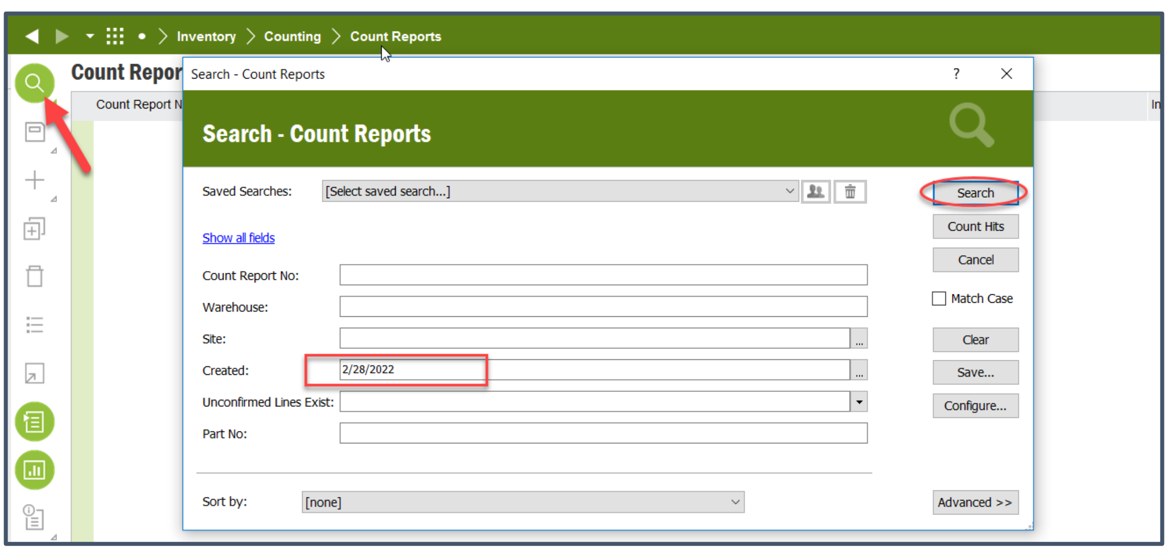
2. Get Count Report Number

Functional Group

Logistics Technician

Description

Go to *Inventory→Counting→Count Reports* and use the magnifying to open a search. Look for a count report that was created today. That should return the report you just created.



3. Perform Initial Count

Functional Group

Logistics Technician

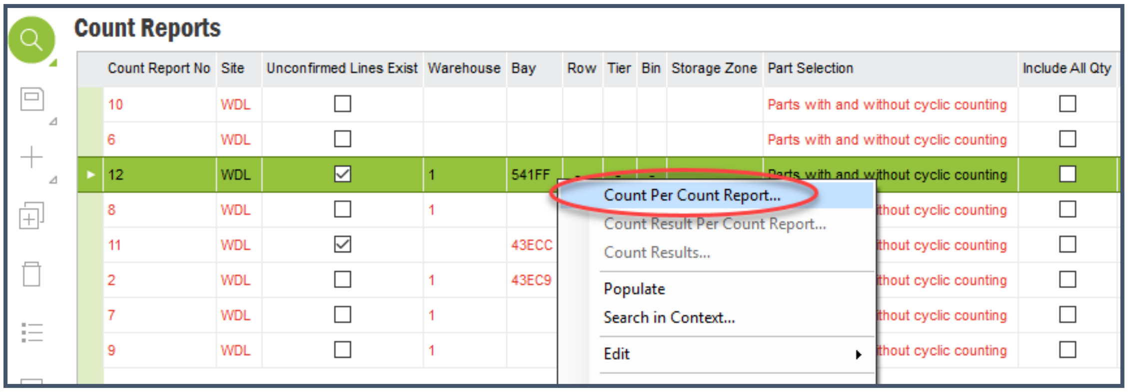
Description

The initial count can be entered with either the scan gun or within the IFS application. Both processes are described below.

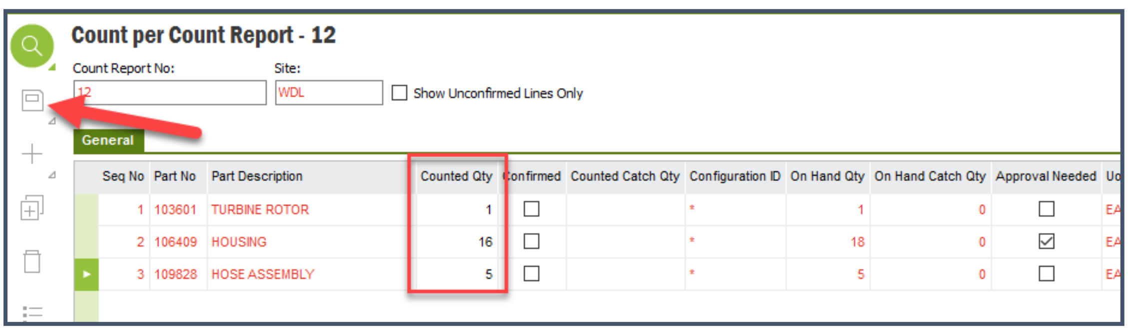
a. Using IFS Screen

Description

Navigate to *Inventory→Counting→Count Reports*, right click on an open report and select "Count Per Count Report…"



Physically go to the locations on the report and count the inventory, then enter the counts in the Counted Qty column on the Count per Count Report screen. If the quantity is the same as the on-hand quantity, you can select the line, right click, and select Count Without Differences. Click save when complete.



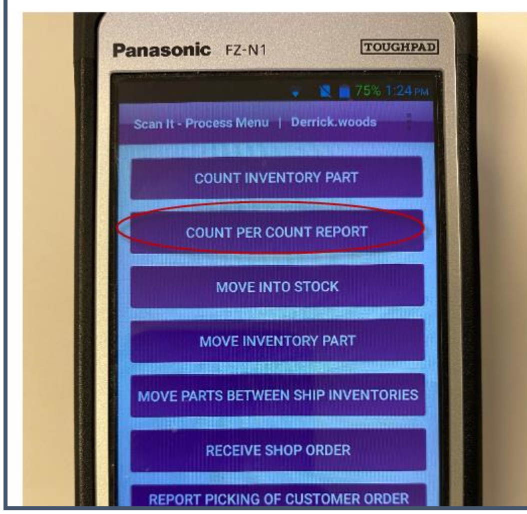
b. Using Scan Guns

Description

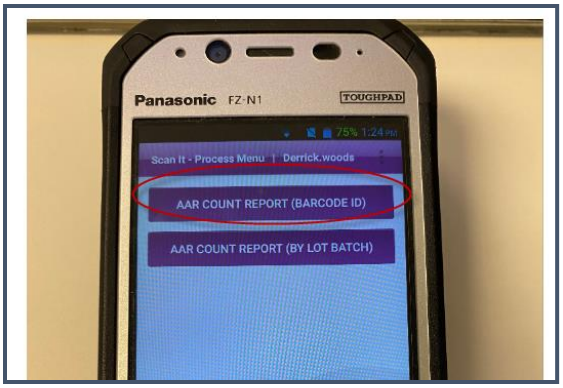
Physically go to the locations on the report and count the inventory identified on the report, entering in the counts using the scan gun. This process assumes the parts are on the cycle count report and the parts are labeled with a barcode label generated from IFS. If either of these are not true during the counting process, alternative steps will be provided.

1. *Select the ScanIt Application*

2. *Select the COUNT PER COUNT REPORT Button*

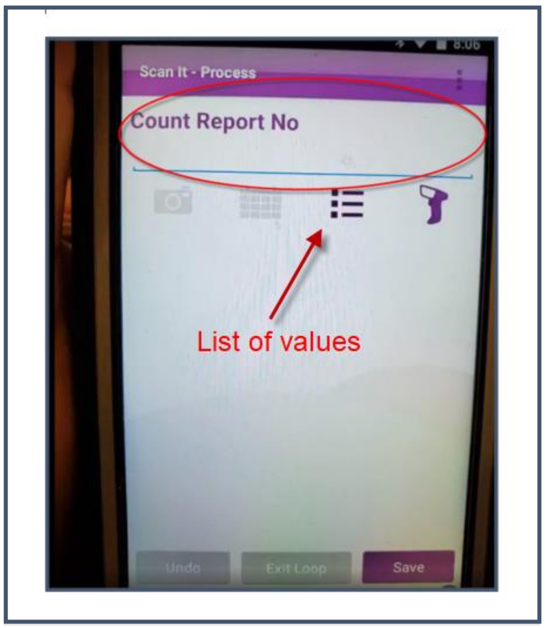


3. Select the AAR COUNT REPORT (BARCODE ID) Button



4. Enter the Count Report

Can be entered in with virtual keyboard or using the List of Values. Select Save after entering.



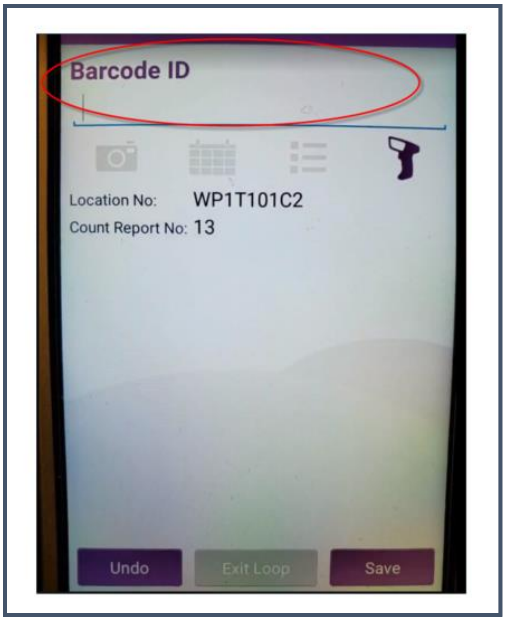
5. Perform Count

Location is automatically entered, taking the user to scan the IFS barcode ID of the part.

After entering the count report number, the location is automatically selected providing there is only one location on the count report. This is to be expected. If for some reason there is more than one location on the count report, the user will be prompted to select the appropriate location.

At this point, the user is entering a loop within the program allowing for scanning of only barcodes and entering of quantities until all parts have been scanned within the location.

Scan in the Barcode ID of the part to be counted from the count report. Select Save after entering.



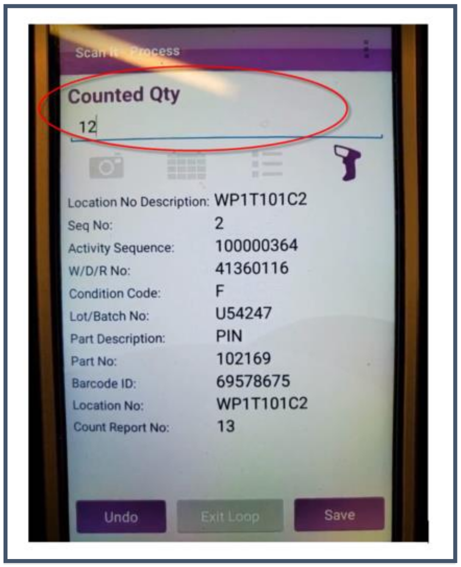
Enter the quantity count and select Save. If the part no / location combination does not exist on the counting report the screen will display the Seq No, which should not normally be displayed. This is an indication the part / location no is not on the count report.

If prompted to enter the Seq No, use the Undo button to back out of the current transaction and move on to the next item for scanning. Make note of the part as the count will need to be entered in using one of these alternative processes.

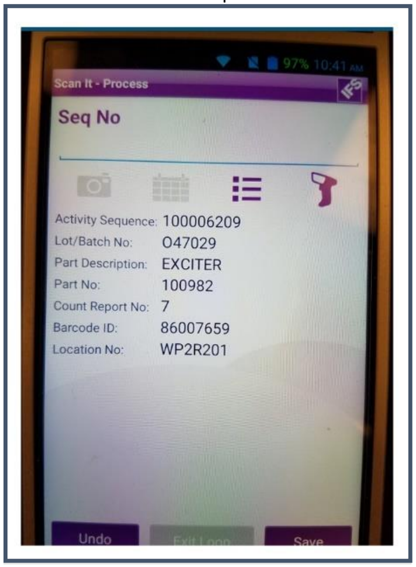
Alternative Process #1: If the label on the part was generated from IFS, see the "Ad Hoc Counting of Parts" section and follow the "Process Steps (Primary)" steps.

Alternative Process #2: If the label on the part was generated from IMOPS, see the "Ad Hoc Counting of Parts" section and follow the "Process Steps (Alternate)" steps.

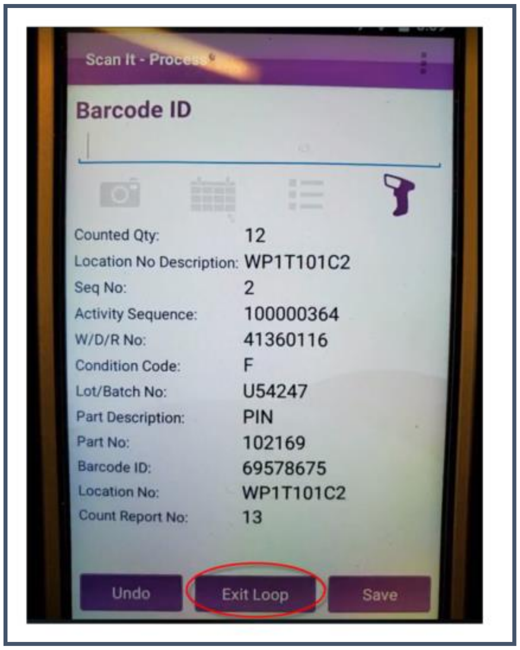
Expected Screen: Enter the quantity counted for the part at the location on the count report and select Save.



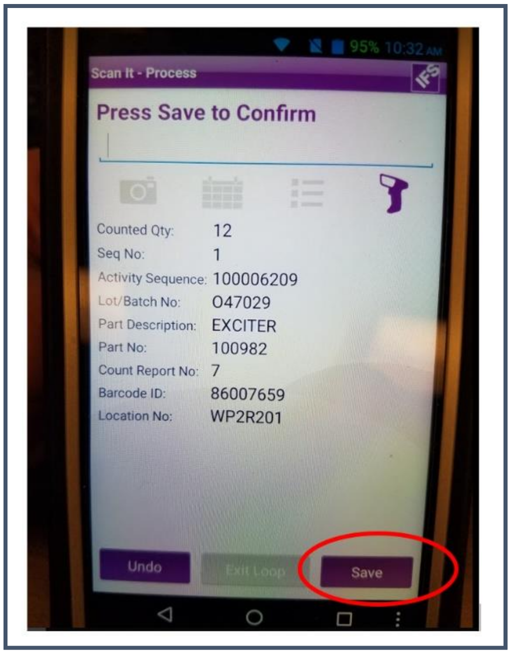
Not Expected: Should not get this screen if scanning the items on the count report. Follow one of the alternative steps listed above.



6. *Scan next barcode and continue within counting loop*
   After the first barcode has been scanned, the count entered and saved, the user will be looped back to scan another barcode in the same location. The process of scanning the barcode and entering a quantity will continue until there are no more parts to scan. At that point, select the Exit Loop button.



7. *Select "Save" and save count within loop*
   After exiting the loop of scanning barcodes and entering quantities for a location, press save to confirm the counts and commit to IFS.



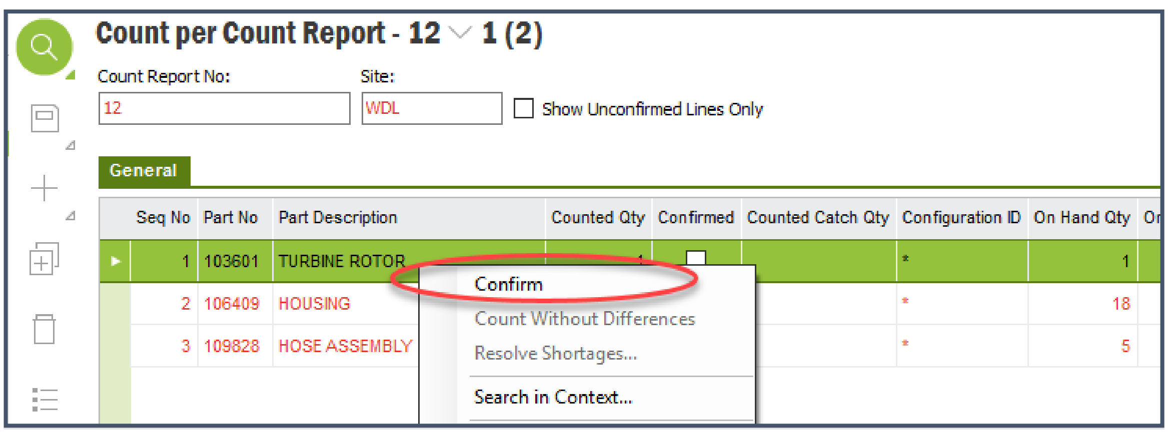
4. Confirm Lines with No Variance

Functional Group

Logistics Technician

Description

Back to the Count per Count Report created, any line that did not have a variance can now be confirmed by a WH manager. To confirm, right click on the line and select “Confirm”.



5. Recount Lines with Variance and Confirm

Functional Group

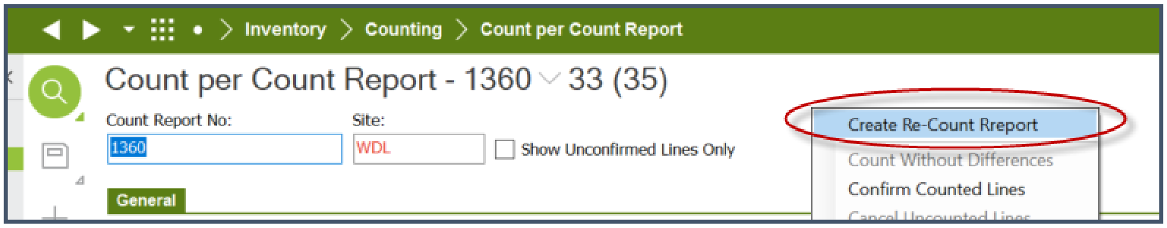
Logistics Technician

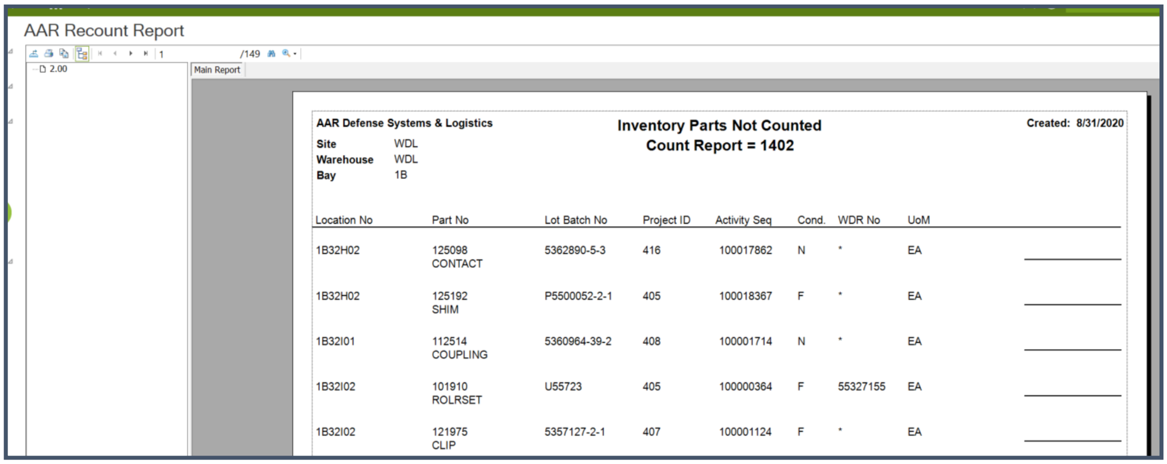
Description

For any lines that had a variance, a second counter must physically go out to the location and recount that line. If this second count differs from the first count, record the new count in the

Counted Quantity column. Repeat until two consecutive counting yield the same count. A manager can then confirm the count. This process will NOT use the scan guns.

A report is available to identify parts not counted and those that need to be recounted.





Location No	Part No	Lot Batch No	Project ID	Activity Seq	Cond.	WDR No	UoM
1B32H02	125098 CONTACT	5362890-5-3	416	100017862	N	*	EA
1B32H02	125192 SHIM	P5500052-2-1	405	100018367	F	*	EA
1B32I01	112514 COUPLING	5360964-39-2	408	100001714	N	*	EA
1B32I02	101910 ROLRSET	U55723	405	100000364	F	55327155	EA
1B32I02	121975 CLIP	5357127-2-1	407	100001124	F	*	EA

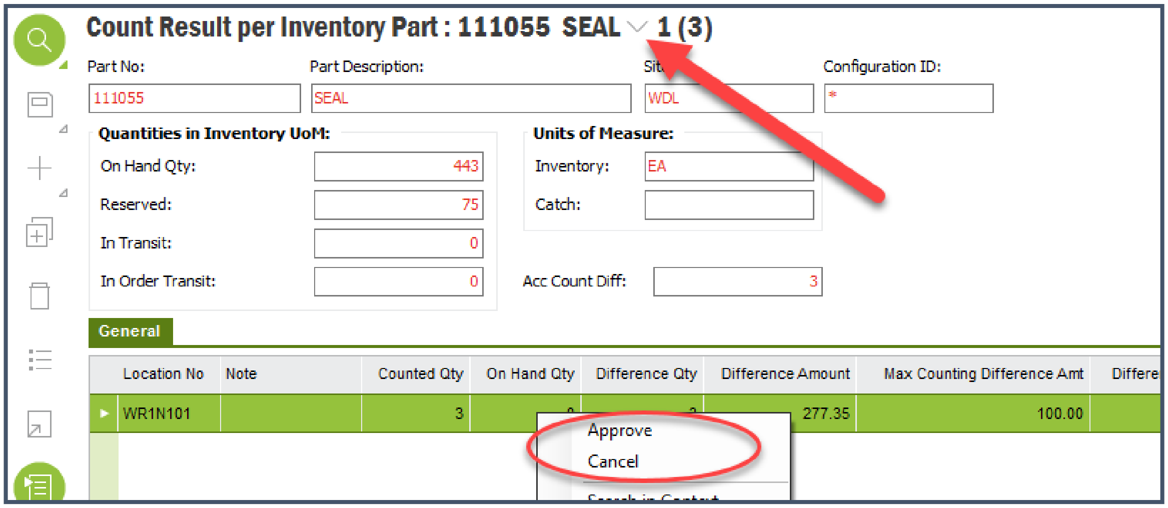
6. Approve Parts Added to Count

Functional Group

Warehouse Manager

Description

Once the counts have been confirmed, navigate to *Inventory→Counting→Count Result per Inventory Part* and hit F2 to populate. Select the part in question from the results. Review the difference, right click on the line and select either approve or cancel. If you select Cancel, create a call center ticket and assign to the warehouse to recount.



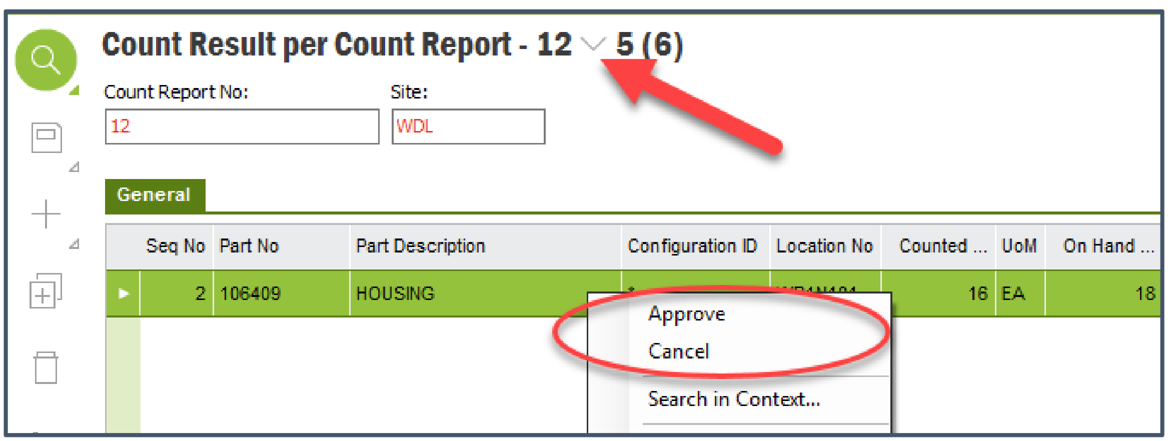
7. Approve Lines with Variance

Functional Group

Logistics Technician

Description

Once the counts have been confirmed, navigate to *Inventory →Counting →Count Result per Count Report* and hit F2 to populate. Select the report in question from the results. Review the difference, right click on the line and select either approve or cancel. If you select Cancel, create a call center ticket and assign to the warehouse to recount.



15. Call Center

Functional Groups

Any

Process Overview

This process covers the basics of creating and processing a call center case. It is not specific to an issue, consequently, every step can apply to any functional group.

Prerequisites

- Some issue requiring a call center ticket has arisen

Process Steps

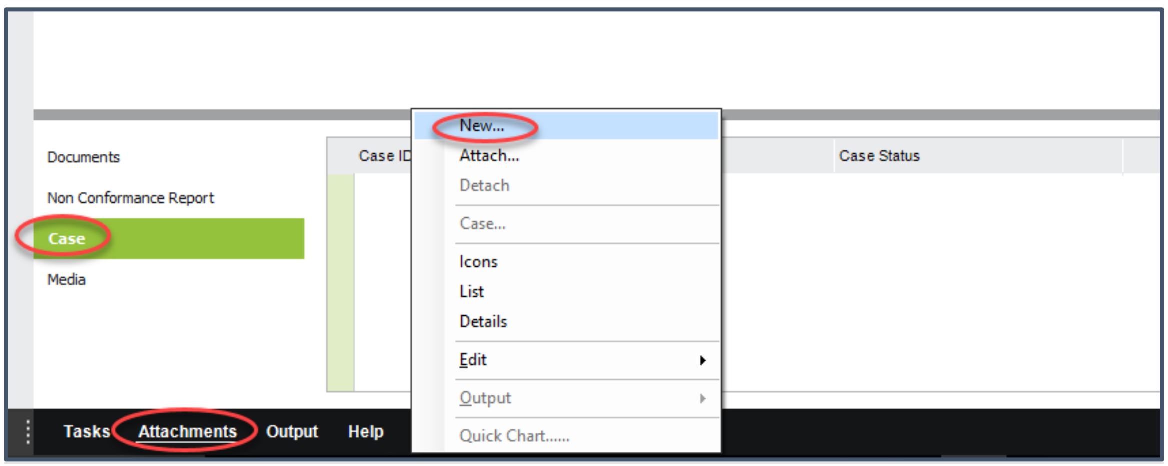
1. Create New Case

Functional Group

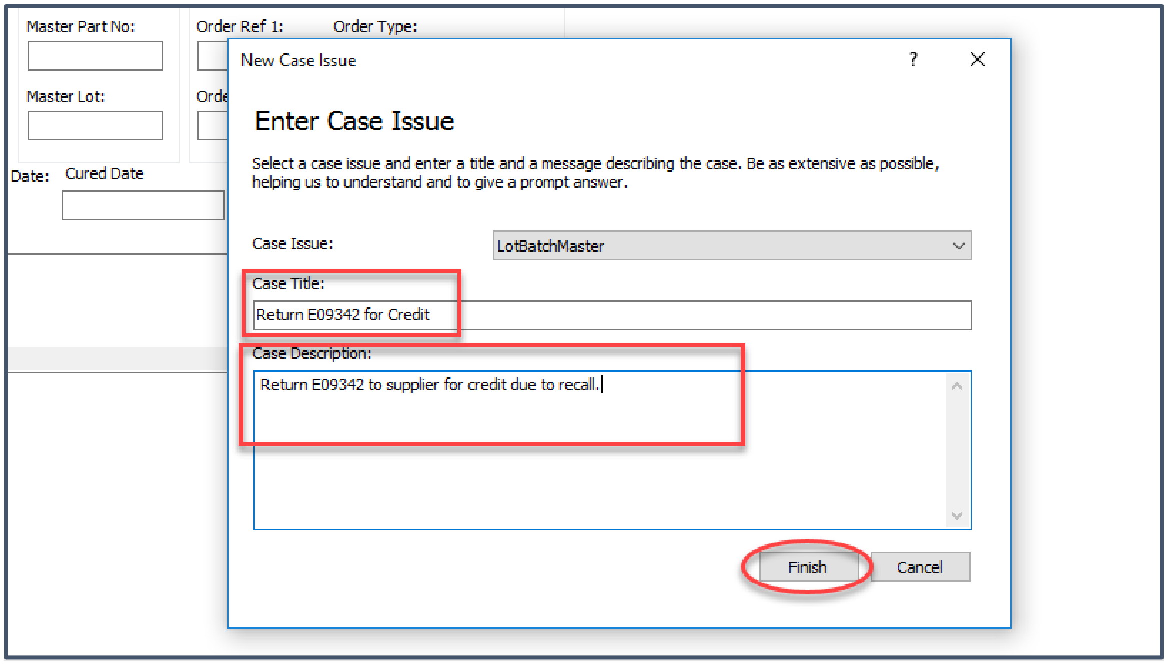
Any

Description

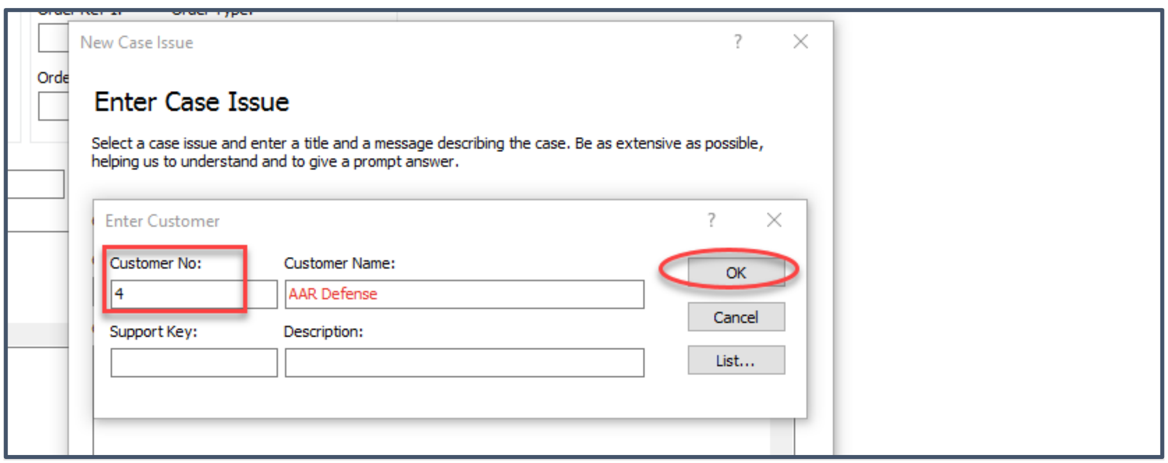
If the issue requiring a case is for a particular item like a customer order or a sales quotation, navigate to that item. Then click on “Attachments” in the black bar at the bottom of the window, select “Case” from the options on the left, right click in the details area and select “New…”



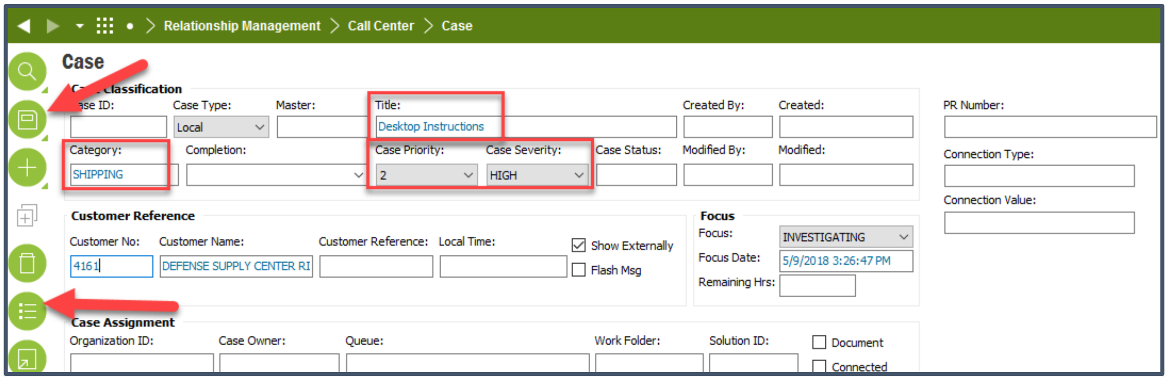
In the popup that appears, enter a case title and case description for the ticket, then click “Finish”.



If the case is related to a specific customer, use that customer number. Otherwise enter AAR as the customer for the case and click "OK". You may get a warning stating "The Customer has no valid Agreement" this is fine, just click "OK" to proceed. In the popup that appears, click "Yes" to go to the case.



If the case does not correspond to a particular item, navigate to *Relationship Management→Call Center→Case*, click the plus sign in the upper left of the window to create a new case, and enter a Title, Category, Priority, Severity and Customer No. for the case. Click save when finished.



2. Enter Additional Information

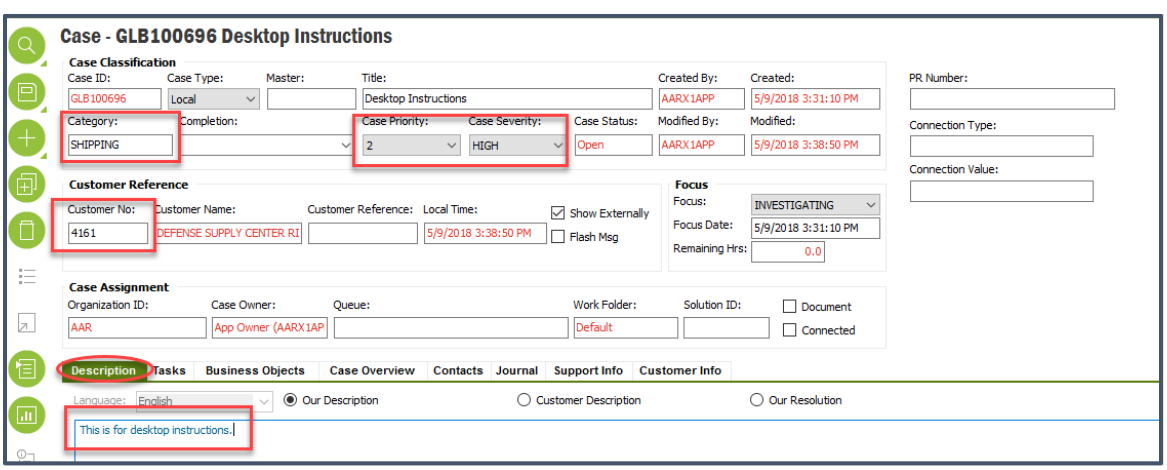
Functional Group

Any

Description

Depending on how you created the case, you will need to add some additional information. Enter information as detailed below. Click save when finished.

- Category – The type of issue this case is for. Use list of values for possible selections. Note that some categories have a task template which automatically creates tasks for the steps usually required to address that category. Always click "OK" when the popup asks if you want to import the task template.
- Case Priority – A number from 1 to 4 indicating how quickly the issue needs to be resolved (1 is most urgent, 4 is least urgent)
- Case Severity – How impactful the issue is
- Customer No – The number of the customer involved with the case if it is known
- Description (to enter a description, go to the Description tab, click in the top text box, then click the plus sign in the upper left of the screen)



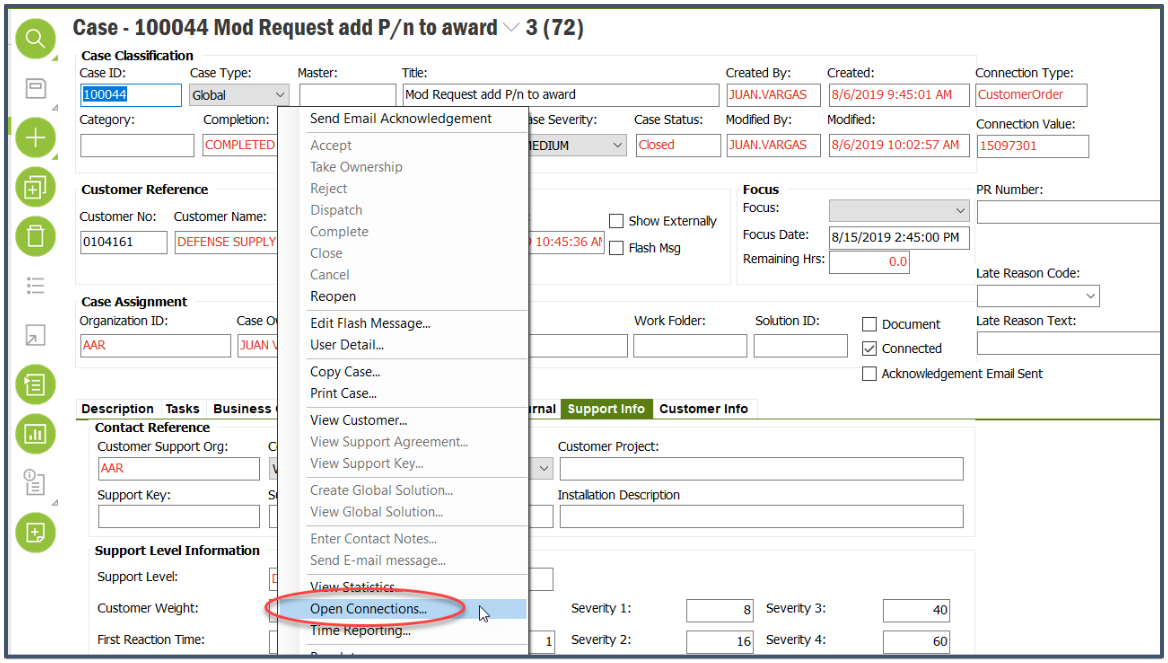
3. Refer to Connected Records

Functional Group

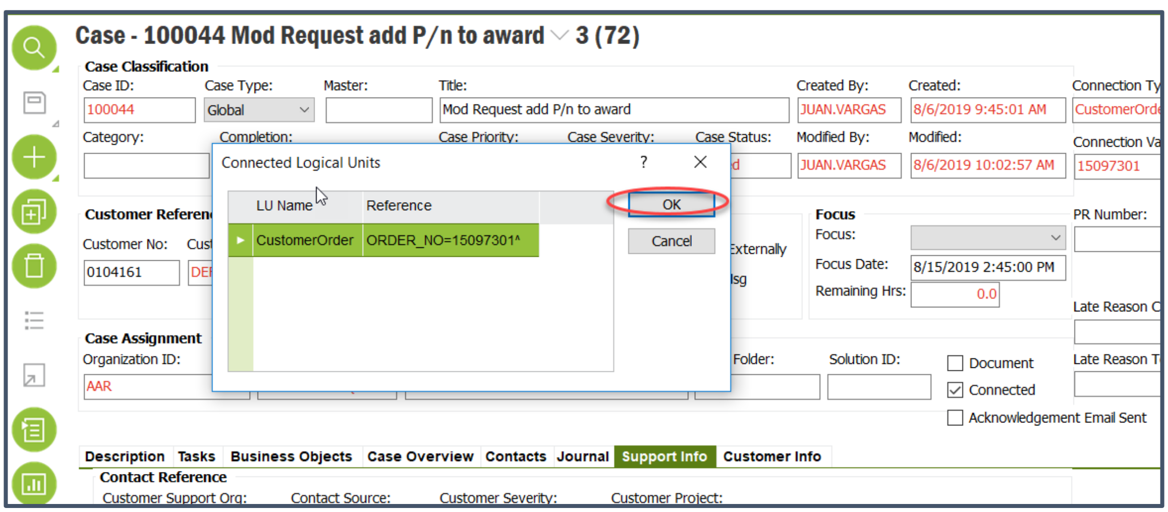
Any

Description

If the case was created from/attached to any records such as a POs, Customer Orders, or Contract Details, you can quickly navigate to those records by right clicking in the header and selecting "Open Connections…"



In the popup that appears, select the record you wish to navigate to and then click "OK".



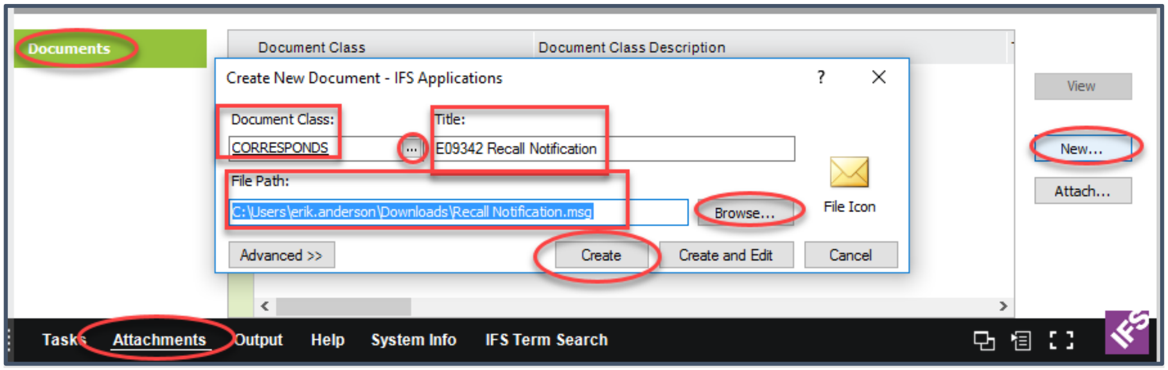
4. Attach Relevant Documents

Functional Group

Any

Description

If there are any pertinent documents (emails, pdf's, etc.), attach them to the case by clicking "Attachments" in the black bar at the bottom of the window. Then click "New…" and enter the appropriate Document Class, Title, and File Path for the attachment. Click "Create" when finished.



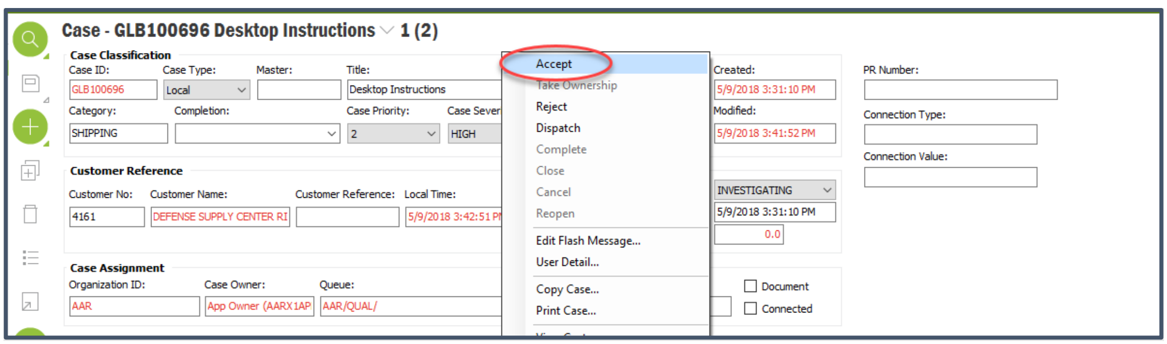
5. Accept Case

Functional Group

Any

Description

To kick off the processing of the case, it must be accepted by the creator. Right click in the header of the case and select "Accept". This will allow tasks to be created and dispatched.



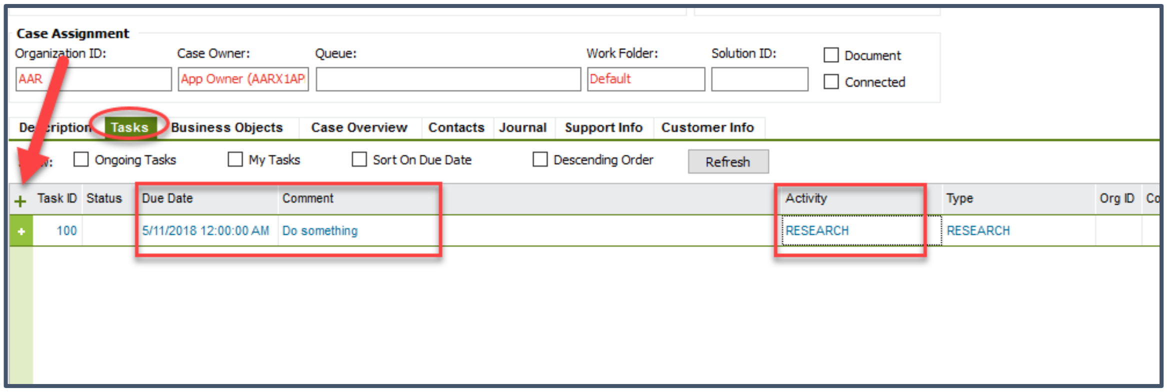
6. Create Task(s)

Functional Group

Any

Description

If you need someone else to do something for the case, create a task. Go to the Tasks tab and click the plus sign in the upper left of the tab to create a new row. Enter a Due Date, Comment (what to do) and an Activity (use list of values). Click save when complete.



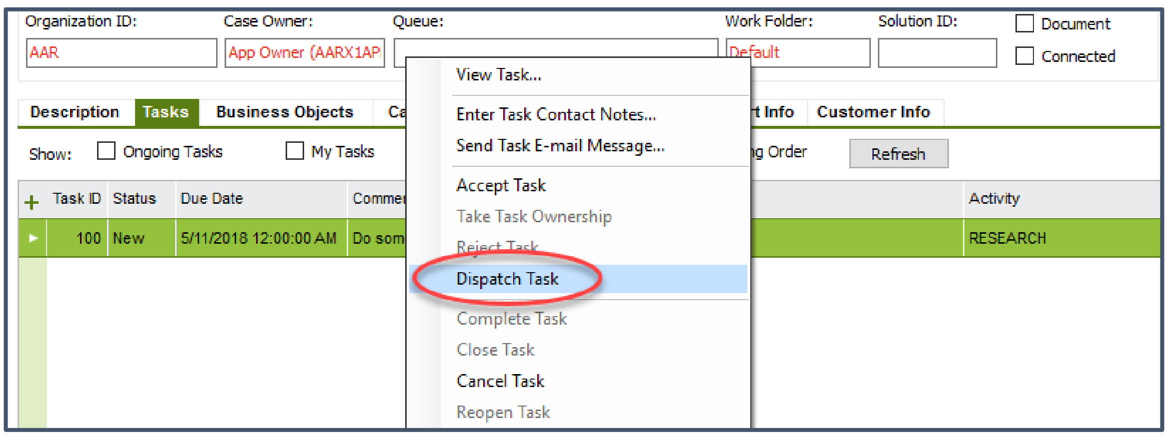
7. Dispatch First Task

Functional Group

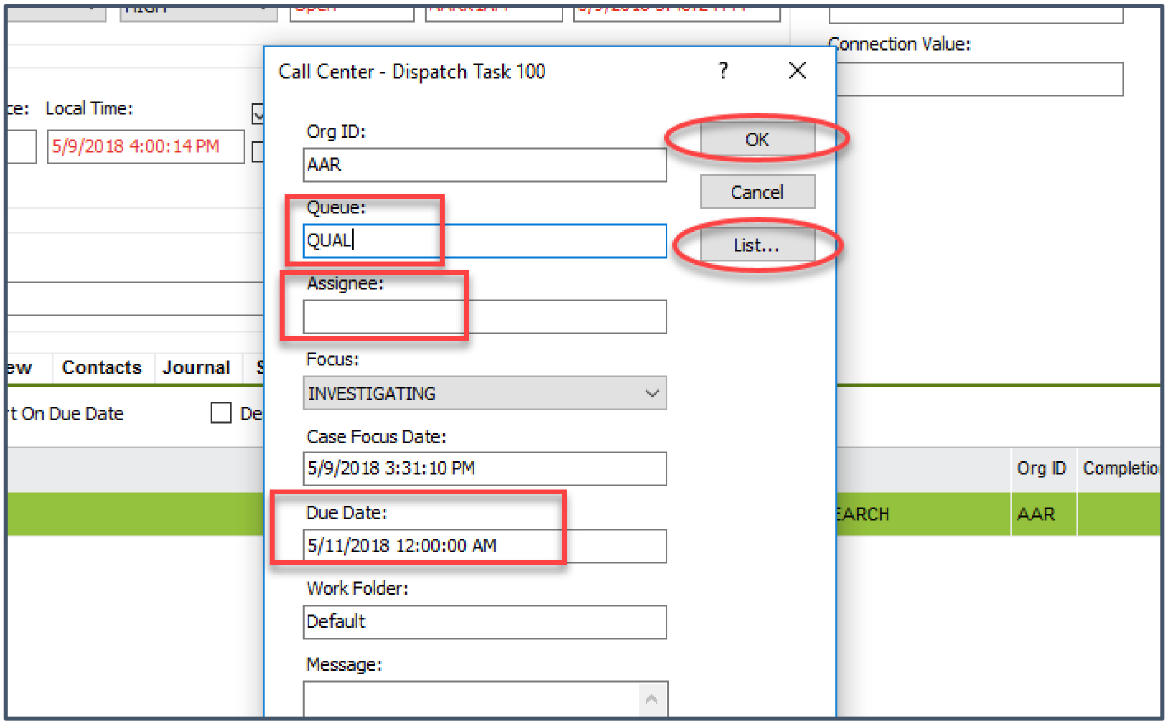
Any

Description

To assign the task to someone, right click on the task and select “Dispatch Task”.



Then in the popup that appears, enter either a Queue, or an individual Assignee (use list of values as needed). Verify the due date and then click “OK”.



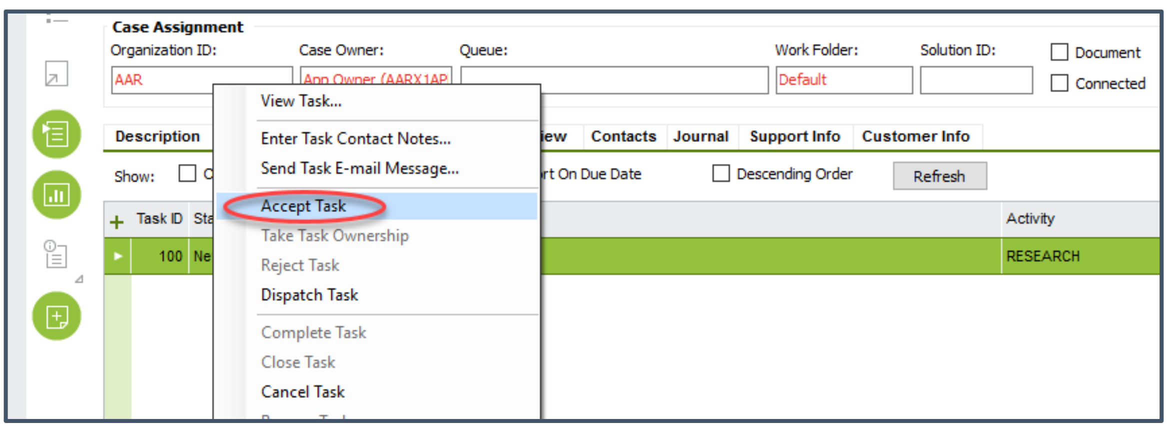
8. Accept Task

Functional Group

Any

Description

If a task has been assigned to you, right click on the task and select "Accept Task". This will allow you to edit the task.



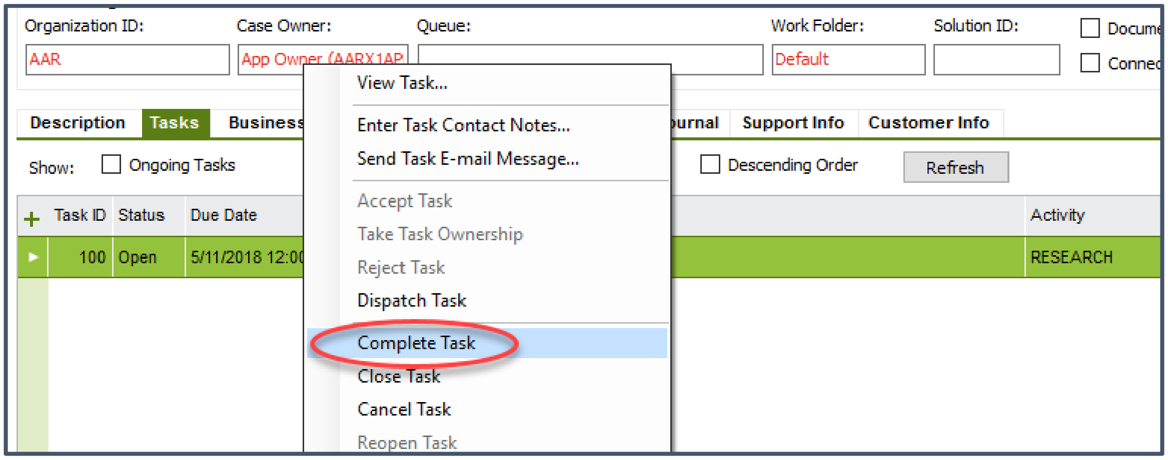
9. Complete Task

Functional Group

Any

Description

Upon completing the action listed in the task, right click on the task again and select "Complete Task". Note that this can only be done by the person who has currently accepted the task. In the popup that appears, change Completion: In Process to Completed.



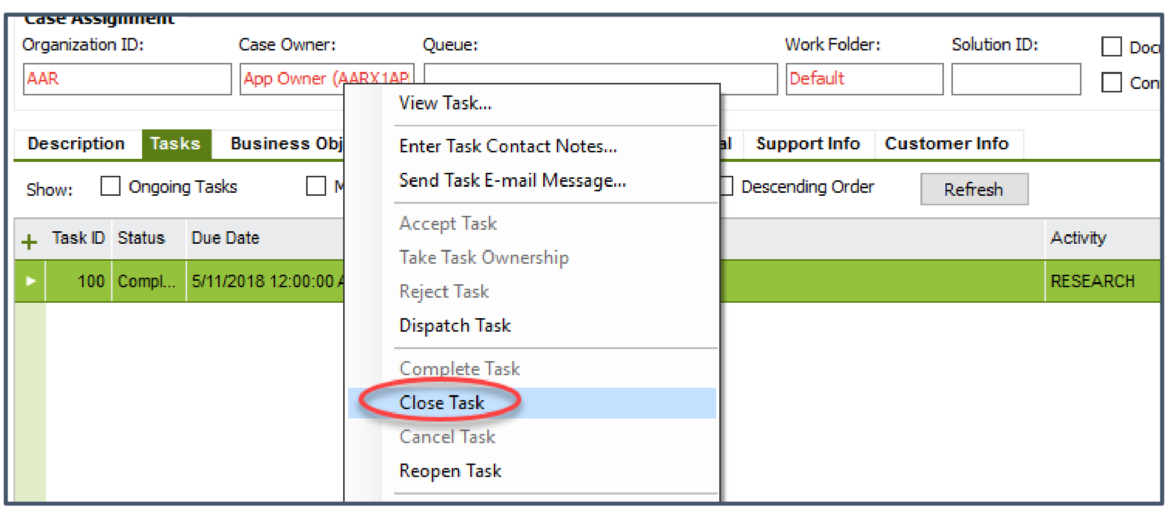
10. Close Task

Functional Group

Any

Description

Once a task has been marked complete, the case owner should verify that the task has been completed to their satisfaction. Upon verification, they can close the task. To do this, right click on the task and select "Close Task". In the popup that appears, change Completion: In Process to Completed.



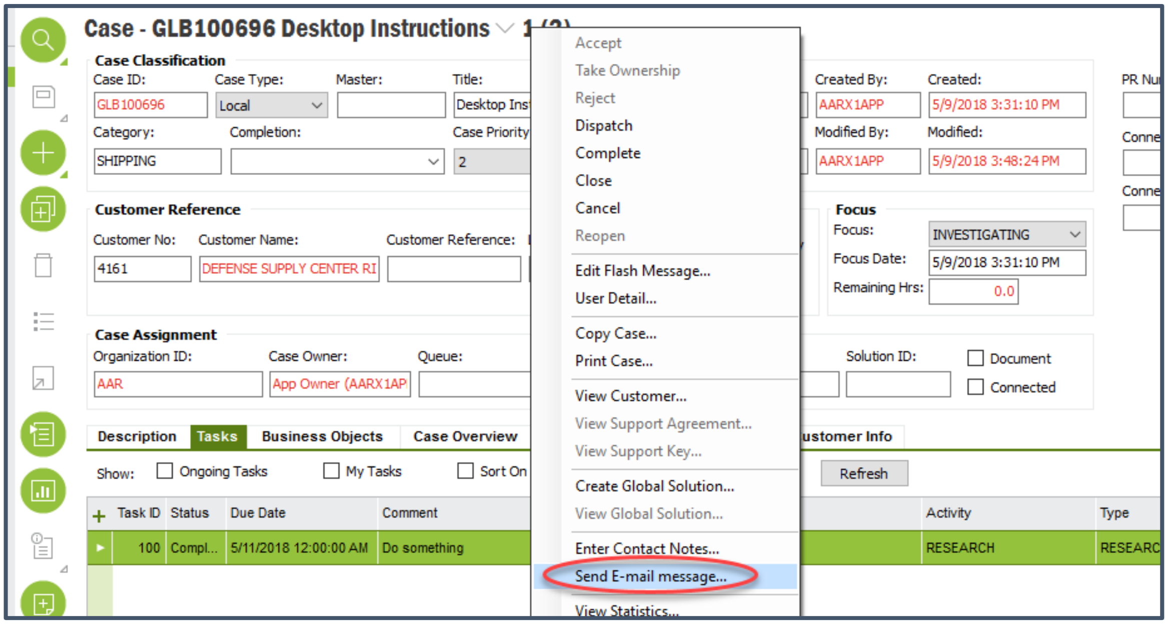
11. Send Email from Within Case

Functional Group

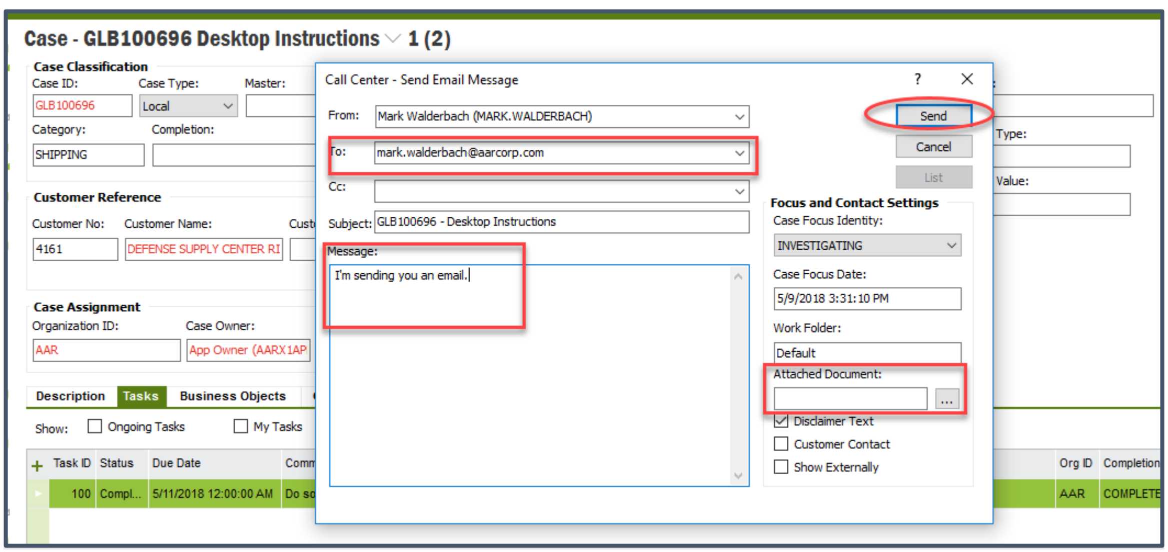
Any

Description

If you need to communicate with either an internal or external person regarding the case, you can send an email directly from the case. This will allow the email to be tracked in the case history and will automatically include references to the case. To do this, right click in the header of the case and select “Send E-mail message…”



Select a “To” email, enter a message, and attach any documents you wish to include. Then click send.



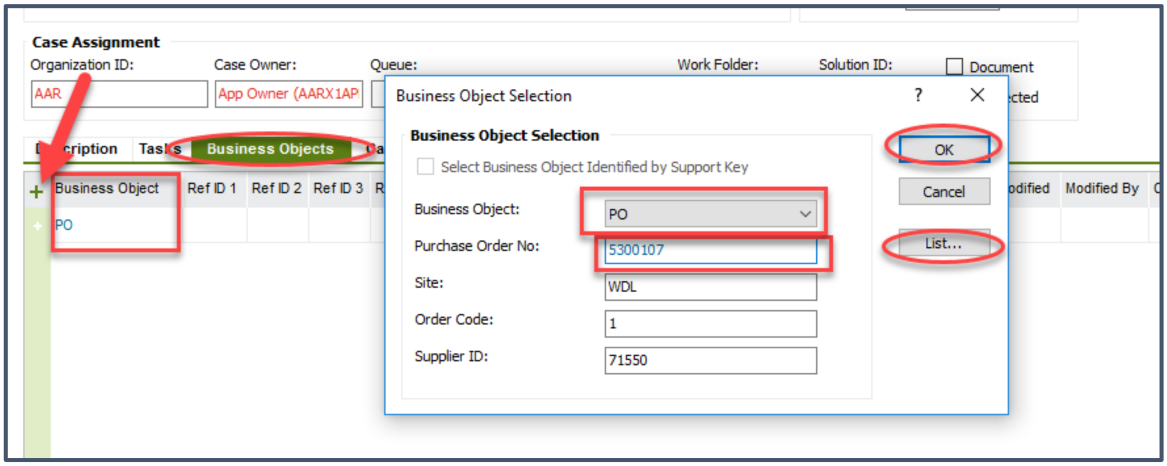
12. Attach Business Object to Case

Functional Group

Any

Description

If, after the case was created, you need to attach a business object such as a purchase order or customer order to the case, go to the Business Objects tab and click the plus sign in the upper left of the tab to create a new row. Select a Business Object and enter the requested information in the popup that appears. You can use the "List..." button to more easily locate the record you want to attach. Click "OK" to confirm.



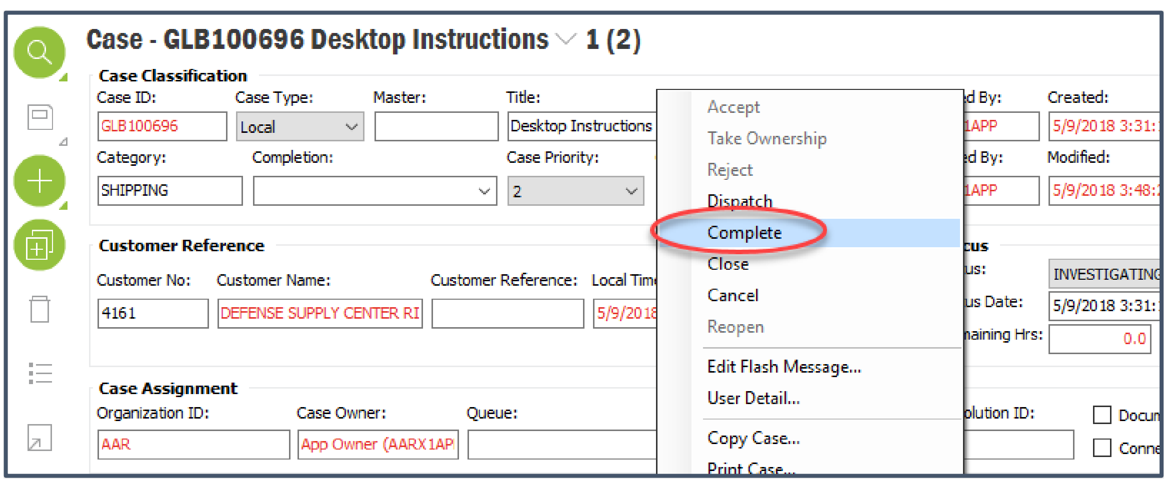
13. Complete Case

Functional Group

Any

Description

Once the issue the case was created to address has been resolved, right click in the header and select "Complete". In the popup that appears, change Completion: In Process to Completed.



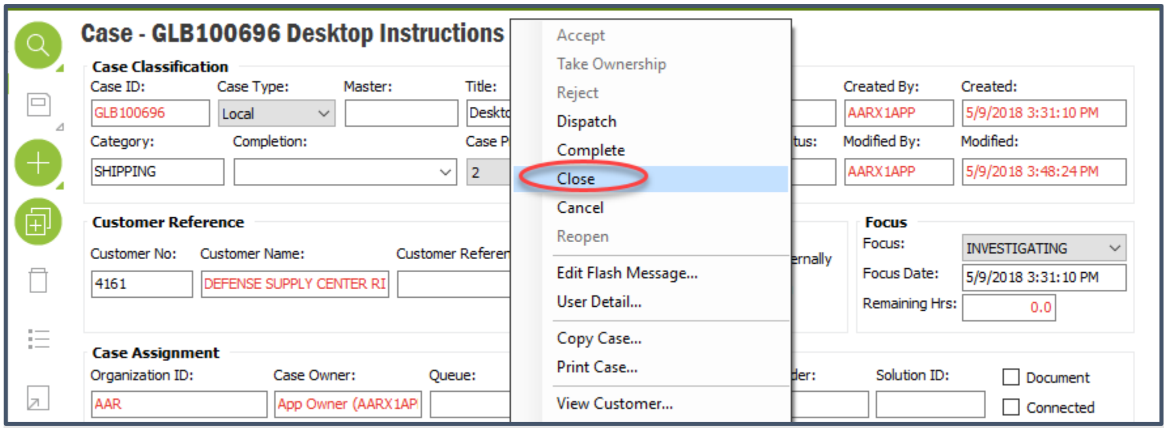
14. Close Case

Functional Group

Any

Description

Once a case has been marked complete, the case owner should verify that the case has been completed to their satisfaction. Upon verification, they can close the case. To do this, right click in the case header and select "Close". In the popup that appears, change Completion: In Process to Completed.



16. Appendix A: Term Sheet

IMOPS	IFS	Notes
Tag	Lot/Batch	-
CAGE/FSC	Manufacturer No	-
Part	Manufacturer Part No	-
Schedule B	Customs Stat No	-
NCR	MRB	-
Internal Narrative	Notes	-
External Narrative	Document Text	-
Customer Type	Form of Business	-
Warehouse	Site	-
Required Date	Wanted Delivery Date	When the receiver originally wanted the goods delivered.
Revised Required	Target Delivery Date	When the receiver currently wants the goods delivered.
Revised Required	Promised Delivery Date	When the sender has confirmed the goods will be delivered.
Revised Required	Planned Delivery Date	When the sender thinks the goods will be delivered.
Bill To Address	Document Address	-
Ship To Address	Delivery Address	-
Profit Center	Project	-
Group Code-Tag Prefix	Sub Project	-
Quote	Sales Quotation	-
Shipper	Shipment	-
Certed	Passed Final Inspection	Outbound inspection now occurs after a shipment is created. QC then inspects the lines on the shipment, and either passes or fails them.
ShipComplete	IRR Generated.	-
Distributed	Pegged	-
CH No	Quotation No	-
Kit	Manufactured Part	-
Kit Build	Shop Order	-
Repair Order	Order for Services	This is a type of PO in IFS. See desktop instructions for details.
Credit Hold	Blocked	When a customer order is on credit hold the status of the order will be "Blocked"
Vendor Events	Posting Proposals	-

17. Appendix B: Document Text Output Types

Document	Output Type	Notes
Credit Invoice	COHDR	-
Credit Invoice	COHDR2	-
Credit Invoice	COHDR3	-
Credit Invoice	COHDR4	-
Credit Invoice	COHDR5	-
Credit Invoice	COHDR6	-
Credit Invoice	COLINE	-
Customer Order Confirmation	COHDR	-
Customer Order Confirmation	COHDR2	-
Customer Order Confirmation	COHDR3	-
Customer Order Confirmation	COHDR4	-
Customer Order Confirmation	COHDR5	-
Customer Order Confirmation	COHDR6	-
Customer Order Confirmation	COLINE	-
Customer Order Invoice	COHDR	-
Customer Order Invoice	COHDR2	-
Customer Order Invoice	COHDR3	-
Customer Order Invoice	COHDR4	-
Customer Order Invoice	COHDR5	-
Customer Order Invoice	COHDR6	-
Customer Order Invoice	COLINE	-
Purchase Order	52.203	Used by system for PO Flowdowns
Purchase Order	52.204	Used by system for PO Flowdowns
Purchase Order	52.209	Used by system for PO Flowdowns
Purchase Order	52.211	Used by system for PO Flowdowns
Purchase Order	52.212	Used by system for PO Flowdowns
Purchase Order	52.213	Used by system for PO Flowdowns
Purchase Order	52.214	Used by system for PO Flowdowns
Purchase Order	52.215	Used by system for PO Flowdowns
Purchase Order	52.217	Used by system for PO Flowdowns
Purchase Order	52.219	Used by system for PO Flowdowns
Purchase Order	52.222	Used by system for PO Flowdowns
Purchase Order	52.223	Used by system for PO Flowdowns
Purchase Order	52.224	Used by system for PO Flowdowns
Purchase Order	52.225	Used by system for PO Flowdowns
Purchase Order	52.227	Used by system for PO Flowdowns
Purchase Order	52.228	Used by system for PO Flowdowns
Purchase Order	52.229	Used by system for PO Flowdowns
Purchase Order	52.23	Used by system for PO Flowdowns
Purchase Order	52.232	Used by system for PO Flowdowns
Purchase Order	52.234	Used by system for PO Flowdowns
Purchase Order	52.236	Used by system for PO Flowdowns

Document	Output Type	Notes
Purchase Order	52.242	Used by system for PO Flowdowns
Purchase Order	52.243	Used by system for PO Flowdowns
Purchase Order	52.244	Used by system for PO Flowdowns
Purchase Order	52.246	Used by system for PO Flowdowns
Purchase Order	52.247	Used by system for PO Flowdowns
Purchase Order	52.248	Used by system for PO Flowdowns
Purchase Order	52.249	Used by system for PO Flowdowns
Purchase Order	252.203	Used by system for PO Flowdowns
Purchase Order	252.204	Used by system for PO Flowdowns
Purchase Order	252.209	Used by system for PO Flowdowns
Purchase Order	252.222	Used by system for PO Flowdowns
Purchase Order	252.223	Used by system for PO Flowdowns
Purchase Order	252.224	Used by system for PO Flowdowns
Purchase Order	252.225	Used by system for PO Flowdowns
Purchase Order	252.226	Used by system for PO Flowdowns
Purchase Order	252.227	Used by system for PO Flowdowns
Purchase Order	252.233	Used by system for PO Flowdowns
Purchase Order	252.239	Used by system for PO Flowdowns
Purchase Order	252.244	Used by system for PO Flowdowns
Purchase Order	252.246	Used by system for PO Flowdowns
Purchase Order	252.247	Used by system for PO Flowdowns
Purchase Order	5352.223	Used by system for PO Flowdowns
Purchase Order	ASBESTOS	Used by system for PO Flowdowns
Purchase Order	C06	Used by system for PO Flowdowns
Purchase Order	C07	Used by system for PO Flowdowns
Purchase Order	C22	Used by system for PO Flowdowns
Purchase Order	CLASS I	Used by system for PO Flowdowns
Purchase Order	E06	Used by system for PO Flowdowns
Purchase Order	FED-STD	Used by system for PO Flowdowns
Purchase Order	FMS REQ	Used by system for PO Flowdowns
Purchase Order	H03	Used by system for PO Flowdowns
Purchase Order	H04	Used by system for PO Flowdowns
Purchase Order	H05	Used by system for PO Flowdowns
Purchase Order	H06	Used by system for PO Flowdowns
Purchase Order	H07	Used by system for PO Flowdowns
Purchase Order	IAW DWG	Used by system for PO Flowdowns
Purchase Order	IDENTIFY	Used by system for PO Flowdowns
Purchase Order	ISO 9001	Used by system for PO Flowdowns
Purchase Order	L22	Used by system for PO Flowdowns
Purchase Order	L31	Used by system for PO Flowdowns
Purchase Order	L32	Used by system for PO Flowdowns
Purchase Order	M10	Used by system for PO Flowdowns
Purchase Order	MERCURY	Used by system for PO Flowdowns
Purchase Order	MIL-STD	Used by system for PO Flowdowns
Purchase Order	NAVSUPW	Used by system for PO Flowdowns

Document	Output Type	Notes
Purchase Order	POFREIGHT	-
Purchase Order	POHDR	-
Purchase Order	POHDR2	-
Purchase Order	POHDR3	-
Purchase Order	POHDR4	-
Purchase Order	POHDR5	-
Purchase Order	POHDR6	-
Purchase Order	POHDR7	-
Purchase Order	POHDR8	-
Purchase Order	POHDR9	-
Purchase Order	POLINE	-
Purchase Order	POMSG01	For use with corresponding phrase
Purchase Order	POMSG02	For use with corresponding phrase
Purchase Order	POMSG03	For use with corresponding phrase
Purchase Order	POMSG04	For use with corresponding phrase
Purchase Order	POMSG05	For use with corresponding phrase
Purchase Order	POMSG06	For use with corresponding phrase
Purchase Order	POMSG07	For use with corresponding phrase
Purchase Order	POMSG08	For use with corresponding phrase
Purchase Order	POMSG1	For use with corresponding phrase
Purchase Order	POMSG10	For use with corresponding phrase
Purchase Order	POMSG12	For use with corresponding phrase
Purchase Order	POMSG16	For use with corresponding phrase
Purchase Order	POMSG17	For use with corresponding phrase
Purchase Order	POMSG18	For use with corresponding phrase
Purchase Order	POMSG2	For use with corresponding phrase
Purchase Order	POMSG22	For use with corresponding phrase
Purchase Order	POMSG23	For use with corresponding phrase
Purchase Order	POMSG24	For use with corresponding phrase
Purchase Order	POMSG28	For use with corresponding phrase
Purchase Order	POMSG29	For use with corresponding phrase
Purchase Order	POMSG31	For use with corresponding phrase
Purchase Order	POMSG33	For use with corresponding phrase
Purchase Order	POMSG34	For use with corresponding phrase
Purchase Order	POMSG42	For use with corresponding phrase
Purchase Order	POMSG44	For use with corresponding phrase
Purchase Order	POMSG45	For use with corresponding phrase
Purchase Order	POMSG46	For use with corresponding phrase
Purchase Order	POMSG54	For use with corresponding phrase
Purchase Order	POMSG60	For use with corresponding phrase
Purchase Order	POMSG64	For use with corresponding phrase
Purchase Order	POMSG68	For use with corresponding phrase
Purchase Order	POMSG88	For use with corresponding phrase
Purchase Order	POMSG96	For use with corresponding phrase
Purchase Order	POMSGQR	For use with corresponding phrase

Document	Output Type	Notes
Purchase Order	RQ001	Used by system for PO Flowdowns
Purchase Order	RQ009	Used by system for PO Flowdowns
Purchase Order	RQ010	Used by system for PO Flowdowns
Purchase Order	SHELF LIFE	Used by system for PO Flowdowns
Purchase Order	TEST	Used by system for PO Flowdowns
Purchase Order	WSSTERM	Used by system for PO Flowdowns
Quotation	SQHDR	-
Quotation Line	SQLINE	-
Return Material Authorization	RMA	-
Request for Order Quotation	OQHDR	-
Request for Order Quotation	OQHDR2	-
Request for Order Quotation	OQHDR3	-
Request for Order Quotation	OQLINE	-
Request for Order Quotation	OQLINE2	-
Request for Order Quotation	OQLINE3	-