



IFS FSM™ CONTRACTS & FINANCIAL MANAGEMENT

IFS ESSENTIALS COURSE – IFS FSM 6

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IFS ACADEMY



1

AGENDA

FSM ESSENTIALS COURSE

01

FSM INTRODUCTION & SOLUTION OVERVIEW

02

FSM CORE ENTITIES

03

FSM CORE PROCESSES

04

BASIC CONFIGURATION AND MOBILE OVERVIEW





This is the agenda for the week’s course.
This morning is highlighted in the green box

AGENDA



01
INTRODUCTION
TO PRICING

02
SETTING UP
ENTITLEMENTS



03
SETTING UP
BENEFIT PLANS

04
WRAP UP

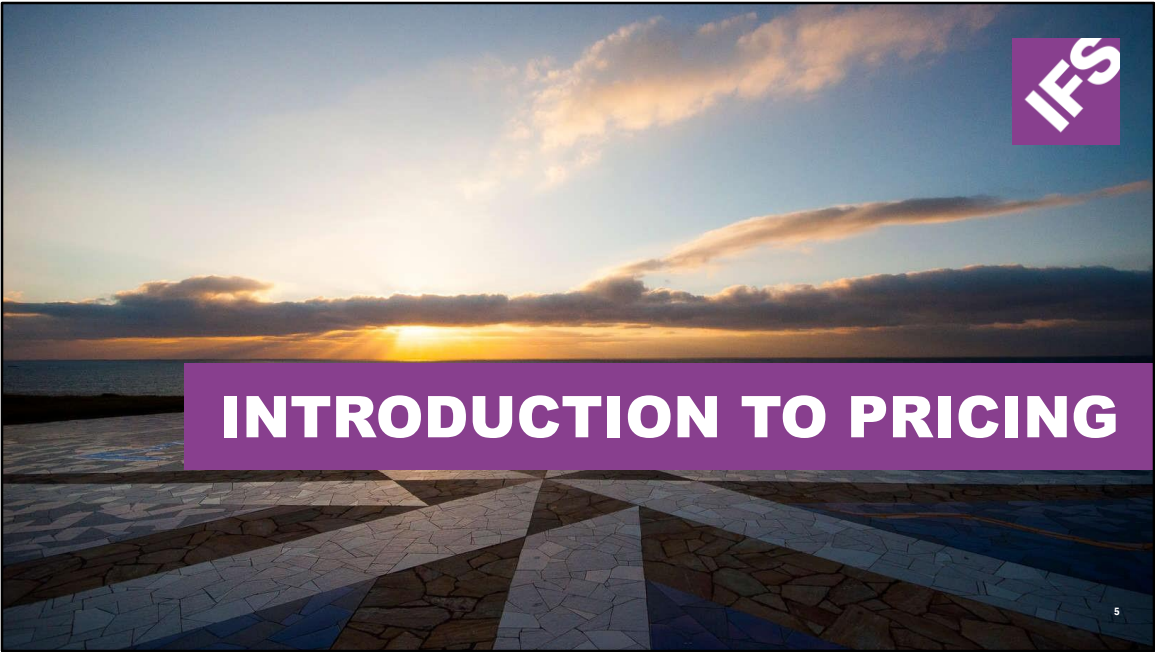
PRICING

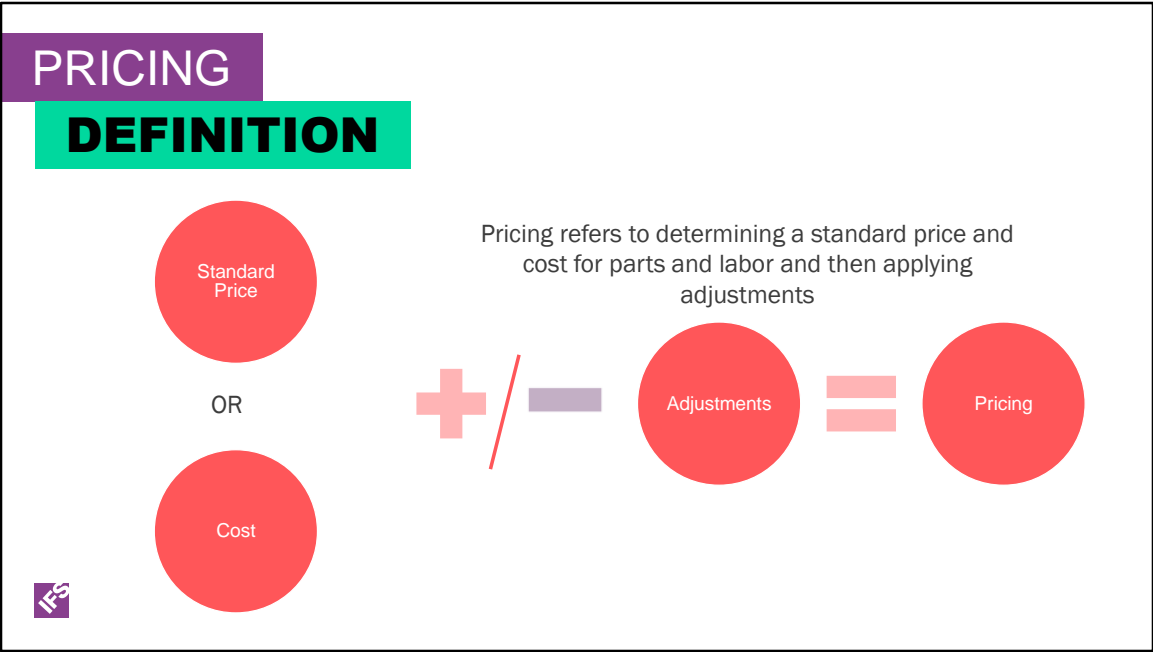
LEARNING OUTCOMES

By the end of this lesson, you will:

- Understand Pricing & contract pricing
- Have viewed how Costing works
- Understanding Entitlements and Benefit plans







Pricing occurs when any need or usage is entered, and when a business rule causes repricing. When entered on the record, pricing is automatically applied to part usage, non-part usage, part need, quote line, contract and contract line, purchase order detail line, and meter.

Pricing rules enable you to specify costs, prices, and price adjustments for contracts, parts, and non-parts (labor and expense).

Records that are affected by specific pricing rules:

Part pricing Part usage, part need, quote part, request line price

Non-part pricing Non-part usage, non-part need, quote non-part, request line price

Contract pricing Entitlement and benefit rules on Contract lines

Financial Exceptions Excludes certain parts from pricing, entitlements, and benefits

Special charges Part need, part usage, non-part usage, quotes, voucher detail, special charges, meter pricing

Cost is also automatically applied to part usage, non-part usage, and part need. If business rules are set up for repricing, changing information on those records will cause automatic repricing. Cost is what you pay to your suppliers for parts, goods, and services and internal costs for labor and expenses. Cost can be applied to part needs, part usage, non-part usage, purchase detail, and other part transactions. Cost is a part of pricing though you could use pricing entirely without cost, if you choose. The cost is what you pay to your suppliers for parts, goods, and services and internal costs for labor and expenses. Cost can be applied to part needs, part usage, non-part usage, purchase detail, and other part transactions.

PRICING

PRICING RULE OVERVIEW

Create Meta Rule

Define Parameters

Define Conditions

Create Financial List

RULE ID	SEARCH ORDER	RULE NAME	PRICE TEMPLATE
1	999	METRIX STANDARD PRICE RULE	Part ID

SEQ	COL VALUE REF*	TABLE NAME	COLUMN NAME	PARAMETER CONSTRAINT*	EXACT MATCH*	MAP LIST ID	ALIAS COLUMN ID
1	1			Equal To	<input checked="" type="checkbox"/>	REQUEST_LINE_PRICE_TO_REQUEST_LINE	METRIX_STANDARD_PART_COLUMNS

SEQUENCE	VALUE 1	VALUE 2
7	500800	

SEQ	CURRENCY*	EFFECTIVE CODE	EFF DATE*	EXPIRATION DATE	PRICE TYPE*	LIST PRICE	UNIT COST	COST TYPE	ACTIVE
7	U.S. Dollar	CURRENT	4/1/2007		Unit Cost		\$55.0000	Standard	<input checked="" type="checkbox"/>
8	U.S. Dollar	CURRENT	4/1/2007		List Price	\$100.00			<input checked="" type="checkbox"/>

Let’s take a look at pricing rules. Part and non-part pricing rules are set up very similar. You drill into each of the individual tables via the hyperlink.

Create meta rule is to set up the rule name and search order. Optionally, you can set up a price template which will default certain pre-set information. Based on our scenario, for part pricing, we will use the default standard rule. Do NOT delete this rule!! This is the fallback rule. For non-part pricing, we will use the Line Code Only rule.

Define parameters is used to assign the table/column(s) to reference and to assign constraints. You can have a maximum of 10 parameters per rule. Based on our scenario, for part pricing, we will have an exact match to request_line_price_to_request_line. For non-part pricing, we will have the parameters equal to line_code on non_part_usage. You can also use the Map List ID and Alias Column ID to map to parameters on other non-financial tables which is discussed later in this lesson.

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Create financial list is used to add the monetary value (cost, price, or adjustment) to the rule. Based on our scenario, for either part pricing or non-part pricing, we will add the currency, effective date and either price type and list price OR unit cost and cost type. If you schedule your prices or costs in the future, you can do it on this table.

RULES

FINANCIAL PRICING RULE OVERVIEW

Financials >> Pricing >> Part Pricing

Create Rule

Define Parameters

Define Conditions

Create Financial List

RULE ID	SEARCH ORDER	RULE NAME	PRICE TEMPLATE
1	999	METRIX STANDARD PRICE RULE	Part ID

SEQ	COL VALUE REF	TABLE NAME	COLUMN NAME	PARAMETER CONSTRAINT	EXACT MATCH
1	1			Equal To	<input checked="" type="checkbox"/>

SEQUENCE	VALUE 1	VALUE 2	VALUE 3	VALUE 4	VALUE 5	VALUE 6	EXCEPTION GROUP ID
1	HD030						

SEQ	CURRENCY	EFFECTIVE CODE	EFF DATE	EXPIRATION DATE	PRICE TYPE	LIST PRICE	UNIT COST	COST TYPE	ACTIVE
1	U.S. Dollar	CURRENT	1/1/2014		List Price	\$82.00			<input checked="" type="checkbox"/>
100	U.S. Dollar	CURRENT	1/1/2014		Unit Cost		\$10.2000	Standard	<input checked="" type="checkbox"/>

An example of financial rules is you need to send a tech to the customer for a billable repair of a broken part. You can set up part pricing rules for the prices and costs based on part ID used and labor prices (non-part pricing rules) based on the line code.

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RULES

FINANCIAL PRICING RULE OVERVIEW

Financials >> Pricing >> Part Pricing

Create Rule

Define Parameters

Define Conditions

Create Financial List

RULE ID	SEARCH ORDER	RULE NAME	PRICE TEMPLATE
1	999	METRIX STANDARD PRICE RULE	Part ID

Create meta Rule is to set up the Rule name and order

SEQ	COL VALUE REF	TABLE NAME	COLUMN NAME	PARAMETER CONSTRAINT	EXACT MATCH
1				Equal To	

Define Pricing Conditions

SEQUENCE	VALUE 1	VALUE 2	VALUE 3	VALUE 4	VALUE 5	VALUE 6	EXPRESSION GROUP ID
1	10						

Define Pricing List

LINE	CURRENCY	INJECTION CODE	SN CODE	EXPRESSION DATE	PRICE TYPE	UNIT PRICE	UNIT COST	COST TYPE	ACTION
1	U.S. Dollar	CURRENT	1/1/2024		Unit Price	\$60.00			
2	U.S. Dollar	CURRENT	1/1/2024		Unit Cost	\$10.000		Standard	

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RULES

FINANCIAL PRICING RULE OVERVIEW

Financials >> Pricing >> Part Pricing

Create Rule

Define Parameters

Define Conditions

Create Financial List

RULE ID	SEARCH ORDER	RULE NAME	PRICE TEMPLATE
1	999	METRIX STANDARD PRICE RULE	Part ID

Part Pricing Parameters

SEQ	COL VALUE REF*	TABLE NAME	COLUMN NAME	PARAMETER CONSTRAINT*	EXACT MATCH*
1	1			Equal To	<input checked="" type="checkbox"/>

Define Parameters is used to assign the table/column to the reference and assign constraints

Part Pricing Conditions

SEQ	CURRENCY*	REQUESTOR CODE*	REQ DATE*	REQ MATERIAL CODE*	PRICE TYPE*	UNIT PRICE	UNIT COST	COST TYPE	STATUS
1	USD DOLLAR	CUSTOMER	10/2014		Unit Price				
2	USD DOLLAR	CUSTOMER	10/2014		Unit Cost		\$10.0000	Standard	

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RULES

FINANCIAL PRICING RULE OVERVIEW

Financials >> Pricing >> Part Pricing

Create Rule

Define Parameters

Define Conditions

Create Financial List

RULE ID	SEARCH ORDER	RULE NAME	PRICE TEMPLATE
1	999	METRIX STANDARD PRICE RULE	Part ID

SEQ	COL VALUE REF*	TABLE NAME	COLUMN NAME	PARAMETER CONSTRAINT*	EXACT MATCH*
1	1			Equal To	<input checked="" type="checkbox"/>

SEQUENCE	VALUE 1	VALUE 2	VALUE 3	VALUE 4	VALUE 5	VALUE 6	EXCEPTION GROUP ID
1	HC230						

Define Conditions is used to assign values to the Related parameters

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RULES

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Financials >> Pricing >> Part Pricing

Create Rule

Define Parameters

Define Conditions

Create Financial List

RULE ID	SEARCH ORDER	RULE NAME	PRICE TEMPLATE
1	999	METRIX STANDARD PRICE RULE	Part ID

Part Pricing Parameters

SEQ	COL VALUE REF*	TABLE NAME	COLUMN NAME	PARAMETER CONSTRAINT*	EXACT MATCH*
1	1			Equal To	<input checked="" type="checkbox"/>

Part Pricing Conditions

SEQUENCE	VALUE 1	VALUE 2	VALUE 3	VALUE 4	VALUE 5	VALUE 6	EXCEPTION GROUP ID
01	HD230						

Part Pricing Lists

SEQ	CURRENCY*	EFFECTIVE CODE	EFF DATE*	EXPIRATION DATE	PRICE TYPE*	LIST PRICE	UNIT COST	COST TYPE	ACTIVE
01	U.S. Dollar	CURRENT	1/1/2014		List Price	\$82.00			<input checked="" type="checkbox"/>
02	U.S. Dollar	CURRENT	1/1/2014		Unit Cost		\$32.2000	Standard	<input checked="" type="checkbox"/>

Create Financial List is used to assign monetary values

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PRICING

PRICING TYPES

List Price

- Determines the list price based on value entered
- Can be further adjusted based on additional rules

List Adjustment

- Adjusts the list price

Flat Rate Price

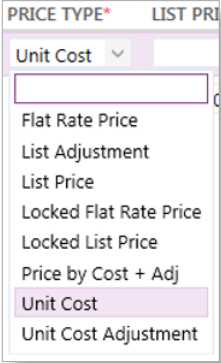
- Determines the list price based on value entered, regardless of quantity

Locked List Price / Locked Flat Rate Price

- Cannot be adjusted by rule or contract

Price by cost plus adjustment

- List price based on cost plus adjustment entered



When we create the financial lists on the business rules, we need to select a Price Type or a Cost Type.

There are other **price types** available:

List price determines the list price based on the value entered. This list price can be further adjusted based on additional rules.

List Adjustment causes the rule to adjust the list price based on the adjustment entered.

Flat rate price determines the list price based on the value entered, regardless of the quantity.

Locked list price determines the list price based on the value entered. This list price cannot be adjusted by rule or contract.

Locked flat rate price determines the list price based on the value entered, regardless of the quantity. This list price cannot be adjusted by rule or contract.

Price by cost plus adjustment determines the list price based on the cost entered plus the adjustment entered.

PRICING

PART USAGE AND LABOR AND EXPENSES

Part Usage

Labor and Expenses

283 (Bell GT)

Task ID: 283

Type: Service

Status: Completed

Priority: High

Task Template:

Description: Replace faulty capacitor

Plan Start: 20/6/2017 14:33

Place ID: B100

Name: Bell GT

Address ID: 551

Address: WY56N11058 Pilsen Rd
Germanstown, WI 53022
US

Owner: ENG02

Team: MLW

Contact: Karls

First Name: Mike

Work #: 262-555-7640

Email Address: mikarls@saarotech.com

Unit ID: 368

Serial #: B9810163

Product ID: 18022

Model #: DP21

Family: COMPUTER

Customer Plan Start: 20/6/2017 14:33

Request ID: 635

Duration: 45

Plan End: 20/6/2017 15:18

Details

Part Usage

Labor and Expenses

Part Needs

Notes

Events

Readings

Attachments

Skills

Steps

Survey

Quality

Escalations

Contacts

Re

Details

PU ID

Line Code

Part ID

Quantity

Place ID

Location

Work Date

Person ID

Unit Price

Extended Price

299

Billable Part

6329933

1.00000

TRUCK02

GOOD

5/6/2019

ENG02

25.00

25.00

10

Showing 1 - 1 of 1 records

Details

NPU ID

Line Code

Amount

Work Date

Person ID

Extended Price

258

Labor

10.00

5/6/2019

ENG02

0.00

10

Showing 1 - 1 of 1 records

A request, task or RMA will need to be created to create part or non-part usage. Normally the usages would be created from a mobile device in the field. However, they can also be created in the client. For our example, we will create the usages in the client. Similar to the part need, **part usage** must also have the part line code, part and quantity entered. The Person ID defaults to the logged in person and the Place ID / Location default from the Person's place relationship record. Note the unit price and bill cost are populated from the part pricing rule. The "Bill Status" field is "Idle". We will review that field again after invoicing.

The **labor and expenses (non-part usage)** must have line code and quantity. Again the Person ID defaults to the logged in person and the Work Date is today's date. Note, the "Bill Status" field is "Idle". The "Billing Currency" defaults from the place on the request. Note the unit price and bill cost are populated from the non-part pricing rule.

There are business rules that affect repricing part and non-part usage as long as the prices or costs were not manually entered.

PRICING

LABOR AND EXPENSES PRICING DETAILS

Cost Source

Price Source

Adjustment Type

3089

NPU ID

3089

Person ID

WESTTRAVELER

Line Code

Labor

Description

Labor

Contract ID

18024

Contract Version

Contract Seq

Adj %

Cost Source

Table Cost

Quote Non Part Usage ID

Task ID

Work Date

7/18/2017

Amount

1

Bill To Place

8200

Name

Self WALK

Bill Cost

\$40,000.00

Billing Currency

U.S. Dollar

Billing Status

IDLE

Created

7/18/2017 11:05 AM

Created By

WESTTRAVELER

Request ID

2392

Request Unit ID

677

Currency

U.S. Dollar

Price Sec

TABLEPRICE

Project ID

Unit Price

\$64.00

Quantity

1

Extended Price

Modified

7/18/2017 2

Modified By

WESTTRAVELER

Pricing Details

SEQUENCE	UNADJUSTED PRICE	ADJUSTMENT AMOUNT	ADJUSTED PRICE	ADJUSTMENT TYPE	PRICE RULE SEQUENCE	PRICE LIST SEQUENCE
3717	\$80.000000	\$0.000000	\$80.000000	Unadjusted Price	2	33
3718	\$80.000000	(\$16.000000)	\$64.000000	Price Rule Adjustment	2	633

Cost Details

SEQUENCE	UNADJUSTED COST	ADJUSTMENT AMOUNT	ADJUSTED COST	ADJUSTMENT TYPE	COST RULE SEQUENCE	COST LIST SEQUENCE
2384	\$40.0000	\$0.000000	\$40.0000	Unadjusted Price	2	5

In our scenario, we will create a new request and task and manually add labor and expenses. The line code will be for billable labor and a quantity of 1. Let’s now look more closely at the labor and expenses screen. Drilling into the details of the labor and expenses record, we see the price source is “TABLEPRICE”. The cost source is “Table Cost”. Under Pricing Details, there are 2 records: Unadjusted Price and Price Rule Adjustment. The “unadjusted price” is the original price. The “price rule adjustment” infers any adjustments for the record. Note the hyperlink by the Price Rule Sequence. That will take you back to the rule from which this pricing was derived. This is especially helpful if you are getting pricing that you were not expecting. The Cost Details area is similar to the Pricing Details.

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PRICING

MANUALLY ADJUSTED USAGES

Table Priced vs. Manually Adjusted

3089

NPU ID: 3089

Person ID: WESTTRAVELER

Line Code: Labor

Description: Labor

Contract Version: 7000

Contract Seq: 1

Adj %: 0

Cost Source: User Input Cost

Quote Non-Net Usage ID:

Task ID:

Work Date: 7/18/2017

Amount: 1

Bill To Place: 8200

Name: 821 WAU

Bill Cost: \$33.0000

Billing Currency: U.S. Dollar

Billing Status: IDLE

Created: 7/18/2017 11:05 AM

Created By: WESTTRAVELER

Request ID: 2002

Request Unit ID: 677

Currency: U.S. Dollar

Price Src: MANUALPRICE

Project ID:

Unit Price: \$44.00

Quantity: 1

Extended Price: 44

Modified: 7/18/2017 11:08 AM

Modified By: WESTTRAVELER

Cost Details

SEQUENCE	UNADJUSTED COST	ADJUSTMENT AMOUNT	ADJUSTED COST	ADJUSTMENT TYPE	COST RULE SEQUENCE	COST LIST SEQUENCE
2184	\$40.0000	\$0.000000	\$40.0000	Unadjusted Price	2	5
2185	\$40.0000	(\$7.000000)	\$33.0000	Manual		

Pricing Details

SEQUENCE	UNADJUSTED PRICE	ADJUSTMENT AMOUNT	ADJUSTED PRICE	ADJUSTMENT TYPE	PRICE RULE SEQUENCE	PRICE LIST SEQUENCE
1717	\$80.000000	\$0.000000	\$80.000000	Unadjusted Price	2	33
1718	\$80.000000	(\$16.000000)	\$64.000000	Price Rule Adjustment	2	633
1719	\$64.000000	(\$20.000000)	\$44.000000	Manual		

Let’s watch what happens when we adjust costs and prices.

If we adjust the bill cost, the **Cost Source** becomes “User Input Cost”. There is a new entry under **Cost Details** with an Adjustment Type of “Manual”. Note there is no cost rule sequence hyperlink.

If we adjust the unit price, the **Price Source** becomes “MANUALPRICE”. There is a new entry under **Pricing Details** with an Adjustment Type of “Manual”. Note there is no cost rule sequence hyperlink.

Complete the task and request in order to invoice.

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FINANCIALS


SETUP


Non-Part Pricing / Part Pricing

Non-Part Cov Codes / Part Cov Codes

Non-Part Entitlement / Part Entitlement

Contract Type with Coverage Codes





The setup for contract entitlements is the above. You must be very careful inputting the values because there is no screen validation.



FINANCIALS SETUP

CONTRACT COVERAGE

Overall Coverage

Non-part
Coverage

Part Coverage



Coverage codes are user-defined codes that identify the types of coverage provided. For example, you may provide standard coverage, extended coverage, and billable coverage—you would define a coverage code for each. After you create your coverage codes, you use them and the time blocks to define the days and hours of coverage provided.

Coverage codes are comprised of both time blocks and coverage codes. Time blocks define the hours of coverage while coverage codes define the days of the week.

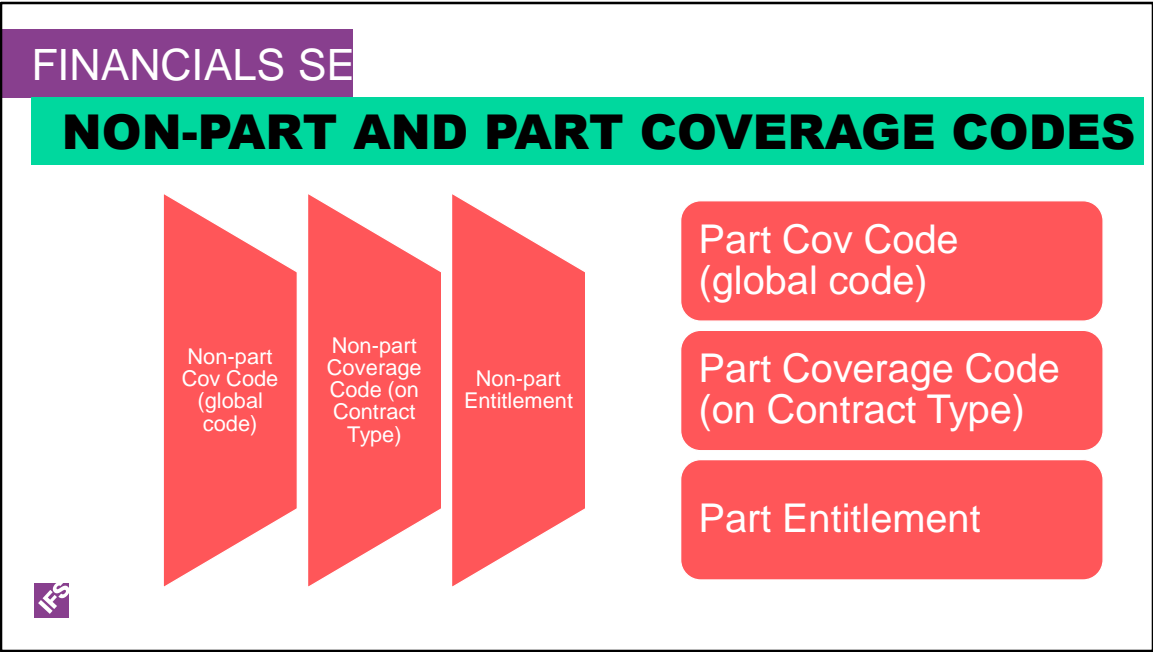
This currently has no functionality unless you use it in a business rule.

Contract coverage can be broken into 3 areas: Overall coverage, Non part coverage, Part coverage

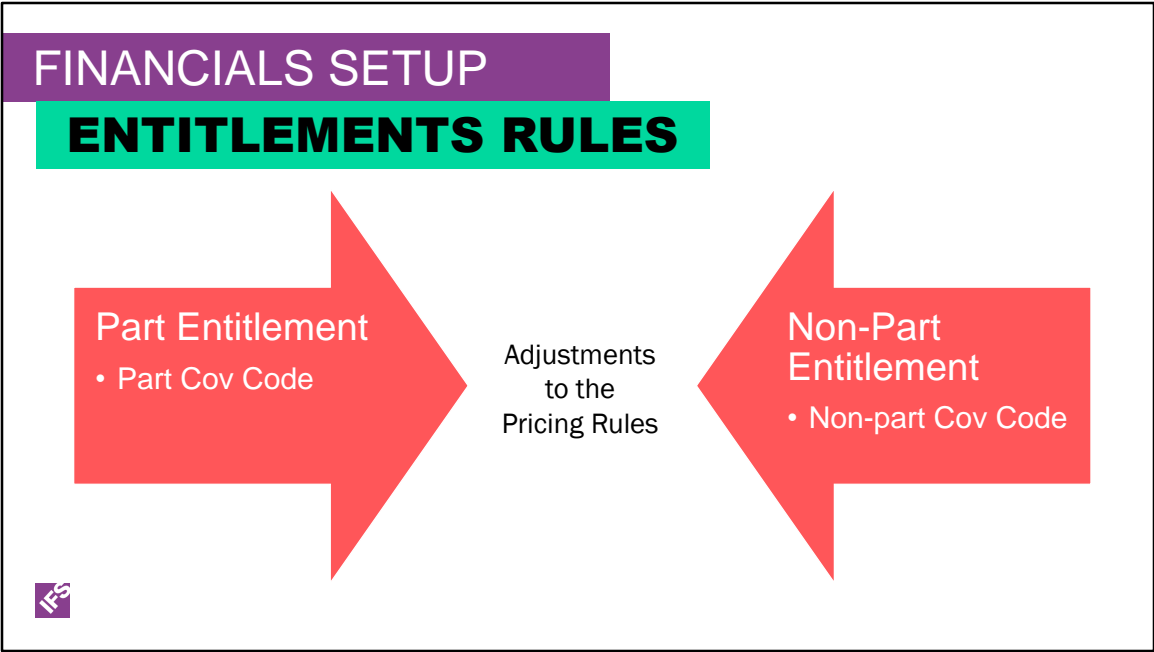
Overall coverage consists of days and time of coverage.

Non part coverage consists of labor and expenses to be covered.

Part coverage consists of parts to be covered.



Non-part (sometimes referred to as labor and expenses) coverage codes identify which services and/or expenses are covered when repairing a product in the field or at a repair center while covered under a contract. Part coverage codes are used to identify which parts are covered when they are used to repair a product in the field or at a repair center while covered under a contract. There are multiple coverage code rules that you can define. To create what will be covered (ex. billable labor) and to what extent (ex. with a 20% discount), the part and non part cov codes need to be attached to either part entitlement or non part entitlement as well as the Contract Type record.



You must have Part and Non-Part Pricing already set up which we have discussed in previous lessons. Part and Non-Part Entitlements are only adjustments to the pricing rules.

The Part Entitlement and Non-Part Entitlement rules are set up very similarly to the rules we have seen thus far. Part and Non-Part Entitlements use coverage codes to help define the adjustments. For example, you can have all labor coverage for certain customers. Or, you can have certain parts for certain customers covered.

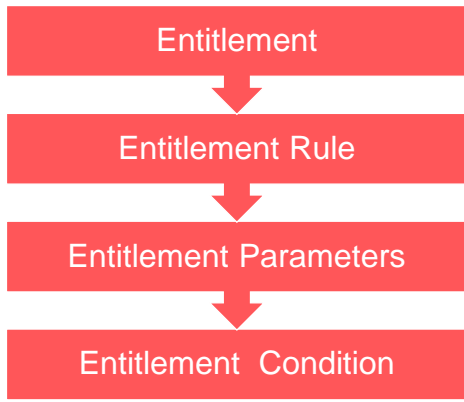
Setting up the coverage codes is found under Global Code tables. The value of the **part coverage code** field identifies the entitlements for price adjustment you have assigned to parts for contracts of this type. Likewise, the value of the **non-part coverage code** field identifies the entitlements for price adjustment you have assigned to labor for contracts of this type.

Let's set up the rules.

Multiple rules enable you to create complex entitlement structures by specifying adjustments based on coverage rules. You can set up rules to perform multiple adjustments. Pricing adjustments that are assigned are then used during invoicing and billing. If you want to base entitlements on other information not normally available, such as information in a request, you can map this information using the information that is available, such as part need. Entitlement rules can have exceptions. In fact, not only can entitlement rules have exceptions, but also contract pricing, part and non-part financial rules, part and non-part benefit plans, special charges and meter pricing. When you specify exceptions, the rule is not matched when the criteria for the exception are fulfilled. We will look at financial exceptions later in this lesson.

FINANCIALS SETUP

ENTITLEMENT RULE OVERVIEW



Entitlements allow you to define what your pcov_code actually covers. You may only decide to cover only non-consumable parts. You also can define what your npcov_code actually covers. You may only decide to only cover Labor and not Expenses. This flow applies to either part or non-part entitlements. You drill into each of the tables via the hyperlink. The example is for a non-part entitlement.

Entitlement defines the rule name and search order on this table. Optionally, you can set up a price template which will default certain pre-set information. For example, you want to price based on line code.

Entitlement rule is used to set up the parameters (e.g., tables and columns) for pricing. You can have as many or as few of parameters as you need. Based on the example, you will need to set up parameters for line code. In this case, the Line Code will be an exact match to what we specify on the parameter. You can also use the Map List ID to map to parameters on other non-financial tables. Financial mapping will be discussed in the *IFS FSM Financials* course.

Entitlement parameter is used to define the actual values to the parameters specified in the rule. Up to ten values can be specified for each rule. The values determine which table and column is used to create a cost, price, or adjustment. In our example, the line code must be "LB".

Entitlement condition is used to define the monetary value to the rule. Adjustments can be applied. In our example, whenever the line code "LB" is used there will be a 20% discount. Since the effective date is well in the past, the rule will be in effect.

FINANCIALS SETUP

PART ENTITLEMENT RULE

Part Entitlement

RULE ID	SEARCH ORDER	RULE NAME
2889	10	Global Name

SEQ	COL VALUE REF	TABLE NAME	COLUMN NAME	PARAMETER CONSTRAINT	EXACT M...	MAP LIST ID
861	1		GLOBAL_NAME	Equal To	<input checked="" type="checkbox"/>	PU_OR_PN_OR_REQ_LINE_PRICE_TO_PLACE_VIA_PLAC

Part Cov Code

Value 3

Value 6

Value 9

Billable Parts

Value 1

Value 4

Value 7

Value 10

Aero

Search Order

10

Part Coverage Lists 1

SEQ	CURRENCY	EFFECTIVE CODE	EFFECTIVE DATE	EXPIRATION DATE	ADJUST AMT	ADJUST PCT	PRECEDENCE LEVEL
62	U.S. Dollar	CURRENT	1/1/2012			-20	

In our example, we want to have the Aero customers to have a 20% discount on parts and the FSM customers to have a 50% discount on parts and 100% discount on labor.

For our part entitlement rules, we will need to set up two rules: one for Aero global-named customers and one for FSM global-named customers. Because we do not want to create a rule for every single place ID, we want to group the places using “Global Name”. Global Name is not a choice in the droplist for table names. Now we will see some of the power of the financial rules.

Because Global Name is not a choice, we will instead use Column Name and input “Global_Name”. If you expand the field and click the lookup icon, you will see the different table names associated to “global_name”. The rule parameter needs to be an Exact Match equal to “PU_OR_PN_OR_REQ_LINE_PRICE_TO_PLACE_VIA_PLACE_ID_OF_REQUEST” map list ID. Requests created from the customers on the contract will be looking for the Global Name of the place ID on the request. Whether we create part usages, part needs or RMA lines, pricing will be picked up. The Part Entitlement Conditions have Part Cov Code, a Global Code Table. Here we are listing which types of part usages have the discount. In our scenario, we want only billable parts to get the discount. Then, in Value 1, we need to state which Global Name gets the discount.

The Part Coverage List reflects the discount. For Aero customers, it will be a 20% discount. For FSM customers, it will be a 50% discount.

Now we need to create the Non-Part Entitlement rule for the FSM customers to get a 100% discount on labor.

FINANCIALS SETUP

NON-PART ENTITLEMENT RULE

Non-Part Entitlement

Contract Type

Non-part Cov Code

Non-part Cov Code

IFS

GOLD

Contract Type

GOLD

Description

PREMIUM COVERAGE

Response Code

4HR

Coverage Code

M-F; 8 HRS/Day

Part Cov Code

Billable Parts

Non Part Cov Code

Labor Billable

Part Benefit Plan

Non Part Benefit Plan

Fs Coverage

☒

Rc Coverage

☒

Locked

☐

Corp Offdays Covd

☐

Posting Group

Contr Line Type

Combined Benefit Plan Name

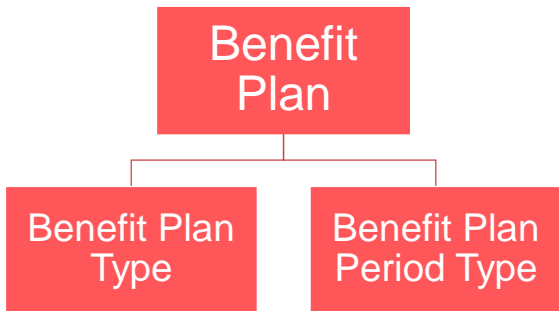
In our example, the FSM customers get 100% off of labor. We will use the non-part coverage code on the Non-Part Entitlement and link it to the Contract Type to be used on the contract. First , we will create Non-Part Entitlement off billable line code (Labor Billable) where the table name is "non_part_usage" and the column name is "line_code". This must be exactly equal to those values. The adjustment percent is 100. Next, we will create the Contract Type of "Gold" with a Non-Part Cov Code of "Labor Billable". **This is the link.**

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FINANCIALS SETUP

BENIFIT PLAN OVERVIEW



A benefit is a price adjustment based on usage. On the benefit plan, you specify the threshold and the period and when that threshold is met, a price adjustment is applied. You can set up benefit plans for part usage. You can set up benefit plans for non-part usage. Or, you can set up benefit plans based on combined part usage and non-part usage.

There is some setup for benefit plans.

Benefit Plan List is made up of Contract Code Table **Benefit Plan Type** and the **Benefit Plan Period Type**. Benefit plan rules calculate the adjustment based off of a usage basis, compared to its usage threshold. The usage basis can be calculated in two different ways – on a ‘volume’ basis, or and actual ‘usage’ basis. A volume-based Benefit Plan calculates its usage threshold against a volume of activity pertaining to the Plan Source, while a usage-based Benefit Plan calculates its usage against an actual quantity or amount value, pertaining to an individual Part or Non Part Financial transaction. Examples of a plan would be that you cover one emergency trip per year, you will cover \$x amount of parts per quarter.

As opposed to the flat rate standard adjustment, which is always applied at all times, Benefit Plans calculate the adjustment based off of a usage basis, compared to its usage threshold. The usage basis can be calculated in two different ways – on a “volume” basis, or and “actual” usage basis.

A **volume-based** Benefit Plan calculates its usage threshold against a volume of activity pertaining to the Plan Source, while a **usage-based** Benefit Plan calculates its usage against an actual quality or amount value, pertaining to an individual Part or Non Part Financial transaction.

FINANCIALS SETUP

BENIFIT PLAN TYPE

Allowance/Amt
(Usage-Based
only)

Allowance/Qty

Capped/Amt
(Usage-Based
Only)

Capped/Qty

BENEFIT_PLAN_TYPE

Benefit Plan Type*	Active*	Description	Message ID	Plan Source*	Plan Type*
ALLOWANCE HOURS	<input checked="" type="checkbox"/>	Non Part Quantity Allowance	⌵	Non part Usage - Usage Based	Allowance Plan, Based On Quantity
ALLOWANCE PARTS	<input checked="" type="checkbox"/>	Part Quantity Allowance	⌵	Part Usage/Part Needs - Usage Based	Allowance Plan, Based On Quantity
ALLOWANCE PARTS AMT	<input checked="" type="checkbox"/>	Part Price Allowance	⌵	Part Usage/Part Needs - Usage Based	Allowance Plan, Based On Amount
CAPTATED HOURS	<input checked="" type="checkbox"/>	Non Part Quantity Cap	⌵	Non part Usage - Usage Based	Capped Plan, Based On Quantity
CAPTATED HOURS AMT	<input checked="" type="checkbox"/>	Non Part Price Cap	⌵	Non part Usage - Usage Based	Capped Plan, Based On Amount
CAPTATED PARTS	<input checked="" type="checkbox"/>	Part Quantity Cap	⌵	Part Usage/Part Needs - Usage Based	Capped Plan, Based On Quantity
CAPTATED PARTS AMT	<input checked="" type="checkbox"/>	Part Price Cap	⌵	Part Usage/Part Needs - Usage Based	Capped Plan, Based On Amount
COMBINED	<input checked="" type="checkbox"/>	Combined Allowance	⌵	Combined - Usage Based	Allowance Plan, Based On Amount
LABOR ALLOWANCE	<input checked="" type="checkbox"/>	Non Part Allowance Plan	⌵	Non part Usage - Usage Based	Allowance Plan, Based on Amount
QUALITY TEST	<input checked="" type="checkbox"/>	Combined Amount for QAT	⌵	Combined - Usage Based	Allowance Plan, Based on Amount
REQUEST VOLUME	<input checked="" type="checkbox"/>	Request Quantity Allowance	⌵	Request - Volume Based	Allowance Plan, Based On Quantity
REQUEST VOLUMIN COMBINED	<input checked="" type="checkbox"/>		⌵	Request - Volume Based - Combined	Allowance Plan, Based On Quantity

The Benefit Plan’s **Plan Source** is derived from five possibilities stored with the Plan_Source table.

NONPART of the plan threshold is calculated against the amount or quantity of a Non Part Financial Transaction

PART of the plan threshold is calculated against the amount or quantity of a Part Financial transaction.

REQUEST of the plan threshold is calculated against the number of Requests logged against the Benefit Plan List record being used.

TASK of the plan threshold is calculated against the number of Tasks logged against the Benefit Plan List record being used.

PROJECT of the plan threshold is calculated against the number of Projects logged against the Benefit Plan List record being used.

The Benefit Plan’s **Plan Type** is derived from the four possibilities of the Plan_Type table. The Plan_Source table is an FSM Code table. You select the value on the Benefit Plan Type table under Contract Code tables.

Allowance/Amt (Usage-Based only) – Threshold is based on the amount field of a Part or Non Part Financial transaction. Anything prior to reaching the threshold limit is free. After the threshold limit has been reached, no adjustment is applied. Used with plan_source of “Nonpart” or “Part”.

Allowance/Qty – threshold is based on either the quantity field of a Part or Non Part Financial transaction or the Volume accumulation of a Volume-Based plan. Anything prior to reaching the threshold limit is free. After the threshold limit has been reached, no adjustment is applied.

Capped/Amt (Usage-Based Only) – Threshold is based on the amount field of a Part or Non Part Financial transaction. Anything prior to reaching the threshold yields no adjustment, though the transaction is logged against the threshold limit. After reaching the threshold limit, adjustment is applied. Used with plan_source of “Nonpart” or “Part”.

Capped/Qty – Threshold is based on either the quantity field of a Part or Non Part Financial transaction, or the Volume accumulation of a Volume-Based plan. Anything prior to reaching the threshold yields no adjustment, though the transaction is logged against the threshold limit. After reaching the threshold limit, adjustment is applied.

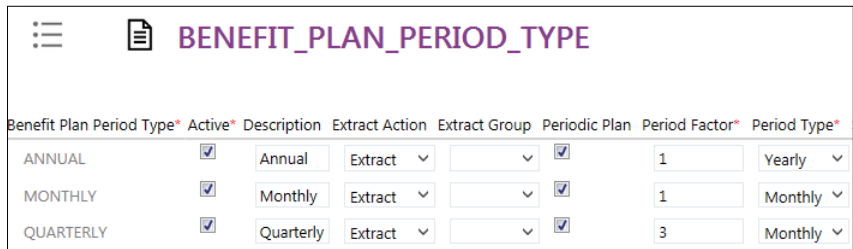
The **Shared** field indicates that all lines on a contract which use the same benefit plan will then draw against the same bucket or threshold. (Example: if you have 5 different product lines on the contract and they all have the same benefit plan attached, then each service visit per product would count against the bucket as opposed to only counting against itself.

FINANCIALS SETUP

BENIFIT PLAN PERIOD TYPE

Period Factor

Period Type



The screenshot shows the IFS 'BENEFIT_PLAN_PERIOD_TYPE' table configuration. It includes a table with columns for 'Benefit Plan Period Type*', 'Active*', 'Description', 'Extract Action', 'Extract Group', 'Periodic Plan', 'Period Factor*', and 'Period Type*'. Three rows are visible: ANNUAL, MONTHLY, and QUARTERLY, each with a checked 'Active' box, a description, 'Extract' action, an empty 'Extract Group' box, a checked 'Periodic Plan' box, and specific 'Period Factor' and 'Period Type' values.

Benefit Plan Period Type*	Active*	Description	Extract Action	Extract Group	Periodic Plan	Period Factor*	Period Type*
ANNUAL	<input checked="" type="checkbox"/>	Annual	Extract		<input checked="" type="checkbox"/>	1	Yearly
MONTHLY	<input checked="" type="checkbox"/>	Monthly	Extract		<input checked="" type="checkbox"/>	1	Monthly
QUARTERLY	<input checked="" type="checkbox"/>	Quarterly	Extract		<input checked="" type="checkbox"/>	3	Monthly

Typically, a benefit plan is effective until the threshold limit has been surpassed. The setup for this resides in the **Benefit_Plan_Period_Type** table. To calculate how long a Benefit Plan is effective, the effective date of the Benefit Plan Financial List record is used as its starting point (application parameters default). It will then use a 'Virtual Schedule' to determine if the Plan is no longer effective or in the case of a Periodic Plan, will calculate usage logged against the Benefit Plans threshold limit, within the Virtual Schedule's current period. As an example, by using a Periodic Monthly Plan, the threshold limit theoretically refreshes itself every month from the effective date of the Benefit Plan.

Period Factor is the numeric representation of periods that this Period Plan spans.

Period Type is the type of period - Yearly, Monthly, Weekly or Daily

If **Periodic Plan** option is set, it is periodic as it determines whether the plan is revolving, thus starting over calculating the Plan's threshold limit after the end of each calculated period. If the option is not set, it is non-periodic.

FINANCIALS SETUP

PART/NON-PART BENIFIT PLAN

Benefit Plan

Benefit Plan Rule

Benefit Plan Parameters

Benefit Plan Condition

Benefit Plan Lists

Combined Benefit Plan Lists

SEQ	PLAN TYPE*
1	Non Part Quantity Allowance
	Non Part Allowance Plan
	Non Part Price Cap
	Non Part Quantity Allowance
	Non Part Quantity Cap
	Part Price Allowance
	Part Price Cap
	Part Quantity Allowance
	Part Quantity Cap
	Request Quantity Allowance

On the benefit plan, you specify the threshold and the period and when that threshold is met, a price adjustment is applied. Multiple rules enable you to create complex benefits structures by specifying benefits based on rules. When evaluating rules, the first rule that matches the criteria is applied. Benefits are evaluated only when they appear on a related contract.

You drill into each of the tables via the hyperlink.

Benefit plan defines the rule name and search order on this table. Optionally, you can set up a price template which will default certain pre-set information. For example, you want to price based on line codes.

Benefit plan rule is used to define the parameters (e.g., tables and columns) for pricing. You can have as many or as few of parameters as you need. Based on the example, you will need to set up parameters for line codes. You can also use the Map List ID to map to parameters on other non-financial tables.

Benefit plan parameter is used to define the actual values to the parameters specified in the rule. Up to ten values can be specified for each rule. The values determine which table and column is used to create a cost, price, or adjustment. This is where you apply the Benefit Plan from the Benefit Plan code table.

Benefit plan condition defines the monetary value to the rule. Adjustments can be applied. This is where you apply the Plan Type from the Benefit Plan Type table and the Period Type from the Benefit Period Type table. To calculate how long a Benefit Plan is effective, the effective date of the Benefit Plan Financial List record is used as its starting point**. It will then use a "Virtual Schedule" to determine if the Plan is no longer effective, or, in the case of a Periodic Plan, will calculate usage logged against the Benefit Plans threshold limit, within the Virtual Schedule's current period.

As you create the Non-Part Benefit Plans and Part Benefit Plans, on the conditions screen, there is a tab to create Combined Benefit Plan Lists.

An Application Parameter (benefit_plan_period_start_point**) determines what is used as the starting point for calculating if a benefit plan is effective. The possible values are:

NULL or contract_line_effective is the Effective Date of Contract Line.

Contract_line_start is the Start Date of Contract Line.

Benefit_plan_effective is the Effective Date of Benefit Plan List.

FINANCIALS SETUP


CONTRACT TYPE

Contract Type

- Part Benefit Plan
- Non Part Benefit Plan
- Combined Benefit Plan

Level Of Svc

Contr Type	BASIC	Coverage Code	M-F; 8 HRS/Day	Non Part Cov Code	Labor Billable	Non Part Benefit Plan	ALLOWANCE
Response Code	3 DAY	Part Cov Code	Billable Parts	Part Benefit Plan	ALLOWANCE	Combined Benefit Plan Name	



Part, Non Part and Combined Benefit Plans can then be applied to Contract Type. The Contract Type is applied to the contract header. The values default to the contract lines. You can add, modify or delete the benefit plan on the contract or contract line.

FINANCIALS SETUP

BENIFIT PLAN TRACKING AND
USAGE CALCULATION

Benefit Plan
Tab

101628, 1, 502

Contract ID101628

Contract Version1

Sequence502

Line StatusContract Posted

Line TypeProduct Coverage

Contract TypeTIME COMMITMENTS AND BENEFITS

Canceled On

Invoice Rule00

Global Name

Place IDMD-800

Model IDAUTO-100

Serial ID595-531-01

Product ID111595

Qty Covered1

Include Children

Meter Inv Rule

Summary

Detail

Period Price1

Price Details1

Bill Schedules13

PMS

Benefit Plan2

Meter Plan

Price Escalators

Part Price Agree

	TRANS DATE	LIST SEQ	TRANS QTY	QTY APPLIED	ADJ AMT	AMT APPLIED	USAGE STATUS	PU ID	NPU ID
5/31/2016	3	3	3	-300	300	ACTIVE	690		
5/31/2016	1	6	6	-480	480	ACTIVE	785		
6/16/2017	1	5.12	5.12	-409.60	409.60	ACTIVE	2784		



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Calculations against the plan threshold are found on the Benefit Plan tab on the contract line. It contains a recording of each transaction a contract’s benefit plan has logged with a summation that will derive the total usage.

You can see part benefit plans, non part benefit plans or combined benefits.



WRAP-UP



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