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## CHAPTER 44 - QUALITY ASSURANCE

Quality Assurance processing allows inventory from receipt orders to be routed through an inspection process as part of the receiving process. The results from the inspection can be entered via CRT or RF processes.

### Customer Set Up

Quality Assurance (QA) must be enabled for a customer before any inspection can occur. The customer setup screen Quality Assurance options can be accessed by selecting Setup/Customer/Customer Maintenance/ Receiving/Options 2 Tab.

**Synapse 2 - [Customer SPIRITS-SPIRITS R US]**

File Edit Lookup Requests Setup Window Utilities Billing Freight Billing Help

Name Receiving Shipping Billing Dictionary Labeling Facility Settings Handling Trading Partners

Options Options 2 Confirmation Instructions Returns ABC Cycle Suppliers Facility Returns Disposition Overage Inventory Status Change

Receiver Report Format: [ ]

Line Number Options

☐ Verify by Line Number  
☐ Line Number Processing  
☒ None

Variance %: [0]

Quality Assurance

☒ QA Request Entry Allowed  
☐ QA Hold Receipt Open  
☒ Enforce Sample Size  
☒ Generate recurring requests by PO and Item

☐ Do NOT allow receipt of damaged product  
☐ Allow Receipt Cloning  
☐ Master Receipt Limits  
☐ Track Trailer Temperature:

Use Catch Weight? ☐ Yes ☐ No Outbound Catch Weight [ ]

Lbs to Kgs Conversion Factor [0]

Default: 2.20462

Rounding ☐ Yes ☐ No ☒ Default: N

Single-Quantity License Plates ☐ Yes ☒ No

Maximum Digits in RF Quantity: [ ]

Default Weight UOM ☒ Lbs ☐ Kgs

Capture Pick UOM ☐ Yes ☒ No

☐ Putaway Highest Whole UOM  
☐ Allow Line Item Weights  
☐ Track inventory status adjustments for open receipts/returns  
☐ Carry Over Unreceived Expected Quantities  
☐ Prefill Putaway Location

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Place a check mark in the Quality Assurance/QA Allowed box to enable QA functionality.

Place a check mark in the Quality Assurance/QA Hold Receipt Open box if the receipt cannot be closed until all inspections are completed – note, if the original PO is to be used for future receipts, this box should not be enabled. This box is for one-time POs only, not recurring POs.

Place a check mark in the Quality Assurance/Enforce Sample Size box to allow the enforcement of the QA sample size. An inspection cannot be closed if the number inspected is not greater than or equal to the calculated sample size.

Place a check mark in the Quality Assurance/Generate Recurring Requests by PO and Item to allow for recurring POs with the same Item to be given the same QA parameters and the initial PO and Item.

Note: Quality Assurance/QA Hold Receipt Open and Quality Assurance/Generate Recurring Requests by PO and Item cannot both be checked. This will create a conflicting processing statement and a validation error will be displayed.

## Validation Table Set Up

Before the first inspection can be performed, values must be entered into two validations tables.

QCConditions contains the valid condition codes for the inspected goods.

The screenshot shows a software window titled "Validation Tables". Inside, there is a "Table Name:" dropdown menu set to "QCConditions". Below it is a "Code Mask:" field containing ">Aaaa;0;\_". To the right of the code mask are two checkboxes: "Allow Header Update" and "Allow Detail Update", both of which are checked. Below these fields is a "Table Entries" section with a toolbar containing navigation and editing icons. Below the toolbar is a table with the following data:

Code	Description	Abbreviation	Last User	Last Update	User Update?
BD	Bad	Bad	SVEDO	6/16/2004 10:33:13 AM	Y
GD	Good	Good	SVEDO	6/16/2004 10:32:43 AM	Y
UN	Unknown	Unknown	SYSTEM	10/11/2008 9:41:35 AM	N

QCDispositions contains the valid inspection dispositions to be entered for the inspection.

**Validation Tables**

Table Name: QCDispositions

Code Mask: >Aa;0;\_ ☐ Allow Header Update ☒ Allow Detail Update

Table Entries

Code	Description	Abbreviation	Last User	Last Update	User Update?
DE	Destroy Product	Destroy	KCOLLIARD	4/13/2001 12:32:15 PM Y	
GV	Give Product Away	Giveaway	KCOLLIARD	4/13/2001 12:33:07 PM Y	
OK	Okay	Okay	SUP	3/19/2001 1:54:46 PM Y	
RI	Release to Inventory	Release	KCOLLIARD	4/13/2001 12:31:36 PM Y	
SL	Sell Product to Salvage	Sell	SVEDO	6/16/2004 10:31:22 AM Y	

## QA Inspection Request

When Quality Assurance/Generate Recurring Requests by PO and Item is selected, the QA Inspection Request is set-up automatically for all receipts for the specified customer.

When Quality Assurance/QA Hold Receipt Open is selected, the QA Inspection request screen is used to set up inspections.

From the Requests Menu, select Update Requests/QA/Inspection. The screen will display as follows:

**QA Inspection Request**

Inspection Info Instructions

ID: 33 Type: NEXT Facility: ZET Customer ID: SPIRITS Status: OP **Open**

Order ID:  Ship ID:  Date Range:  **Cancel**

Customer PO:

Supplier:  Item: 5002 Lot Number:

Sample Type: PER Size:  UOM:  Percent of Sample to Pass: 10

☐ Request putaway before inspection  
☒ Request putaway after inspection

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The user can add a new entry to the QA Inspection Request by selecting the add  button, and entering the following information:

ID: A system assigned sequential number. No entry is required.

Type:

- Next Next Receipt: The inspection will occur the next time the item is received.
- Rec Recurring: The inspection will occur each time the item is received. This type of inspection is valid for a date range, entered in the Date Range fields. If the inspection is to remain open indefinitely only the starting date may be entered.
- Spec Specific Receipt: The inspection will occur for a specific receipt order. The Order Id and Ship ID are required for specific receipt inspections.

Facility: The facility where the inspection is to occur.

Customer ID: The customer for the item to be inspected.

Status: System generated status of the inspection.

Values are:

- 'OP' open
- 'IP' in progress (auto generated)
- 'CM' completed
- 'CA' cancelled

**NOTE: Only inspections with a status of OP or IP will be performed.**

Supplier: Supplier ID for the entity supplying the item. Optional.

Item: The item ID to be inspected. Optional. Leave it blank if all inventories for the customer need to be inspected.

Lot Number: If the item requires a lot number, a specific lot number may be entered to inspect only that lot. If the lot number is not filled in, all lots for that item will be inspected.

Sample Type:

- ALL – inspect the entire receipt of an item.

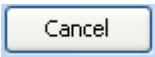
- PER – Inspect a percentage of the receipt of an item. The size (percentage) and UOM must be entered.
- QTY – Inspect a specific qty of an item. The size (quantity) and UOM must be entered.

Percent of Sample to Pass:

The percentage of the sample that must pass inspection in order to consider the entire inspection passed.

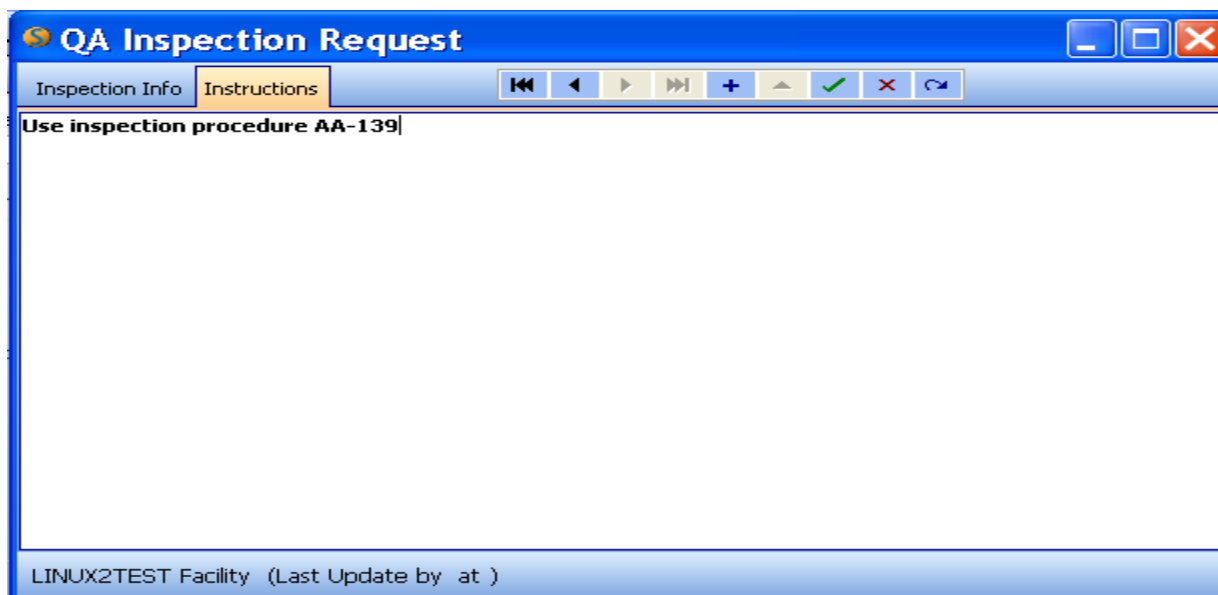
Request Putaway Before Inspection: This will create a putaway task upon receipt for the LP to be putaway to either an inspection location or a storage location based on the Putaway Rules.

Request Putaway After Inspection: This will create a putaway task after completion for the LP to be put away based on the Putaway Rules.

The Cancel button  changes the inspection status to 'CA' cancelled. Once a 'Generate Recurring Requests by PO and Item' has begun, the user will not be allowed to select 'Cancel'.

The instructions tab allows the CSR setting up the inspection to enter specific instructions for the operator performing the inspection.

This screen provides a free-text area for adding the instructions.



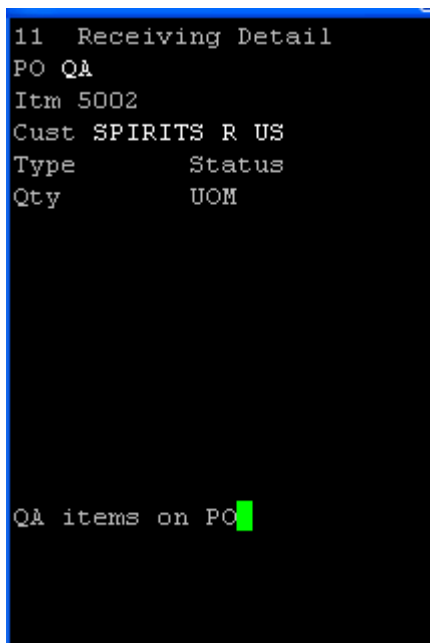
The image shows a screenshot of the 'QA Inspection Request' application window. The window has a blue title bar with the text 'QA Inspection Request' and standard window control buttons (minimize, maximize, close). Below the title bar is a tabbed interface with two tabs: 'Inspection Info' and 'Instructions'. The 'Instructions' tab is currently selected and highlighted in yellow. To the right of the tabs is a toolbar with several icons: a double left arrow, a single left arrow, a single right arrow, a double right arrow, a plus sign, a minus sign, a green checkmark, a red X, and a circular arrow. The main area of the 'Instructions' tab is a large white text box containing the text 'Use inspection procedure AA-139'. At the bottom of the window, there is a status bar with the text 'LINUX2TEST Facility (Last Update by at )'.

In most installations, the RF display screen is limited to a width of approximately 20 characters. The following rules apply for display of the free-text area entered via the CRT on the RF displays:

- A word (contiguous sequence of non-blank characters) will not be split across multiple lines unless the word is longer than the width of the screen.
- All blanks at the beginning of a line (i.e. left edge of the screen) are removed.
- All non-printable characters (e.g. carriage return, tab) are replaced by a single blank.
- Any contiguous sequence of blanks is replaced by a single blank.

## Receiving

When the operator begins receiving (Option 11 – 1-step receiving) the first item on a PO that contains an item to be inspected, the prompt “QA items on PO” will appear on the last line of the RF display. The operator needs to acknowledge this message by hitting the enter key to continue. Note that the PO and item are entered “together” in the topmost position of the screen, so the system will not check for QA requirements until entry has been made in this area.



```
11 Receiving Detail
PO QA
Itm 5002
Cust SPIRITS R US
Type          Status
Qty           UOM

QA items on PO
```

The operator will then enter the Type, Qty and LP. The RF will automatically receive the LP in the 'IN' status for the first LP received. The operator cannot change the status.

**\*\*Note:** The F11 function key will display information about the item(s) needing inspection. If the PO needs QA, the F11 key is available (or use the F7 help key) to display all QA items for the order. The items are displayed 1 per screen and the normal scrolling keys are available.

```
11 Receiving Detail
PO QA
Itm 5002
Cust SPIRITS R US
Type pl      Status AV
Qty 10      UOM cs
LOT 102113
LP 1021130000000100
```

```
12 BTL = CS
10 CS = PLT
```

```
LP created (IN stat)
```

When the operator receives subsequent LP(s), the RF will automatically receive the LP(s) in 'QA' status. The operator cannot change the status.

```
11 Receiving Detail
PO QA
Itm 5002
Cust SPIRITS R US
Type PL      Status AV
Qty 10      UOM CS
LOT 102113
LP 1021130000000101
```

```
12 BTL = CS
10 CS = PLT
```

```
LP created (QA stat)
```

During the receiving process, items that need to be inspected will be received in two statuses:

- 'IN' status is used for the LPs that are going to be inspected.
- 'QA' is used for the remainder LPs of the item that are part of the inspection. 'QA' inventory status is intended to segregate the inventory



from Available items. These LPs will carry the 'QA' inventory status until the inspection is complete.

Once the LP has been received, 'IN' inventory status LPs will be putaway if a putaway profile for 'IN' inventory status has been created. If no status has been created, the LP will remain in the staging area for inspection.

During the receiving process the Empty Trailer (14) RF function must be performed before the inspection can occur.

## CRT Routing Inspection

CRT inspection is performed via the Edit/QA Inspection screen.

The screenshot shows the 'QA Inspection' window with the following data:

Inspection ID	Facility	CustID	Order ID	Ship ID	Item	Lot Number	Supplier	Status	Sample Type	Sample Size	Sample UOM
34	SPIRITS		370289	1	5002			IP	QTY	1	

Inspection ID	Order ID	Ship ID	LPID	Qty Received	Qty to Check	Qty Passed	Qty Failed	Inspection Date	Inspector	Disposition	Notes	Condition
34	370289	1	10211300000010	120	120	0	0					

**QA Inspection**

Facility:  Customer:  SPIRITS Order:  370289 ☐ Only Open Inspections

Inspection ID	Facility	CustID	Order ID	Ship ID	Item	Lot Number	Supplier	Status	Sample Type	Sample Size	Sample UOM
34		SPIRITS	370289	1	5002			IP	QTY	1	

Inspection ID	Order ID	Ship ID	LPID	Qty Received	Qty to Check	Qty Passed	Qty Failed	Inspection Date	Inspector	Disposition	Notes	Condition
34	370289	1	102113000000100	120	120	0	0					

Context menu for LPID 102113000000100:

- Inspect
- Export To Excel (Ctrl+X)
- Copy to Clipboard (Ctrl+C)
- Select All (F6)

To inspect a specific LPID, right click anywhere on the line that contains the LIP and click on Inspect. The QA Inspect Item screen will appear.

**QA Inspect Item**

LPID:  102113000000100

To Check:  120 Disposition:

Passed:  0 Condition:

Failed:  0

Notes

OK Cancel

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Enter the number Passed, number Failed, Disposition, Condition, and any notes.

Once the entire inventory of an inspection has been inspected, the inspection may be closed. Right click on the inspection ID you wish to close. When you click on close inspection, you are asked to pass or fail the inspection. If the inspection does not meet the criteria for passing or failing set up in the inspection request, an error message will appear. For example, if an inspection that has a 90% sample to pass is inspected all good and then an attempt is made to Complete Inspection/Fail, the following message appears: "Does not meet fail percentage of 90%".

Users with appropriate security can force an inspection to pass or fail without meeting the Pass/Fail percentage. Right click on the inspection ID you wish to close. Click on Force Completion and Pass/Fail.

The inspection is now closed.

## RF Routing Inspection

Inspections are performed on the RF equipment using QA Inspection (Option 84). A customer and/or an order can be entered. If an order is entered, it must be in ght form ordered-shipid. If no '-shipid' is entered, a shipid of 1 is assumed.

Once customer and/or order has been entered, all matching inspections are displayed one at a time.

```
84 QA Inspection
Cust SPIRITS
Order 370296-1
ID 36
Itm 5003
LOT
Supplier
Status IP Type ALL
Sample Size 0
Pass % 10 UOM BTL
Expected 360
To Check 480
Received 480
Pass 0 Fail 0
Control#
Scroll QA items
```

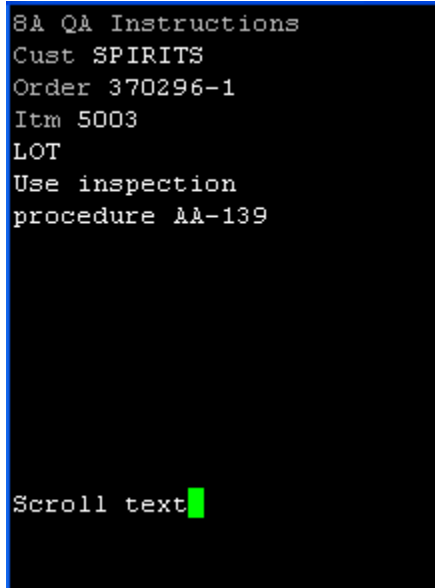
In addition to the normal scrolling and exit function keys, the following are available:

- F3-Invoke the Misc Charges function

- F4-Complete the currently displayed inspection. The message “Complete P/F?” is displayed on the last line and the operator can enter P (Pass) or F (Fail) or F1 (escape from completion). The system then attempts to complete the inspection and if no errors occurred, the message “CMP” (complete passed) or “CMF” (complete failed) is displayed on the last line and the screen is updated to reflect any changes.
- F5-Invoke the Profile function
- F6-Invoke the QA LP Details instruction for the displayed inspection (see below). Upon return the screen will be updated to reflect any changes.
- F8-Invoke the QA Instructions function for the inspection (see below).
- F11-Force completion of the currently displayed inspection. The message “Force P/F?” is displayed on the last line and the operator can enter either P (pass) or F (Fail) or F1 (escape from forcing completion). The system then attempts to force the inspection and if no errors occurred, the message ‘Completed’ is displayed on the last line and the screen is updated to reflect any changes. Note that the operator MUST have supervisor access to the ‘rfqinspection’ form in order to use F11.

### 8A QA Instructions

QA Instructions (8A) is entered by pressing the F8 key in QA Inspection (option 84), QA LP Details (8B) or QA LP Inspection (8D). This screen displays instructions in a scrollable window. The normal scrolling keys are available. The instructions are formatted using the same method used for inbound and outbound RF order instructions.

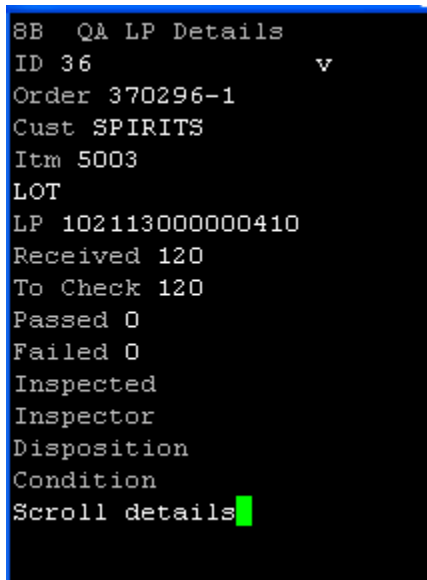


```
8A QA Instructions
Cust SPIRITS
Order 370296-1
Itm 5003
LOT
Use inspection
procedure AA-139

Scroll text█
```

### 8B QA LP Details

The QA LP Details (screen 8B) is entered from QA Inspection by pressing the F6 key. Upon entry, all LP details for that inspection are displayed 1 per screen.



```
8B QA LP Details
ID 36
Order 370296-1
Cust SPIRITS
Itm 5003
LOT
LP 102113000000410
Received 120
To Check 120
Passed 0
Failed 0
Inspected
Inspector
Disposition
Condition
Scroll details
```

In addition to the normal scrolling and exit function keys, the following are available:

- F2-Invoke the Plate Inquiry function
- F3-Invoke the Misc Charges function
- F5-Invoke the Profile function
- F6-Invoke the QA LP Inspection (8D) function for the displayed LP (see below). Upon return the screen will be updated to reflect any changes.
- F8-Invoke the QA Instructions function for the inspection (see example above).
- F11-Invoke the QA notes (8C) function for the inspection. This screen displays operator-entered notes in a scrollable window. See below.

### 8C QA Notes

QA Notes (screen 8C) is entered from QA LP Details (8B) by pressing the F11 key. This screen displays operator-entered notes in a scrollable window. The normal scrolling keys are available. This display of the notes are formatted using the same method as that used for formatting inbound and outbound RF order instructions. The notes can be entered on the LP Inspection screen.

```
8C    QA Notes
Order 370296-1
LP 102113000000411
```

```
The best yet
```

```
Scroll notes
```

### 8D QA LP Inspection

QA LP Inspection (screen 8D) is entered from QA LP Details (8B) by pressing the F6 key. This function allows the operator to enter the quantities passed and failed along with the QA disposition and QA condition for the LP. The operator can also enter QA Notes. The note area is 10 lines deep but can be expanded by using the normal scrolling keys. If the user is at the 'current end of the notes' and F10 is pressed, a new set of 10 blank lines (following the previous 10 lines) are presented for entry. Entry is only complete when the user presses F4.

```
8D QA LP Inspection
LP 102113000000411
To Check 120
Pass 120  Fail 0
Disp ri   Cond gd
===== Notes =====
The best yet
```

```
Data. F4-Done
```

Once all of the LPs have been inspected the inspection can be completed from the QA Inspection screen.

### **86 Build Inspect LP**

Build Inspect LP (option 86) is entered from the Miscellaneous (option 80) Menu. This function allows the operator to:

- Build a new LP with an inventory status of IN from an existing LP with an inventory status of QA.
- Or convert an existing LP from inventory status of QA to IN.

```
86 Build Inspect LP

===== From QA =====
LP 1021130000000311
Qty 12

===== To IN =====
LP 1021130000000420

Done. More? █
```

### **78 Inspect LP**

This option is used primarily with the use of VLP which is very uncommon. Inspections are performed on the RF equipment using Inspect LP (78). When the LP is scanned, the customer, item and quantity are automatically displayed.

```
78 Inspect LP  
  
LP 1021130000000300  
Cust SPIRITS  
5003  
Qty 120  
  
Result █  
  1 - Pass  
  2 - Fail  
  
Invalid Result Entry
```

The operator enters the result of the inspection. '1' for Pass or '2' for Fail. Upon entering the result, the RF will prompt to approve QA Pass or Fail.

```
78 Inspect LP  
  
LP 1021130000000300  
Cust SPIRITS  
5003  
Qty 120  
  
Result 1  
  1 - Pass  
  2 - Fail  
  
Okay to PASS? █
```

In addition to the normal scrolling and exit function keys, the F3 - invoke the Misc Charges function is available.

## Closing the Inspection/Final Status

From the QA Inspection screen (option 84), Press F4 to complete the inspection.



```
84 QA Inspection
Cust SPIRITS
Order 370296-1
ID 36
Itm 5003
LOT
Supplier
Status IP Type ALL
Sample Size 0
Pass % 10 UOM BTL
Expected 360
To Check 480
Received 480
Pass 480 Fail 0
Control#
Complete P/F?
```

Press F11 to force completion of the inspection. The operator must have supervisor security to use this function.

When the inspection is completed, the status of all LPs associated with the inspection will change. If the inspection passes, the LPs will have status of 'AV' (Available). If the inspection fails the LPs will have a status of 'QC' (Quality Control Hold).