



Billing Concepts Manual

Version 2.6

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MANUAL NOTES

Zethcon Corporation has made every effort to ensure the accuracy of the information included in this document. This document is subject to change without notice.

Please address any questions or comments to support@zethcon.com.

INTRODUCTION

SYNAPSE was designed specifically to meet the challenges of complex distribution requirements typically found in the 3PL industry. This billing is unique with respect to what types of charges can be captured, when they can be captured, and when and how these charges are presented on customer invoices. The billing portion of SYNAPSE includes many additional options that are discussed throughout this the manual.

TYPES OF INVOICES

SYNAPSE supports the following invoice types:

Receipt Invoice

Receipt invoices typically detail receipt handling, receipt storage and miscellaneous receipt-related charges applicable to specific inbound shipments. Receipt invoice charges are captured each time an inbound shipment is received. SYNAPSE provides receipt invoice options that allow receipt invoices to be printed individually or grouped together at pre-defined intervals into consolidated bills.

One set of charges created for each receipt. A receipt is defined as a customer/load (the load can include multiple orders).

Outbound Assessorial

Assessorial charges are accumulated for each assessorial cycle. This can be set daily, weekly, monthly or a pre-defined day of the month by a custom schedule, on the customer set up. All outbound order charges are included on a single set of charges for outbound orders.

Renewal Invoice

Renewal invoices detail customer storage charges incurred beyond any initial receipt storage charges that may have already been applied. Renewal storage charges and invoices are typically generated monthly on a pre-defined day of the month or by a custom schedule. One set of charges is created for a renewal cycle.

Miscellaneous Invoice

Miscellaneous sets of charges are created directly by an operator or CSR. Miscellaneous invoices detail any additional charges that are captured for one-time or other occurring events. These charges may be created at any time and do not have to necessarily be inventory specific

Credit Memo

Credit invoices detail any account credits. These credits can be created at any time by a CSR

Note: These values are maintained in the “InvoiceTypes” Validation Table and may only be maintained by the system administrator.

ADDITIONAL BILLING FEATURES FOR SYNAPSE

A few of the additional major billing features are summarized below:

Customized Receipt Storage Charges: Grace Periods can be defined at the customer/item level so that the products that are received and shipped within the grace period are not billed receipt storage charges. Where no grace period is defined, receipt storage charges can be calculated at the full monthly storage rate or at a user-defined ‘split-month’ storage rate so receipt storage can be more fairly calculated for product received late in the month.

Billing Period Options: The billing frequencies for all invoice types can be customized to meet customer requirements. SYNAPSE provides ‘Standard Month’ renewal cycles (where renewal invoices are generated the 1st day of the month and ‘split month’ rates apply for all receipts starting the 15th of the month, unless otherwise defined) and ‘Custom Month’ renewal cycles (where the month beginning and split month days of the month are user-defined).

Minimum Charges: SYNAPSE supports various ‘minimum’ billing charge calculations that are applied when total charges for a particular billing event do not meet the specified minimum charge. Minimum storage charges can be applied per invoice, by item per invoice and by batch per receipt. Minimum receipt charges per receipt can also be set.

Business Event Charges: Charges can be configured and tied to specific business events. Examples of these events and charges include label generation and application, flat rate receipt charges, item related receipt charges, damaged related handling charges, palletization and tie high related handling charges.

Customized Invoices: SYNAPSE produces industry standard invoicing and billing formats; however, each of these documents can be customized to meet customer needs. Invoices can be consolidated into master or summary bills that generate at customer-preferred intervals. Individual receipt, renewal, accessorial and miscellaneous billing addresses can be maintained for customers requiring separate billing addresses for each invoice type.

BILL METHODS AND PROCESSING RULES

Bill Methods

SYNAPSE supports the following Bill Methods:

1. ACCT	Account minimum
2. CWLR	Hundredweight Lot Receipt
3. CWT	Hundred weight
4. CWTB	Hundredweight Quantity Break
5. FLAT	Flat Charge
6. FLTB	Flat Charge by Quantity Break
7. INV	Invoice minimum
8. ITEM	Item minimum
9. LINE	Line/Lot Minimum
10. LUCT	Location Usage Count – Used for the Renewal Storage by Location feature.
11. ORDR	Order minimum
12. PCHG	Per Charge Minimum
13. PLCT	Pallet Count – Used for the Renewal or Receipt by Pallet feature.
14. QTLR	Quantity Lot Receipt
15. QTY	Quantity
16. QTYB	Quantity Break
17. QTYM	Quantity Modulus
18. SCIN	Invoice Surcharge
19. SCIT	Item Surcharge
20. SCLN	Line/Lot Surcharge
21. SCOR	Order Surcharge
22. UCCL	UCC Label Charge
23. WT	Catch Weights Only
24. WTB	Weight Quantity Break
25. WTLR	Weight Lot Receipt

(Note: SQFT and CUFT are obsolete. Use the quantity bill method (QTY) with the measurement as the unit of measure.)

These values are maintained in the “BillingMethod” Validation Table. Since there is specific SYNAPSE processing associated with each billing method, the System Administrator maintains this table.

Processing Rules for Calculating Charges:

FLAT

Flat Charge

- The charge amount is specified
- Quantity does not have any effect

Calculations based on Quantity

QTY

Quantity

- Must specify a unit of measure (each, case, pallet, crate, box, dozen, hour, cubic foot, etc).
- Must be able to convert from the item base UOM to the specified UOM if the charge is inventory related.
- Quantity must be whole units.

QTYM

Quantity Modulus

- Allows billing for different UOM for the same item. For example, a customer can have one charge for shipping full pallets and another charge for shipping cases less than a full pallet.
 - Set a QTY bill method charge for the larger UOM with rounding down.
 - Set a QTYM bill method for the smaller UOM with the Modulus UOM field set to the larger UOM.

QTYB - Quantity Break Rates

FLTB - Flat Charge by Quantity Break.

WTB - Weight Quantity Break (such as Catch Weights)

CWTB - Hundred Weight Quantity Break

Quantity Breaks

- The ability to bill the same item, at different rates, by different types of quantity breaks is supported by these billing methods. For example, SYNPASE can bill the customer different rates based on how much of an item is received by load or shipped by order. The system allows quantity breaks to be established and the rates to apply when each break is met.
- These bill methods are available for handling and storage.
- See additional setup requirements under the topic, “Using the Quantity Breaks Billing Methods” later in this manual.

UCCL – Label Charges

- The automatic calculation of outbound labels.
- Must use the bill method UCCL. This is designed to be used with business event Ship Close (SHIP).
- The bill method will use the caselabels table to determine the quantity to bill.
Charges will only be calculated if the label profile uses the caselabels table.

Calculations based on weight**CWT****Hundred Weight**

- Based on the item weight and base UOM in the item record.
- The charge is per 100 lbs.

WT**Catch Weight**

- Allows items that are setup as Catch Weight to bill for the weights captured by the users.
- Must specify a unit of measure (lbs, kilo, tons, etc). An entry to the Standard UOM Conversion screen is necessary for lbs to kilos or lbs to tons.

Calculations based on Minimums:**LINE****LINE/LOT Minimum**

- For a charge line (by lot number) the minimum amount to charge for the activity. The activity code must be associated with a Minimum Category.

ITEM**Item minimum**

- For all charges for the item, the minimum amount for the activity.
- This will include any LINE minimums calculated. The activity code must be associated with a Minimum Category.

ORDR**Order minimum**

- For all charges for the order, the minimum amount for the activity.
- This will include any LINE and ITEM minimums calculated. The activity code must be associated with a Minimum Category.

INV

Invoice minimum

- For the entire invoice (set of charges) the total minimum for all activities including all lower level minimum charges. The activity code must be associated with a Minimum Category.

ACCT

Account minimum

- For the previous billing period
- An adjustment for handling or storage charges to bring total to the specified minimum. The adjustment is based off of the previous billing cycle. All charges for the previous period must be Posted/Printed, before the Renewal is requested, to properly calculate the adjustment amount. The activity code must be associated with a Minimum Category.
- The business event must be set to ‘Billing’ and not ‘Renewal’.

PCHG

Per Charge minimum

- For each single charge on the invoice, the minimum amount for the individual charge.
- The activity must be associated with a Minimum Category.
- The minimum charge will get the same activity date as the original charge.
- The lowest level minimum.

Calculations Based on Surcharges

There are four surcharge-billing methods that work in the same manner as the billing minimums. Each billing minimum (except for account minimum) has a corresponding surcharge billing method.

The surcharge billing methods are:

- **SCLN** Line surcharge for activity
- **SCIT** Item surcharge for activity
- **SCOR** Order surcharge for activity
- **SCIN** Invoice surcharge for all charges

For each billing type (receipt, return, renewal, accessorial, miscellaneous) the surcharge is calculated after the minimums are determined.

Calculations for the Bill by Pallet Processing

Note that this option is only valid for renewal or receipt billing. It is not valid for outbound calculations.

PLCT

Pallet Count

The system counts as a pallet if:

- It is a 'PA' type with no parent
- Each unique item, lot number on a 'MP'
- A shipping plate counts if the plate it came from would have counted and no longer exists as a system plate

Renewal Calculation

The calculated UOM will appear as “*PLT” for this billing method. This billing method must have rates set up prior to the renewal date so the data can be captured. A snapshot is taken for the count and this data can't be re-created after the fact.

*Note: When a customer is being changed from one bill method of renewal over to PLCT renewal, the setup changes must take place at least 24 hours before the next renewal is scheduled to happen. This will allow the system to make the changes and then set the expectation for the next renewal. Also, the user must wait until 1 day after the cycle before requesting the renewal. Example if the Renewal is set to cycle on the 18th of the month, wait until the 19th before requesting the renewal. If requested before this, there will be no data for the invoice.

Calculations for the Bill by Location Processing

Note that this option is only valid for renewal billing. See additional setup requirements under the topic, “Special Setup for the Location Usage Count (LUCT) Billing Method” later in this manual. This billing method must have rates set up prior to the renewal date so the data can be captured. A snapshot is taken for the count and this data can't be re-created after the fact.

LUCT

Location Usage Count

- Every distinct location used by the customer is counted and totaled by location type.

BUSINESS EVENTS

Business Events usually mark a change in status for an order, load or license plate or otherwise indicate that an activity has happened. They are activities like the close of an incoming load, the shipping of an order, or the action of completing a cycle count. They are used to create billing amounts or to trigger the printing of labels. In billing, some business events generate sets of charges and others just create basic charges.

Appendix A of the SYNAPSE Concepts Manual details the supported business events. Please refer to it for specific information.

When a business event is used to trigger billing charges, there are 4 ways to verify the charge:

1. Automatic - automatically create the charge when the business event occurs. These are automatically accrued and approvable on the Edit/Charges screen by the CSR.
2. RF Prompted - the RF operator will be prompted at the point in processing where the business event occurs. The operator is prompted to indicate that he has performed the activity that is being charged for.
3. CSR Prompted - a zero quantity charge will be created for the CSR to provide data when the charges are reviewed.
4. Operator - no special SYNAPSE processing is involved. Either a RF or CRT operator may add discretionary charges to a specific invoice.

The codes for the supported Business Events are maintained in the validation table, “businessevents”. Since there is specific SYNAPSE processing associated with each business event, the System Administrator maintains this table.

USER-DEFINED DATA FOR BILLING

The SYNAPSE billing processing is flexible and dependant on user-defined table-driven data. Some options are defined at the System level and are valid for the installation while others are defined at the customer level.

System-Level Defined Data

These values are valid for all customers and facilities unless noted otherwise.

Activity Codes

Setup/Activity Code Definition

The screenshot shows the 'Activity Code Definition' dialog box. It contains the following fields:

- Code:** 1001 (with a browse button)
- Description:** HANDLING
- Abbreviation:** HANDLING
- G/L Account:** 4200
- Minimum Category:** H
- Revenue Report Category:** Handling
- IRIS Information:**
 - Class: (dropdown menu)
 - Name: (text input)
 - Include Charges
- Surcharge Activities:** A list box containing a single item: Surcharge (Last User).

At the bottom, a status bar reads: LINUX2TEST Facility ZET (Last Update by CANKLI at 9/19/2006 03:49 PM)

Activity Codes are entered via the Setup/Activity Codes/Activity Code Definition Screen. Activity Codes are not customer or facility specific so once they are set up they do not need to be repeated. Activity Codes are the basis for the customer rates and are set up prior to adding the customer rates.

Typical Activities include:

- Fax, Photo and Report Charges
- Attaching Price Tickets, Adding/Removing Hangers
- Receiving Charges such as initial storage
- Order Cancellation
- Clerical Charges
- Renewal Storage Charges

Activity Code

This can either be a 4 digit code such as 1001, 4599, etc. or an alphanumeric code.
SYNAPSE does not require this field to be numeric but the user is limited to a length of
4. Required field

Activity Description.

Required Field.

Activity Abbreviation.

Required Field.

Minimum Category

These values are in the “ActivityMinimumCategory” validation table. Current values include:

- H-Handling
- S-Storage
- N/A

In order to calculate billing correctly, the activity codes that MUST be associated with a category are:

- Any activity codes associated with minimums
- Any activity codes associated with grace periods
- Any activity codes associated with prorate receiving storage (split month storage)

Revenue Report Category

These values are maintained in the “RevenueReportGroups” validation table. These are used for reporting purposes. Examples of typical values include:

- Cartage
- Freight
- Labor
- Administration
- Receipt Handling

GL Account.

This is an informational field for reporting purposes. It is not validated against a table.
Required field.

Surcharge Activities

These entries are designed to be used in the calculation of Canadian Taxes. See additional setup instructions later in this document.

IRIS Information

(For SYNAPSE installations using the IRIS extract processing).

- Class. (These values are maintained in the “IrisClasses” validation table.)
- Name – If the name is provided, this type of charge will be included in the IRIS extracts.
- Include Charges Check Box – If this is checked, the billed charges will be included in the extract views, otherwise only the counts will be included in the extract views.

Note: The Customer/Facility for Activity topic below discusses **restrictions** for activity codes by customer and facility.

Receipt Handling Types

Setup/Handling Types/Receipt Handling Types

The screenshot shows a software interface for defining receipt handling types. At the top, there's a blue header bar with the title "Receipt Handling Types Definition". Below it is a toolbar with several icons. The main area has four input fields: "Code" containing "FL", "Description" containing "Floor Loaded Hand Stack", "Abbreviation" containing "Floor Hand", and "Activity" with a dropdown set to "NONE". To the right of the activity dropdown is a "Minimum Activity" field containing "1006" with a dropdown arrow, followed by a small icon and the text "LABOR EXTRA". At the bottom of the window, a status bar displays the text "LINUX2TEST Facility ZET (Last Update by ZETHCON at 9/27/2006 01:52 PM)".

Receipt handling types are added to the system via the Setup/Handling Types/Receipt Handling Types screen. Receipt Handling Types are not customer or facility specific. Typical values include:

- FL - Floor loaded
- PL - Palletized
- SS - Slip Sheet

This screen is used to map to an activity code for receiving charges and to map activity for minimums. Since LINE, ITEM, ORDR minimums are by activity, for all receiving to have a single minimum need to map to single activity if desired.

An operator enters the Receipt Handling Type during the receiving process. When receiving the operator must enter/select the ‘Type’, this refers to the Handling Type.

Note: If an activity code is associated to a handling type, then it will only bill when that handling type is received. If an activity code is Not associated with a handling type then it will always bill.

Setup/Default Values that affect Billing

The Default Values Table holds various “default values” for the installation. The values are rarely changed after the initial setup. Edit access to this table should be limited to the system administrator. A chart of all default values is included in the SYNAPSE Concepts manual.

Billing-related values that need to be set include:

Approval Limits

These values are set in the Default Values but each one can be overridden at the customer level on the Setup/Customer/Billing/Approval Limits screen.

Setup/Customer/Billing/Approval Limits

Category	Value
Receipt	5000
Accessorial	5000
Miscellaneous	5000
Renewal	10000

LINUX2TEST Facility ZET (Last Update by JSTANCYK at 10/23/2013 09:56 PM)

Four types of limits can be set, one for each type of invoice: accessorial, miscellaneous, receipt and renewal. If the field is empty (null) on the Approval Limits screen, the system default approval limit (as shown in the gray area) is used for determining the limit. The Approval Limits are checked against each detail line of activity. If a single charge is calculated higher than the specified approval limit, the CSR is prompted to approve each line in the billing approval process. The default values are:

-
- APPROVALLIMITASSESSORIAL
 - APPROVALLIMITMISCELLANEOUS
 - APPROVALLIMITRECEIPT
 - APPROVALLIMITRENEWAL

SUMMERIZEASSESSORIALLIMIT

AR_ACCOUNT

This sets the Accounts Receivable Account Default for the installation. This is for informational/report purposes only.

Daily_Billing_Runtime

This sets for the time of day that the daily billing job is to execute (Normally a few minutes after midnight.). The format is HHMM no :: If nothing is set the default is 12:10 AM.. For example, 1:30 AM would be set as 0130. See the section titled “Nightly Billing Renewal (aka Daily Billing)” later in this document.

Invoice Report Default Reports

The directory path for all the reports is defined by the value set for the REPORTSDIRECTORY default. The specific paths defined for the values are concatenated to the REPORTSDIRECTORY default value to give the complete path and report name. These reports are used unless overridden at the customer level.

- INVOICEBASEREPORt
This is the actual directory path and Crystal Report base report for the Base Invoice Report.
- INVOICEMSTREPORT
This is the actual directory path and Crystal Report base report for the Master Invoice Report.
- INVOICESUMREPORT
This is the actual directory path and Crystal Report base report for the Summary Invoice Report.

Invoice

Invoice number - not set but updated for issued invoices.

Invoice_Window

Allows changing of the default window for creating an invoice from 30 days to the integer value specified.

Setup/Facility/Facility Maintenance/Remit To Address Tab

The screenshot shows a software application window titled "Facility ZET - Zethcon Corporation". The "Remit to Address" tab is selected. The form contains the following data:

- Name: Zethcon Corp
- Address: 200 W. 22nd Street
- Suite: Suite 200
- City: Lombard
- State/Province: IL
- Postal Code: 60648
- Country: USA

At the bottom of the window, a status bar displays: "LINUX2TEST Facility ZET (Last Update by JSTANCYK at 10/27/2013 09:26 PM)".

This screen is used to enter the “Remit To” Address for each facility. This is used on the standard invoice reports.

Customer-level Options

These values are set for specific customers.

Setup/Customer/Activity for Facilities

The screenshot shows a software application window titled "Customer Activity For Facilities". The form contains the following data:

- Customer ID: 1032
- Activity: 1002
- Facilities: DMJ,ZET

At the bottom of the window, a status bar displays: "LINUX2TEST Facility ZET (Last Update by JSTANCYK at 10/27/2013 09:28 PM)".

Activity codes are added to SYNAPSE without customer and facility restrictions using the Setup/Activity screen. This screen allows for more specific assignment of activity codes.

- If the activity is not valid anywhere for the customer, enter a single facility value of 'INVALID'.
- If an activity is only valid for limited facilities for the customer, enter the facility or facilities where the activity is valid.
- This option is used for customers that have a different rate structure for the same item in different facilities. For example, if the renewal storage rates were different for a product stored in Florida than the same product stored in an Indiana facility, 2 activity codes would be created (one for Florida and one for Indiana). Renewal storage rates would be added to the item rate group for both activities. This screen would be used to restrict the activity to the corresponding facility. When renewal storage is run for the Florida facility, the appropriate rate would be used. In turn, when renewal storage is run for the Indiana facility, the rate associated with the Indiana facility would be used. When entering multiple facilities, the entries should be separated by a comma (,) and no spaces.
- An empty facilities value on this screen will make the activity valid for all facilities. This is the same as the system default where all activities are valid for all customers and facilities.

Setup/Customer/Billing/Options

The screenshot shows the 'Customer 1CALJAM-California Distribution' setup window. The 'Billing' tab is selected. The 'Options' tab is active. The 'Invoice Options' section contains four groups: Receipt, Renewal, Accessorial, and Misc. Each group has radio buttons for Master, Summary, or Individual, and a 'Last Billed' date field. The 'Bill Frequency' section includes radio buttons for Daily, Weekly, Monthly, End of Month, Custom, and Custom Default, along with a 'Bill Day' dropdown set to 1 and a 'Day of Week' dropdown set to Monday. An 'Auto Approve?' checkbox is present. A 'Customer Default Bill Schedule' button is also visible. Below these are sections for Credit Hold, Prorate Receiving Storage, Last Master Bill, Sum Accessorial Information, Prorate Days, Prorate %, Deferred Handling %, IRIS Billing, and Next Renewal Date (set to 7/31/2011). The status bar at the bottom indicates 'LINUX2TEST Facility ZET (Last Update by JSTANCYK at 10/23/2013 09:56 PM)'.

This screen is used to identify processing rules for the 4 types of invoices:

- Receipt
- Renewal
- Accessorial

- Misc.

Invoice Options

RECEIPT

One set of charges created for each receipt. A receipt is defined as a customer/load (can include multiple orders).

Invoices will be created on the Billing/Invoice screen.

Consolidation options will determine how the invoices will appear on the Edit Billing Charges Screen and ultimately be presented to the customer.

The Consolidation Options available are:

- Master – SYNAPSE will produce all types of invoices of all types together on one Master Invoice. Individual invoices will show as a page with the summary backed up with detail charges.
- Summary – SYNAPSE will summarize by line item each invoice type together. Individual invoices will be produced as backup for summary.
- Individual – Each set of charges results in an individual invoice.

Billing Frequency Options Available – this identifies when SYNAPSE will present the charges for the CSR to review:

- Daily
- Weekly - if this option is chosen, one “bill day” of the week must be indicated
- Monthly – if this option is chosen, one “bill day” of the month must be indicated.
- End of Month
- Custom – if this option is chosen, then a custom renewal schedule must be set up on the Custom Renewal Calendar sub-screen, which is available from the **Edit Custom Button**. This would be used to support a varied renewal schedule for a customer whose month end date varies or to meet other contractual requirements. This calendar must be updated in advance.

Auto Approve? This check box indicates that auto approval should be initiated when a load is closed.

Last Billed Date – reflects the date for the last bill and is not updateable.

RENEWAL

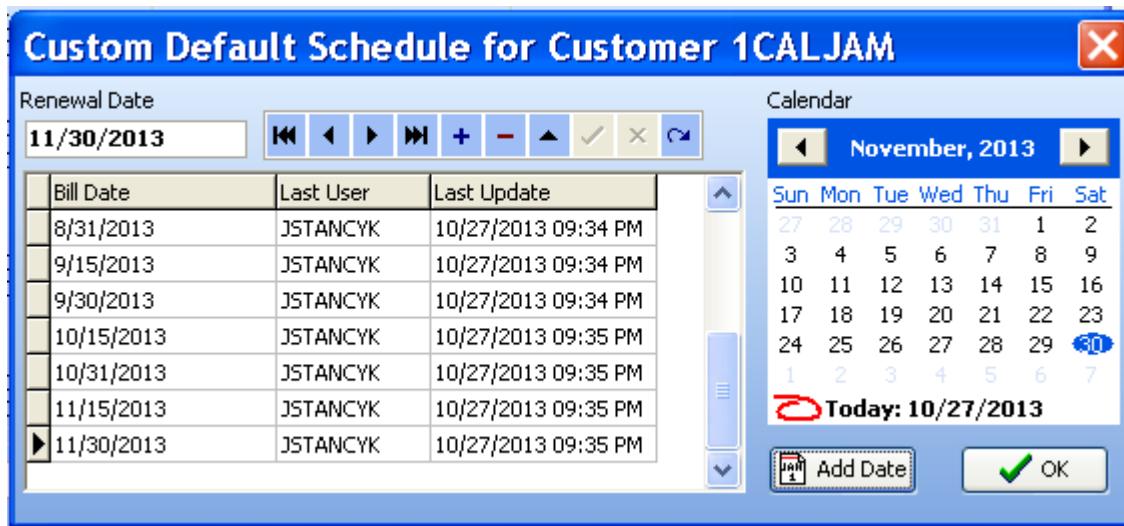
One set of charges is created for a renewal cycle. This can be set monthly or by a customer schedule.

Consolidation options will determine how the invoices will appear on the Edit Billing Charges Screen and ultimately be presented to the customer. The Consolidation Options available are:

- Master – SYNAPSE will produce all types of invoices of all types together on one Master Invoice. Individual invoices will also print as backup.
- Summary – SYNAPSE will summarize by line item each invoice type together. Individual invoices will be produced as backup for summary.
- Individual – Each set of charges results in an individual invoice.

Billing Frequency Options Available – this identifies when SYNAPSE will present the charges for the CSR to review:

- Monthly – if this option is chosen, one “bill day” of the month must be indicated.
- End of Month – this is the end of the day, last day to the month.
- Custom – if this option is chosen, then a custom renewal schedule must be set up on the Custom Renewal Calendar sub-screen, which is available from the **Edit Custom Button**. This would be used to support a varied renewal schedule for a customer whose month end date varies or to meet other contractual requirements. This calendar must be updated in advance of renewal dates. See example below.



Auto Approve? This check box indicates that auto approval should be initiated when renewals are run.

Last Billed Date - reflects the date for the last bill and is not normally updated manually but for renewals, entry is enabled if there currently is no date defined.

For example, an end-of-month renewal customer that has been activated for August 2001 should have the 7/31/2001 date entered as the last renewal date. SYNPASE should then determine the next renewal is due on August 31, 2001. If the customer has been added but is not active yet, the date should be left empty until the last renewal date before live activity is determined.

Note: This field is only enterable if it is currently empty. If for some reason this field is set incorrectly, contact the system administrator. The date had to be changed through SQL for the system to correctly determine the first renewal date.

The method of setting the date through SQL*Plus is to update the rnewlastbilled field for the customer. For example if we are bringing a customer (ID = '1234') live during October, 2001 and the customer is an end of the month renewal customer we want to set the last renewal at the end of September. The SQL would look like:

```
UPDATE customer  
SET rnewlastbilled = '30-SEP-01'  
WHERE custid = '1234';
```

The example above should set the last renewal for September 30, 2001 and the next renewal date should be calculated as October 31, 2001. The recalculation will occur when the nightly billing job runs.

Note: On components of kitted products, the renewal calculation is based on the component until the kit is complete and the inventory is updated.

ACCESSORIAL

Assessorial charges are accumulated for each assessorial cycle. All outbound order charges are included on a single set of charges for outbound orders.

Consolidation options will determine how the invoices will appear on the Edit Billing Charges Screen and ultimately be presented to the customer. The Consolidation Options available are:

- Master – SYNPASE will produce all types of invoices of all types together on one Master Invoice. Individual invoices will also print as backup.
- Summary – SYNPASE will summarize by line item each invoice type together. Individual invoices will be produced as backup for summary.
- Individual – Each set of charges results in an individual invoice.

Billing Frequency Options Available – this identifies when SYNAPSE will present the charges for the CSR to review:

- Daily
- Weekly - if this option is chosen, one “bill day” of the week must be indicated
- Monthly – if this option is chosen, one “bill day” of the month must be indicated.
- End of Month
- Custom – if this option is chosen, then a custom renewal schedule must be set up on the Custom Renewal Calendar sub-screen, which is available from the **Edit Custom Button**. This would be used to support a varied renewal schedule for a customer whose month end date varies or to meet other contractual requirements. This calendar must be updated in advance.

Auto Approve? This check box indicates that auto approval should be initiated when assessorial cycle ends and are combined together.

Last Billed Date – reflects the date for the last bill and is not updateable.

MISCELLANEOUS

Miscellaneous sets of charges are created directly by an operator.

Consolidation options will determine how the invoices will appear on the Edit Billing Charges Screen and ultimately be presented to the customer. The Consolidation Options available are:

- Master – SYNAPSE will produce all types of invoices of all types together on one Master Invoice. Individual invoices will also print as backup.
- Summary – SYNAPSE will summarize by line item each invoice type together. Individual invoices will be produced as backup for summary.
- Individual – Each set of charges results in an individual invoice.

Billing Frequency Options Available – this identifies when SYNAPSE will present the charges for the CSR to review:

- Daily
- Weekly - if this option is chosen, one “bill day” of the week must be indicated
- Monthly – if this option is chosen, one “bill day” of the month must be indicated.
- End of Month

- Custom – if this option is chosen, then a custom renewal schedule must be set up on the Custom Renewal Calendar sub-screen, which is available from the **Edit Custom Button**. This would be used to support a varied renewal schedule for a customer whose month end date varies or to meet other contractual requirements. This calendar must be updated in advance.

Note: The “Auto Approve?” Check Box is not available for Miscellaneous Invoices.

Last Billed Date - reflects the date for the last bill and is not updateable.

Credit Hold

If a customer is on “Credit Hold”, this can be indicated by the check box. This setting will prevent outbound loads from being closed. If the outbound order is a small package order, the necessary data will not be sent to the multiship tables to prevent shipping. The user will also get a warning message when entering an order on the Order Maintenance screen.

Iris Billing

This check box should be on for customers using the IRIS billing interface. (Used by specific SYNAPSE installations).

Prorate Receiving Storage

If receiving storage costs are to be prorated, indicate this with the Prorate Receiving Storage Check Box. If received on the number of days (entered in the Prorate Days field) from the last renewal date, the charges are prorated based in the % entered in the Prorate % field. If nothing custom is entered, the default value for days is 15 and the default % is 50%. For example, with the default of 15 days and 50%, the system will start calculating the prorated storage for product received on the 15th day of the cycle.

The activity codes for charges to use the Prorate processing must have the Minimum Category for the activity set to “Storage”.

Last Master Bill:

Informational only.

Sum Accessorial Information

If this box is checked all, the standard invoice report will show charges by activity, not by Order .

For Example:

1,234 Order Ship Charges at \$2.00 \$2,468.00

Instead of:

721234 Order Ship Charge	2.00
--------------------------	------

...

...

721235 Order Ship Charge	2.00
--------------------------	------

722468 Order Ship Charge	<u>2.00</u>
--------------------------	-------------

\$2,468.00

(“Order Ship” is the activity code description)

Deferred Handling %:

This is informational only used for reporting purposes.

Setup/Customer/Billing/Addresses Tab

There are 4 sub-tabs corresponding to the invoice types:

- Receipt
- Renewal
- Accessorial
- Misc.

These are used to identify alternate addresses by invoice type. These addresses are used in the standard invoice reports. Leaving any of these tabs blank will cause the invoice type to be addressed to the customer’s address as specified on the Setup/Customer/Name tab.

LINUX2TEST Facility ZET (Last Update by JSTANCYK at 10/29/2013 10:13 PM)

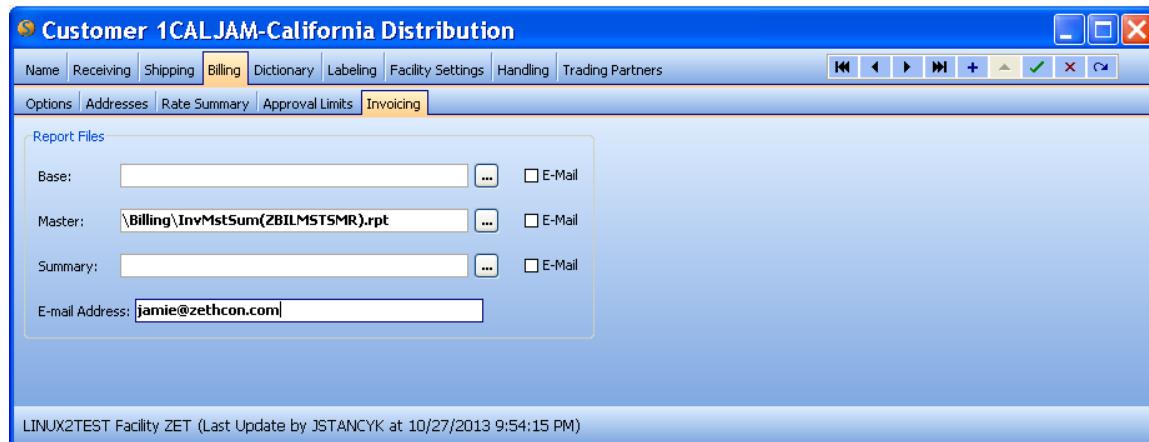
Setup/Customer/Billing/Approval Limits Tab

LINUX2TEST Facility ZET (Last Update by JSTANCYK at 10/27/2013 9:54:15 PM)

Customer-level values can be set here and will override the values set by the system-wide default values. Four types of limits can be set, one for each type of invoice: accessorial, miscellaneous, receipt and renewal. If the field is empty (null) the system default approval limit (as shown in the gray area) is used for determining the limit.

The Approval Limits are checked against each detail line of activity. If a single charge is calculated higher than the specified approval limit, the CSR is prompted to approve each line in the billing approval process.

Setup/Customer/Billing/Invoicing



Report Files Base:

Report Files Master:

Report Files Summary:

These fields define the directory path and name for the invoice reports (Crystal report) for this Customer.

An invoice report chosen at the customer level will override the corresponding invoice values from the default values screen. They are:

- INVOICEBASERPT
- INVOICEMSTRRPT
- INVOICESUMMRPT

Note: When using the invoice reprint feature, the system uses the current invoice report selection criteria for the reprint.

Synapse has been enhanced to support the emailing of Invoice Reports in PDF format.

Three checkboxes were added to the Setup Customer/Billing/Invoicing tab, one for each invoice type (Base, Master, and Summary), labeled "E-mail". A new field was added to the tab as well, labeled "E-mail address".

Also, a checkbox was added on each of the four Setup Customer/Maintenance/Billing/Addresses tabs (Receipt, Renewal, Accessorial, Misc.) labeled, "E-mail invoice". A new field was added to the tab as well, labeled "E-mail address".

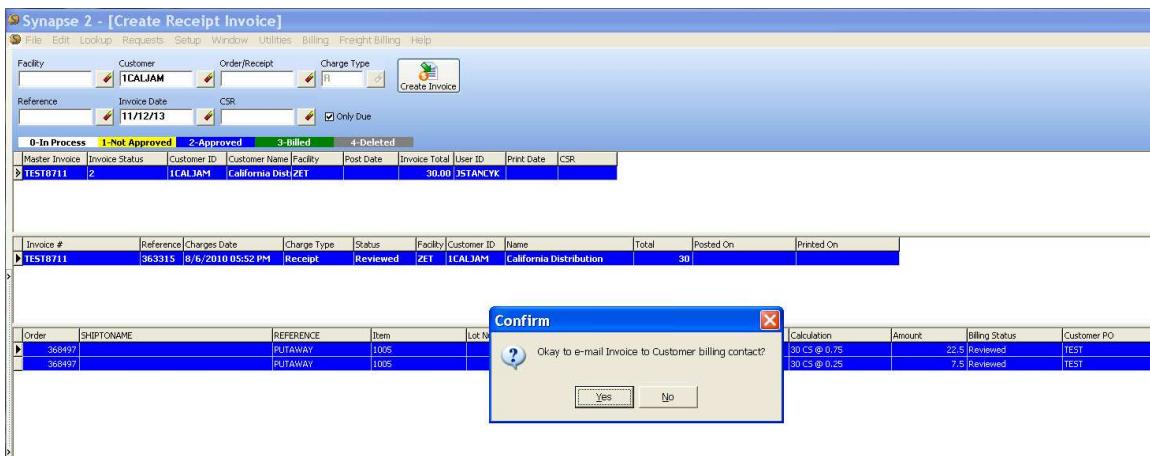
The screenshot shows a software application window titled "Customer 1CALJAM-California Distribution". The window has a toolbar at the top with various icons. Below the toolbar is a menu bar with "Name", "Receiving", "Shipping", "Billing", "Dictionary", "Labeling", "Facility Settings", "Handling", and "Trading Partners". Under "Billing", there are sub-options: "Options", "Addresses", "Rate Summary", "Approval Limits", and "Invoicing". The "Addresses" tab is currently selected. Below the menu is a sub-menu with "Receipt", "Renewal", "Accessorial", and "Misc.". The main area contains customer information fields: Name (Happy Customer), Phone (847-318-0800), Contact (847-318-0807), Address (123 Merry Lane), Invoice E-Mail Address (jamie@zethcon.com), City (Anytown), State/Province (IL), Postal Code, Country, and a "Clear All" button. A checkbox labeled "E-Mail Invoice" is checked. At the bottom of the window, a status bar displays "LINUX2TEST Facility ZET (Last Update by JSTANCYK at 10/27/2013 9:54:15 PM)".

When an invoice is Posted, if the type of invoice that is to be printed has the "E-mail" option selected and an e-mail address is defined on the Customer Maintenance->Billing->Invoicing tab, the user will be prompted as to whether they want to e-mail the invoice or not. If the user chooses yes, the invoice will be e-mailed to the defined address.

If the invoice to be printed is a Base invoice, the e-mail checkbox was checked on the corresponding Customer Maintenance->Billing->Addresses tab, and the e-mail address was defined on that tab, the invoice will also be e-mailed to that e-mail address. The user will still be prompted to print the invoice as they are now.

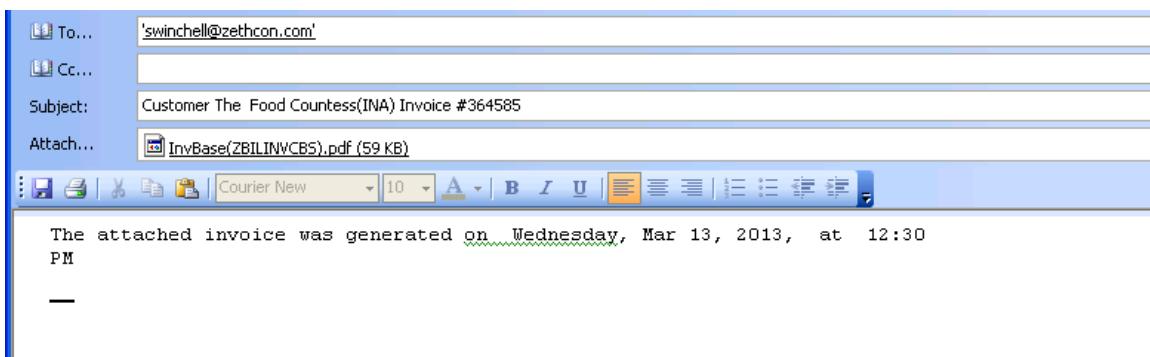
The user will be required to either e-mail or print the invoice.

This functionality uses MAPI with Microsoft Exchange or Microsoft Outlook via Crystal Reports server. This is the same process used in Emailing Bills of Lading.



Email Format

The subject of the e-mail will be "Customer CUSTOMER(CUSTID) Invoice #INVOICE", where CUSTOMER will be replaced with the customer name, CUSTID will be replaced with the customer ID, and INVOICE will be replaced with the invoice number if a base invoice or the master invoice number if a master or summary invoice. The body of the e-mail will be "The attached invoice was generated on DATETIME.", where DATETIME will be replaced with the date and time. See sample below.



Setup/Customer/Billing/Rate Summary Tab



Default Rate Group:

Customer level rate group – Usually includes the customer level charges for minimums, and does not include rates for item related charges. This is entered after at least one customer rate group is entered. **It must be entered before item records are added.**

Setup/Customer/Rate Maintenance/Groups

Rate Groups are created for each customer based on the rates that need to be charged for different activities such as pallet expenses, stretch wrap or storage costs. A Rate Group is made up of a series of rates pertaining to specific items. For example, a customer might have a group set up to bill by the case and another to bill by the pallet. Once the group is set up, the individual rates can be set up.

Usually customers have one customer level rate group that contains customer level billing information that is data not related to an item. Examples include:

- Bill of Lading Charges
- Labor Charges
- Fax Charges
- Order Cancellation Charges

The customer normally has (at least one) item level rate groups that have data that is related to an item or a group of like items. Examples include:

- Receipt handling charges
- Receipt storage charges
- Renewal charges

Setting up a Customer Rate Group

Rate Summary

From the Setup Menu, select Customer/Rate Maintenance.

The screen will display as follows:

Setup/Customer/Rate Maintenance

The screenshot shows a Windows application window titled "Customer 1CALJAM Rate Group ACCESS". The window has tabs at the top: "Groups" (selected), "Rates", and several navigation buttons. Below the tabs is a form with fields: "Customer ID" (1CALJAM), "Rate Group" (ACCESS), "Status" (Active), "Description" (Accessorial Rate Group), "Abbreviation" (Access), and a "Clone" button. A checkbox labeled "Link to Group" is checked. Below the form is a table listing rate groups:

Rate Group	Description	Abbreviation	Status
ACCESS	Accessorial Rate Group	Access	Active
CROSS	Cross Dock Items	Cross	Active
CUIN	Rate Cuin	CUIN	Active
CWTB	CWT Break Rates with ANVR	CWTB-ANVR	Active
FTB	Flat Rate Break with ANVD	FTB-ANVD	Active
ITEM 2	Item 2 Rate Goup	Item 2	Active
ITEM-CS	Item Case Rates	Item-CS	Active
QTYB	QtyBreaks With ANVR	QTYB-ANVR	Active
QTYM	Ea/Cs Quantity Modulus	Qtym	Active
WTB	Weight Break Rates with ANVD	WTB-ANVD	Active

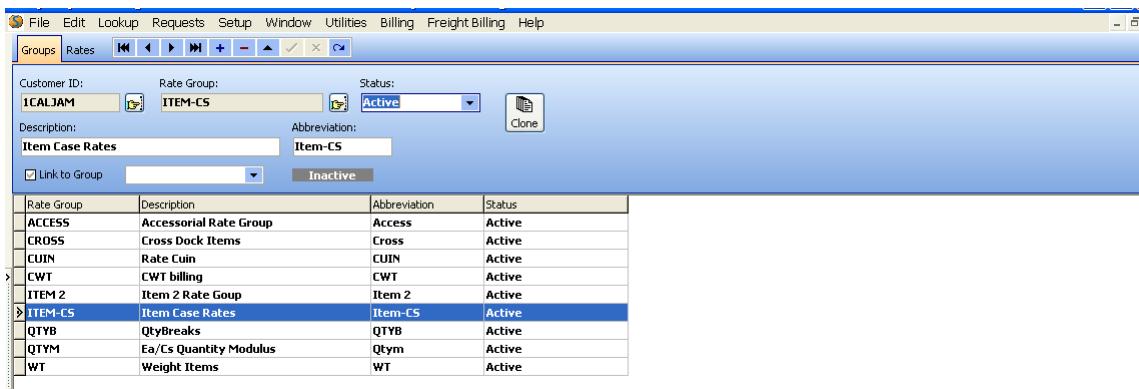
At the bottom of the window, a status message reads: "LINUX2TEST Facility ZET (Last Update by JSTANCYK at 9/18/2013 02:48 PM)".

Customer Level Rate Groups

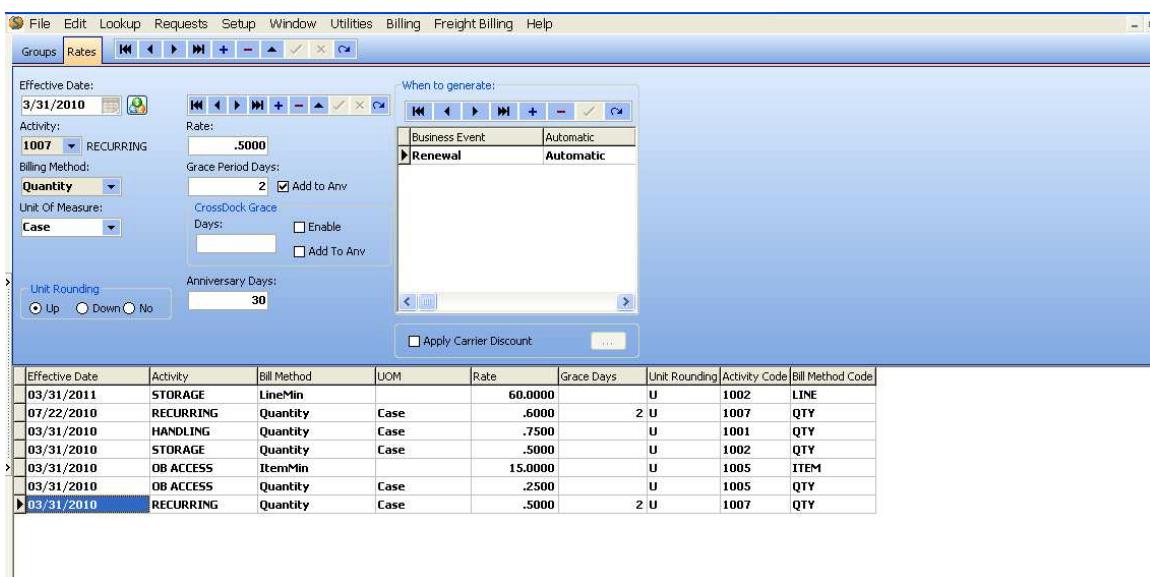
A group is made up of a series of rates assigned to specific items. Each item record is assigned a rate group. For example, a customer can have a rate group set up to bill for frozen foods and another rate group to bill for non-food inventory where the rates would be different.

If a Master Rate Group (one used by Multiple customers) is to be used, the Link to Group check box is checked. See the section titled, "Setting Master Rate Groups to be used by Multiple Customers" later in this document.

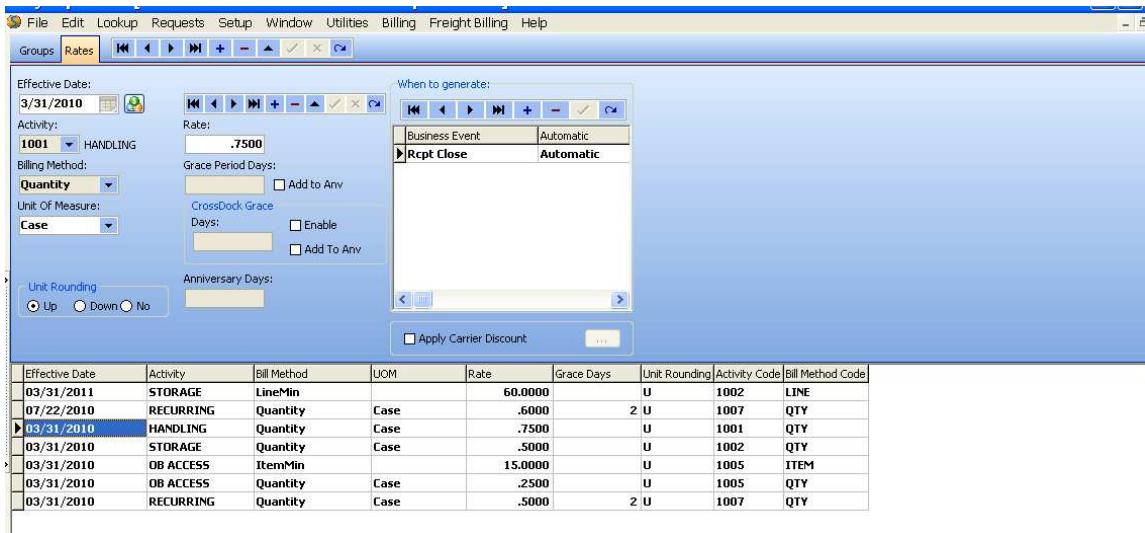
1. Click the add button to add a new Rate Group.
2. The Group tab will be selected and the following screen will appear:
3. In the Customer ID field, enter or select the ID for the associated customer.
Required field.
4. Enter the Rate group name of this group. Required field.
5. Enter a description for the rate group. Required field.
6. Enter an abbreviation for this group. Required field.
7. Make sure the Status is set at 'ACTV' for active.
8. After completing the Groups entry, click on the update button to save the information.



After a rate group is defined, individual rates can be added



Click on the add button located in the toolbar directly next to the **Effective Date** field.



The following is needed to define a rate:

- Effective date
 - Can be “back dated” or “future dated”. Use a back date if invoices are to be recalculated. Use a future date, to add upcoming rate changes.
 - The Effective date field will automatically default to today's date. If the date needs to change, enter the Effective Date or use the calendar button to change. (Make sure the correct group is displayed in the Title Bar in order to attach the rates in this group.)
- Activity code – These codes need to be established prior to the addition of the rate. See the prior topic, “Activity Codes” earlier in this document.
- Bill method for the rate – this tells the system how to apply the rate. See the prior topic, "Bill Methods", earlier in this document.
 - If the bill method is “QTY”, then a UOM (Unit of Measure) must be defined.
 - If the bill method is “LUCT”, the Business Event must be RENW.
 - If the bill method is “PLCT”, the Business Event must by RENW or RECO.
- Rate (per UOM or flat). This field can be entered with up to 6 decimal places.
- Grace period in days. This applies to receipt storage activities. Products received and shipped within the grace period are not billed receipt storage costs. When no grace period is defined, receipt storage charges can be calculated at the full monthly storage rate or at the customer-level ‘pro-rated’ storage rate. The receipt charges with a grace period go on the renewal billing. When the

next renewal is run after the grace period expires, the renewal should include the receipt storage charge.

Effective Date	Activity	Bill Method	UOM	Rate	Grace Days	Unit Rounding	Activity Code	Bill Method Code
03/31/2011	STORAGE	LineMin		60.0000	U	1002	LINE	
07/22/2010	RECURRING	Quantity	Case	.6000	2	U	1007	QTY
03/31/2010	HANDLING	Quantity	Case	.7500	U	1001	QTY	
03/31/2010	STORAGE	Quantity	Case	.5000	U	1002	QTY	
03/31/2010	OB ACCESS	ItemMin		15.0000	U	1005	ITEM	
03/31/2010	OB ACCESS	Quantity	Case	.2500	U	1005	QTY	
03/31/2010	RECURRING	Quantity	Case	.5000	2	U	1007	QTY

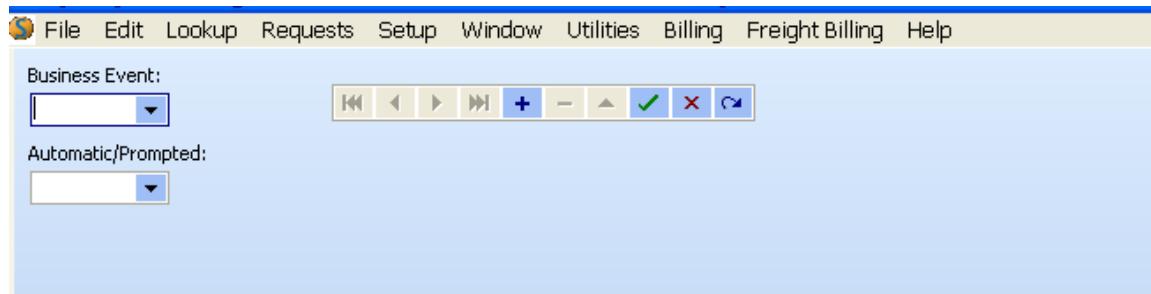
- Grace period in days can also be applied to the first initial renewal calculation. The check box to the right of the Grace Period Days field must be selected to be considered. In the above example, the first renewal calculation would start on the 32 day and then every 30 days thereafter.
- CrossDock Grace – This field works similar to Grace Period Days, but the days defined in this field would apply to cross dock activity and business event. If the product remains in the facility after the grace period, then renewal will start calculating on the remaining product.
- Unit rounding – This radio button is used to define the rounding rules for bill methods QTY, QTYM, CWT and WT. The options are:
 - Up
 - Down
 - No

For example:

- The rate specifies a pallet as the UOM for the rate.
- The base UOM for the item is cases, 40 cases per pallet
- If 70 cases are received the rounding rules will cause the following calculations:
 - UP 70 cases = 2 pallets for charging
 - DOWN 70 cases = 1 pallet for charging
 - NO 70 cases = 1.75 pallets for charging

- Anniversary Days – This window is only used for anniversary billing by days using the ANVD business event. See “Notes on Anniversary Renewal Billing by Days less than a month” later in this document.

After the rate information is saved, the Business Event(s) can be entered for the rate.

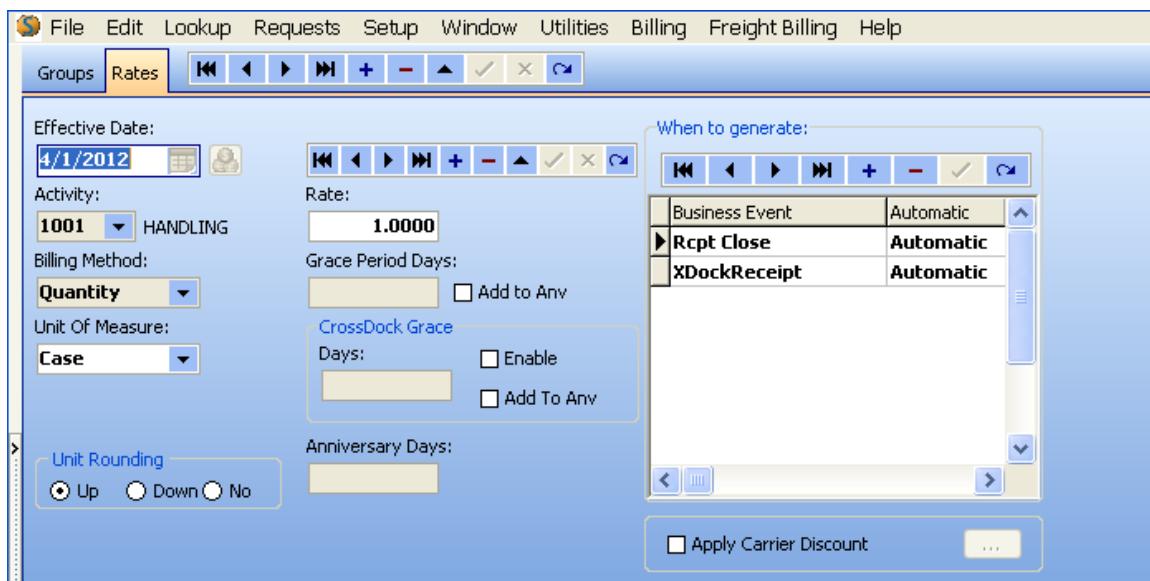


- Business Event - If applicable, define the associated business event(s) for the rate. There can be none, 1 or multiple business events associated with the rate. See the Business Event topic earlier in this document. A chart of Business Events is in Appendix A of the Synapse Concepts Manual.

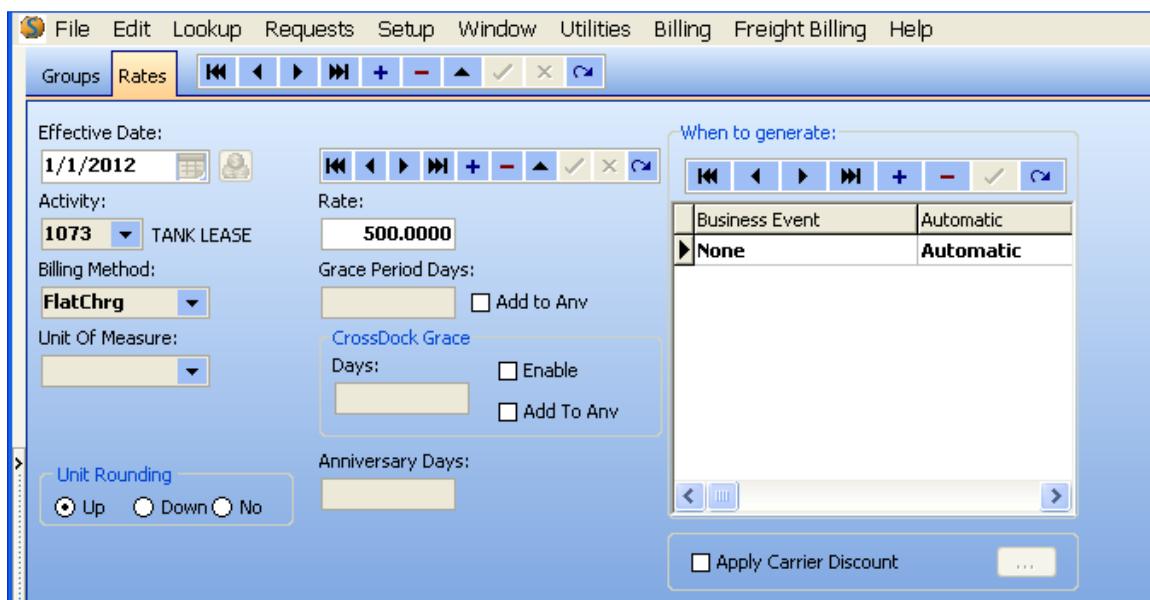
For each applicable business event chosen, there must be a corresponding method for creating the charge.

1. Automatic - automatically create the charge when the business event occurs. These are automatically accrued and approvable on the Edit/Charges screen by the CSR.
2. RF Prompted - the RF operator will be prompted at the point in processing where the business event occurs. The operator is prompted to indicate that he has performed the activity that is being charged for.
3. CSR Prompted - a zero quantity charge will be created for the CSR to provide data when the charges are reviewed.
4. Operator - no special SYNAPSE processing is involved. Either a RF or CRT operator may add discretionary charges to a specific invoice.

Rates can be used for multiple business events as shown in the sample below.



Rates can be set up with the Business Event = ‘None’. This allows an operator to add the charge to an invoice.



Sample Rate Setup

The following are examples of some of the types of rate setups that are available within Synapse. These examples are only a sampling of the more common types of setup. There are many more variations possible. If you have a specific rate that you need help with that is not covered in this section, please contact the Technical Support staff for further assistance.

Item vs. Accessorial

*For the purposes of this section, the term Item Rate Group will be used to imply the rate group that is associated with an Item. The term Accessorial Rate Group will be used to imply the rate group that is associated with the Customer.

Does the rate get applied to the Item Rate Group or the Accessorial Rate Group? That is the question. As a rule of thumb, a rate that is dependent upon an item gets applied to the Item Rate Group. A rate that is NOT dependent upon an item would get applied to the Accessorial Rate Group.

Item Rate Group

If the rate needs to be calculated against any attribute that belongs to a specific item(s) then add the rate to this group. Every time the business event happens the system will calculate the rate against this item(s). An example of this would be a rate to be applied to Cases, Cwt, Catch Weight, Eaches, Pallets, etc. The same applies to rate that are based off of minimums of an item, such as Item Min, Line Min, Item Surcharge, etc. These types of rates are dependent upon the item being calculated.

Accessorial Rate Group

If the rate is not relevant for any item, then add the rate to this group. The types of rate that would apply to this would be charges such as BOL, Small Package, Same Day, Labor, etc. The same applies to rates that are based off of minimums of a global charge, such as Invoice Min, Order Min, Invoice Surcharge, etc. These types of rates are not dependent upon an item being charged.

Sample Bill Method QTY by UOM Case

The Bill Method of QTY is designed to look for a conversion to help it determine the proper calculation. This allows for more flexibility among many different types of UOM's other than just Case.

The example below shows the Org Stge, Org Hdlg and Renewal/Recurring Stg rates are all calculating the charges on a Qty by Case.

Effective Date	Activity	Bill Method	UOM	Rate	Grace Days	Unit Rounding	Activity Code	Bill Method Code
07/22/2010	RECURRING	Quantity	Case	.6000	2	U	1007	QTY
03/31/2010	HANDLING	Quantity	Case	.7500		U	1001	QTY
03/31/2010	STORAGE	Quantity	Case	.5000		U	1002	QTY

If the Base UOM is not the same as the Billing UOM then a conversion is required. This allows the system to figure out how to get to the UOM that it is to bill for. Notice that the rate is setup for a Qty by Case. The Base UOM is Eaches, so the conversion defines how many eaches are in a case.

The screenshot shows the Zethcon Item Specs window. In the header, tabs for Item Specs, Aliases, Storage, Substitutes, Pick Fronts, Facility Settings, and Customer... are visible. The UOM tab is selected. The Base UOM is set to 'Each' with a conversion of '1000.00'. Velocity is set to 'Velocity C' with a pick type of 'Pick & Pack' and a container type of 'Pallet'. Dimension in Inches is 10x10x10, Weight is 5.00 lbs, and Tare Weight is 2.26796185 kgs. A Pallet Definition section shows a quantity of 10, UOM of EA, and a pallet name of PLT. A message at the bottom says 'Inventory Exists. No UOM changes allowed.' Below the main form is a table:

Sequence	There are:	of these:	In a:	Pick To	Weight - Lbs.	Weight - Kgs.	Tare Weight - Lbs.	Tare Weight - Kgs.	Container Type	Velocity	Last User	Last Upd
10	5	EA	CS	FULL					PLT	C	JSTANCYK	12/4/2012
20	10	CS	PLT	FULL					PLT	C	JSTANCYK	12/4/2012

Sample Bill Method QTY by Cubic Foot

This example is similar to the Qty by Case in terms of the rate setup.

The screenshot shows the Zethcon Rates window. The Groups tab is selected. Effective Date is 7/24/2012. Activity is 1001 HANDLING. Rate is .1000. Billing Method is Quantity. Unit Of Measure is Cubic Foot. Under Unit Rounding, 'Up' is selected. The table below lists rates:

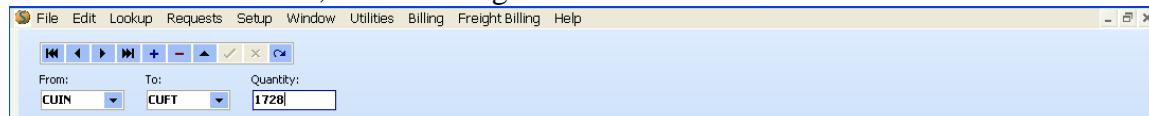
Effective Date	Activity	Bill Method	UOM	Rate	Grace Days	Unit Rounding	Activity Code	Bill Method Code
07/24/2012	HANDLING	Quantity	Cubic Foot	.1000	U	1001	QTY	
07/24/2012	RECURRING	Quantity	Cubic Foot	.3000	U	1007	QTY	
07/24/2012	STORAGE	Quantity	Cubic Foot	.2500	2 U	1002	QTY	

The UOM conversion must list either the Cubic Inch or Cubic Foot per base UOM. The Cubic Inches in the header portion (grey area) is used for the purposes of Order Summary calculations not billing.

The screenshot shows the Zethcon Item Specs window. The UOM tab is selected. The Base UOM is set to 'Case' with a conversion of '159'. Velocity is set to 'Velocity C' with a pick type of 'Pick & Pack' and a container type of 'CTN'. Dimension in Inches is 10x10x10, Weight is 5.00 lbs, and Tare Weight is 2.26796185 kgs. A Pallet Definition section shows a quantity of 10, UOM of CS, and a pallet name of PLT. A message at the bottom says 'Inventory Exists. No UOM changes allowed.' Below the main form is a table:

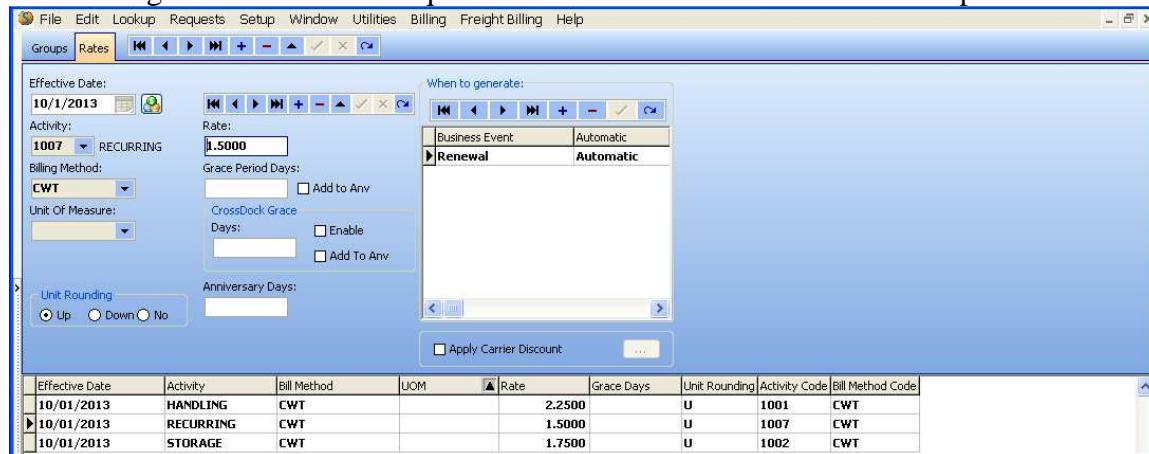
Sequence	There are:	of these:	In a:	Pick To	Weight - Lbs.	Weight - Kgs.	Tare Weight - Lbs.	Tare Weight - Kgs.	Container Type	Velocity	Last User	Last Upd
10	5	CS	PLT	FULL					PLT	C	JSTANCYK	7/25/2012
20	1000	CS	K	FULL					PLT	C	JSTANCYK	7/25/2012
30	159	CUIN	K	FULL					PLT	C	JSTANCYK	7/25/2012

When using Cubic Inches in the conversion, the system will refer to the Standard UOM Conversion screen to complete the calculation to Cubic Foot. Other UOM conversion can be defined here also, such as Kilograms to Pounds.

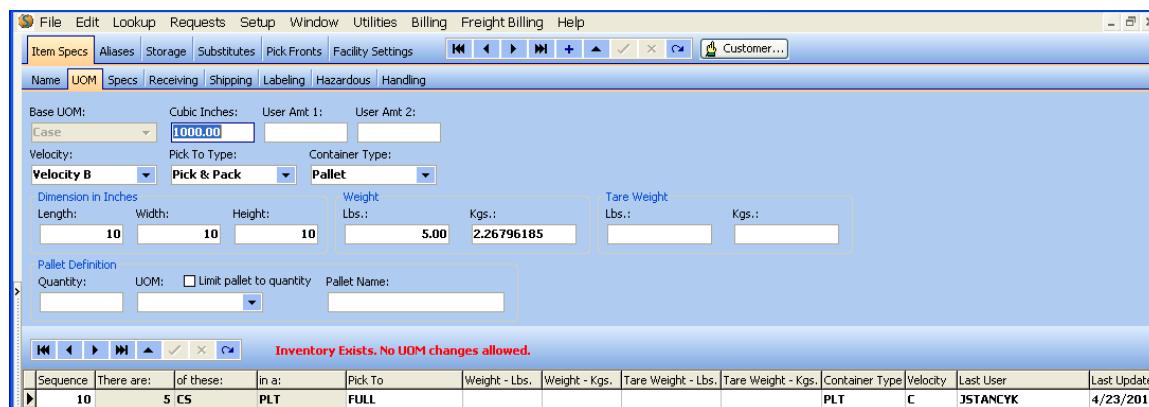


Sample Bill Method – CWT (hundred weight)

This Billing Method does not require a UOM to be defined in the rate setup.



The UOM tab of the Item Maintenance does not need a conversion. This Bill Method will use the weight setup in the header of the Base UOM (grey area).



Sample Bill Method – QtyB (Quantity Breaks)

All of the Break methods work the same. Each of the Break methods have a corresponding Renewal Break. Ex. QTYB uses QTLR for Renewal, WTB uses WTR for Renewal and so on.

The Break methods are designed for the purposes of volume discounts (Tariff) on Storage and Handling. *Note: This bill method will also work for outbound handling breaks. For outbound the calculation will be by item and by quantity shipped by item.

When using these Bill Methods another Grid window will be displayed to enter the Break points and the rate to be applied at each Break. The break quantities are defined from 0 to the first break. Using the setup below, the first cases 0-9 will have the rate of .20. The next cases 10-19 will have the rate of .18, and so on. As each Item/Lot combination is received, a record is added to the Lot Receipt Rate screen. The system will then use this screen to calculate the rates for renewal. The rate that was applied at the time of inbound will be the same rate applied at Renewal until that Item/Lot combination is depleted.

*Note – When using a UOM other than the BaseUOM, the relationship will need to be defined in the grid, on the Item Maintenance/UOM tab.

The screenshot shows the 'Rates' window with the 'Groups' tab selected. The 'Effective Date' is set to 11/14/2011. The 'Activity' is set to 1001 HANDLING. The 'Bill Method' is set to QtyBreak. The 'Rate' is .2300. The 'Quantity Breaks' grid shows the following data:

Quantity	Rate	Last User
5	0.2	ZETHCON
7	0.18	JSTANCYI
10	0.15	JSTANCYI
15	0.1	JSTANCYI

The 'When to generate:' section shows 'Business Event' set to 'Automatic' and 'Rcpt Close' selected. The 'Unit Rounding' section has 'Up' selected. The 'Anniversary Days' section is empty. A 'Grid' section at the bottom shows the following data:

Effective Date	Activity	Bill Method	UOM	Rate	Grace Days	Unit Rounding	Activity Code	Bill Method Code
11/14/2011	HANDLING	QtyBreak	Case	.2300		U	1001	QTYB
11/14/2011	STORAGE	QtyBreak	Case	.2300		U	1002	QTYB
11/14/2011	RECURRING	QTY Lot Rcpt				U	1007	QTLR

Notice that the Renewal is QTLR and no grid

The screenshot shows the 'Rates' window with the 'Groups' tab selected. The 'Effective Date' is set to 11/14/2011. The 'Activity' is set to 1007 RECURRING. The 'Bill Method' is set to QTY Lot Rcpt. The 'When to generate:' section shows 'Business Event' set to 'Automatic' and 'Any Bill' selected. The 'Unit Rounding' section has 'Up' selected. The 'Anniversary Days' section is empty. A 'Grid' section at the bottom shows the following data:

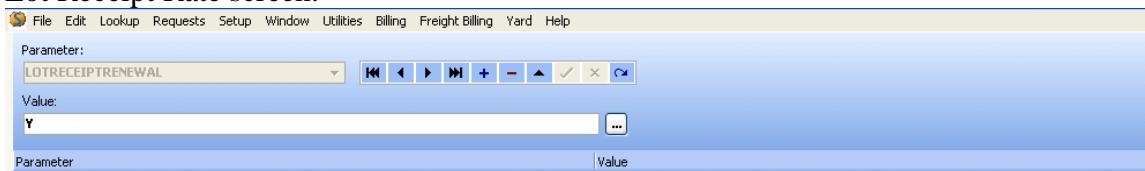
Effective Date	Activity	Bill Method	UOM	Rate	Grace Days	Unit Rounding	Activity Code	Bill Method Code
11/14/2011	HANDLING	QtyBreak	Case	.2300		U	1001	QTYB
11/14/2011	STORAGE	QtyBreak	Case	.2300		U	1002	QTYB
11/14/2011	RECURRING	QTY Lot Rcpt				U	1007	QTLR

Lot Receipt Rate screen

Facility:	Cust ID:	Item:	Lot Number:	Receipt Date	Quantity	UOM	Weight	Rate	Last User	Last Update
ZET	1CALJAM									
ZET	1CALJAM	1003	011012	1/28/2013	20	CS	100	0.1	JSTANCYK	2/27/2013
ZET	1CALJAM	1003	022712	2/27/2012	15	CS	75	0.1	JSTANCYK	3/20/2012
ZET	1CALJAM	1003	LOT1	1/29/2013	3	CS	15	0.2	JSTANCYK	2/27/2013
ZET	1CALJAM	1004	011012	1/28/2013	5	CWT	25	5	JSTANCYK	2/27/2013
ZET	1CALJAM	1004	011112	1/29/2013	15	CWT	75	5	JSTANCYK	2/27/2013
ZET	1CALJAM	1004	011912	1/29/2013	25	CWT	125	5	JSTANCYK	2/27/2013
ZET	1CALJAM	1006	012813	2/27/2013	20	LBS	100	2	JSTANCYK	2/28/2013
ZET	1CALJAM	1006	012913	2/27/2013	40	LBS	200	2	JSTANCYK	2/28/2013
ZET	1CALJAM	1006	013013	2/27/2013	60	LBS	300	2	JSTANCYK	2/28/2013
ZET	1CALJAM	1006	013113	2/27/2013	80	LBS	400	2	JSTANCYK	2/28/2013

Default Values

The Default Value of LotReceiptRenewal must be set to Y in order to have access to the Lot Receipt Rate screen.



Validation Table

The Activity codes that the system should capture activity for need to be setup in the Validation Table called LotReceiptCapture. If the activity codes are not setup in this table, they will not be captured on the Lot Receipt Rate screen.

Code	Description	Abbreviation	Last User	Last Update	User Update?
1002	STORAGE	STORAGE	JSTANCYK	2/27/2012 10:21 PM	Y
2001	ORIGINAL STORAGE	ORG STGE	JSTANCYK	4/11/2005 02:45 PM	Y

Sample Bill Method – QTYM Quantity Modulus (Outbound)

The ability to charge for the handling of product at different Units of Measure. Example, the customer is being charged one rate for handling cases and a different rate for handling pallets. The bill method of QTYM allows the automation of this type of billing.

A relationship/conversion must be setup on the UOM tab of the Item Maintenance, of how many cases equal a pallet for the system to know when it has reached the pallet limit.

Setup/Customer/Item Maintenance/Item Specs/UOM

Sequence	There are:	of these:	In a:	Pick To	Weight - Lbs.	Weight - Kgs.	Tare Weight - Lbs.	Tare Weight - Kgs.	Container Type	Velocity	Last User	Last Upd
10	5	EA	CS	FULL					PLT	C	JSTANCYK	12/4/2012
20	10	CS	PLT	FULL					PLT	C	JSTANCYK	12/4/2012

Rate for Qty by Case up to Pallet

When this bill method is used a secondary UOM field is illuminated. The first UOM field (below the billing method field) is for the UOM that the rate is to be applied to. The secondary UOM field (modulus) is for the stopping point in the calculation. With the setup below, the rate is calculating for Cases up to the point that it becomes a pallet qty.

Effective Date	Activity	Billing Method	UOM	Rate	Grace Days	Unit Rounding	Activity Code	Billing Method Code
11/14/2011	HNDG MAKROL	QTY MOD	Case	.1500	D	1024	QTYM	
04/01/2012	HANDLING	QTY MOD	Each	.3500	D	1001	QTYM	
11/14/2011	HANDLING	Quantity	Pallet	5.0000	U	1001	QTY	
11/30/2011	RECURRING	Pallet Cnt		8.0000	U	1007	PLCT	
11/14/2011	STORAGE	Pallet Cnt		7.5000	U	1002	PLCT	

Rate for Qty by Pallet – Outbound

Going along with the scenario above, the sample below would show how the rate is setup for the billing of handling pallets. These two rates can be used together or independently of each other. If using this rate with QTYM, it is recommended to select the Unit Rounding to Down. This way the pallet rate will only be applied when a full pallet is handled.

Effective Date	Activity	Bill Method	UoM	Rate	Grace Days	Unit Rounding	Activity Code	Bill Method Code
11/14/2011	HNDG MAKROL	QTY MOD	Case	.1500		D	1024	QTYM
04/01/2012	HANDLING	QTY MOD	Each	.3500		D	1001	QTYM
► 11/14/2011	HANDLING	Quantity	Pallet	5.0000		D	1001	QTY
11/30/2011	RECURRING	Pallet Cnt		8.0000		U	1007	PLCT
11/14/2011	STORAGE	Pallet Cnt		7.5000		U	1002	PLCT

Sample Renewal by Anniversary

Standard Anniversary billing looks for inventory that has reached a monthly maturity based on the Anniversary Date value on the LP (normally the same date as the Arrival Date of the Receipt) or the LP creation date if there was no receipt (ex. Location load). For this type of renewal to be activated, the business event of ANVR (Anv Bill) is required.

Effective Date	Activity	Bill Method	UoM	Rate	Grace Days	Unit Rounding	Activity Code	Bill Method Code
07/24/2012	HANDLING	Quantity	Cubic Foot	.1000		U	1001	QTY
► 07/24/2012	RECURRING	Quantity	Cubic Foot	.3000		U	1007	QTY
07/24/2012	STORAGE	Quantity	Cubic Foot	.2500	2	U	1002	QTY

Sample Renewal by Anniversary Days

There is now a second option to the standard Anniversary billing. This option allows the user to set the number of days of maturity. For example, if the rate is to charge every 7 days that the product is in the facility, then the Anniversary Days field is set to 7 and the business event of ANVD (Annv Day) is required.

Effective Date	Activity	Bill Method	UOM	Rate	Grace Days	Unit Rounding	Activity Code	Bill Method Code
01/01/2013	HANDLING	Weight	LBS	2.0000		U	1001	WT
01/01/2013	STORAGE	WtBreak	LBS	5.0000		U	1002	WTB
01/01/2013	RECURRING	WT Lot Rcpt				U	1007	WTLR

Sample Bill Method – WT (Weight)

The Bill Method of WT allows for the calculations of weights that are not the same from one unit to the next, most commonly known as Catch Weights. When an item is defined as a catch weight item, weights are captured at the time of inbound or both inbound and outbound. These weights are stored on the custitemcatchweight table. Once the item has been defined as catch weight, the WT bill method can be setup to calculate the rates using this table.

Effective Date	Activity	Bill Method	UOM	Rate	Grace Days	Unit Rounding	Activity Code	Bill Method Code
01/01/2013	HANDLING	Weight	LBS	2.0000		U	1001	WT
01/01/2013	STORAGE	WtBreak	LBS	5.0000		U	1002	WTB
01/01/2013	RECURRING	WT Lot Rcpt				U	1007	WTLR

The item must be defined as a catch weight in order for this bill method to calculate properly.

Setup/Customer/Item Maintenance/Options -1

The screenshot shows the Zethcon software interface for item maintenance. The main menu bar includes File, Edit, Lookup, Requests, Setup, Window, Utilities, Billing, Freight Billing, Help. Below the menu is a toolbar with icons for Item Specs, Aliases, Storage, Substitutes, Pick Fronts, Facility Settings, and a Customer button. The main area has tabs for Name, UOM, Specs, Receiving, Shipping, Labeling, Hazardous, Handling, and Options. The Options tab is currently active, displaying settings for Required Upon Receipt (including Upon Receipt dropdown and serial number sections), Manufacturing Date, Expiration Date, Country Of Origin, Use Catch Weight, and Capture Pick UOM. To the right, there's an 'Addl Capture' section with RF Screen Labels for Serial #, User 1, User 2, and User 3. At the bottom, it shows the facility name (LINUX2TEST Facility ZET) and the last update by JSTANCYK at 11/5/2013 9:49:02 PM.

Setting Master Rate Groups to be used by Multiple Customers

Master Rate Groups allows one set of rates to be shared by multiple customers.

Customer Maintenance Updates

To allow for master rates a default customer is setup to own the rate groups used as master rate groups. A Customer needs to be created as with a Customer ID = “DEFAULT” and made Inactive status.

Setup/Customer

The screenshot shows the 'Customer' setup screen. It includes fields for Customer ID (DEFAULT), Name (Default for Billing), Lookup (DEFAULT FOR BILLING), Contact, Address, City, State/Province, Postal Code, Country (USA), Master Account, Manufacturer UCC Code, Recent Order Days, Min 0-Qty Weight, and Duplicate Order Reference Allowed (Yes, No, Warn, Hold). There are also sections for Consumables Owner, Extended WebSynapse fields, and Unique Order Identifier (Reference, Reference and PO). At the bottom, there's a grid for Additional Contacts with columns for Phone, FAX, and E-Mail, and rows for 1 through 5.

Rate Maintenance

The creation of the rate groups and corresponding rates will be setup through the normal process as seen in the two examples below.

Example of DEFAULT rate groups

The screenshot shows the 'Customer DEFAULT Rate Group DEF ACCESS' window. It displays a list of rate groups with columns for Rate Group, Description, Abbreviation, and Status. The groups listed are:

Rate Group	Description	Abbreviation	Status
DEF ACCESS	Default Accessorial Rate Group	DefAccess	Active
DEF ITEM	Default Item Rates	DEF ITEM	Active
GST	GST-Goods and Services Tax	GST	Active
HST	HST-Harmonized Sales Tax	HST	Active
JDG1	FACILITY RATES FOR JDG	JDG WHSE	Active
PST	PST-Provincial Sales Tax	PST	Active

At the bottom, it says 'LINUX2TEST Facility ZET (Last Update by SWINCHELL at 7/13/2010 01:20 PM)'

Example of DEFAULT rates

Customer DEFAULT Rate Group DEF ACCESS

Effective Date:	Activity:	Billing Method:	Unit Of Measure:	Rate:	Grace Period Days:	CrossDock Grace:	Days:	Anniversary Days:	Unit Rounding:	Business Event:	When to generate:				
5/1/2012	1068 BILL OF LADI	FlatChrg		5.0000					Up	Ship Close	Automatic				
When to generate:															
<table border="1"> <tr> <td>Business Event</td> <td>Automatic</td> </tr> <tr> <td>Ship Close</td> <td>Automatic</td> </tr> </table>												Business Event	Automatic	Ship Close	Automatic
Business Event	Automatic														
Ship Close	Automatic														
<input type="checkbox"/> Add to Any <input type="checkbox"/> Enable <input type="checkbox"/> Add To Any															
<input type="checkbox"/> Apply Carrier Discount ...															

LINUX2TEST Facility ZET (Last Update by SWINCHELL at 7/13/2010 01:20 PM)

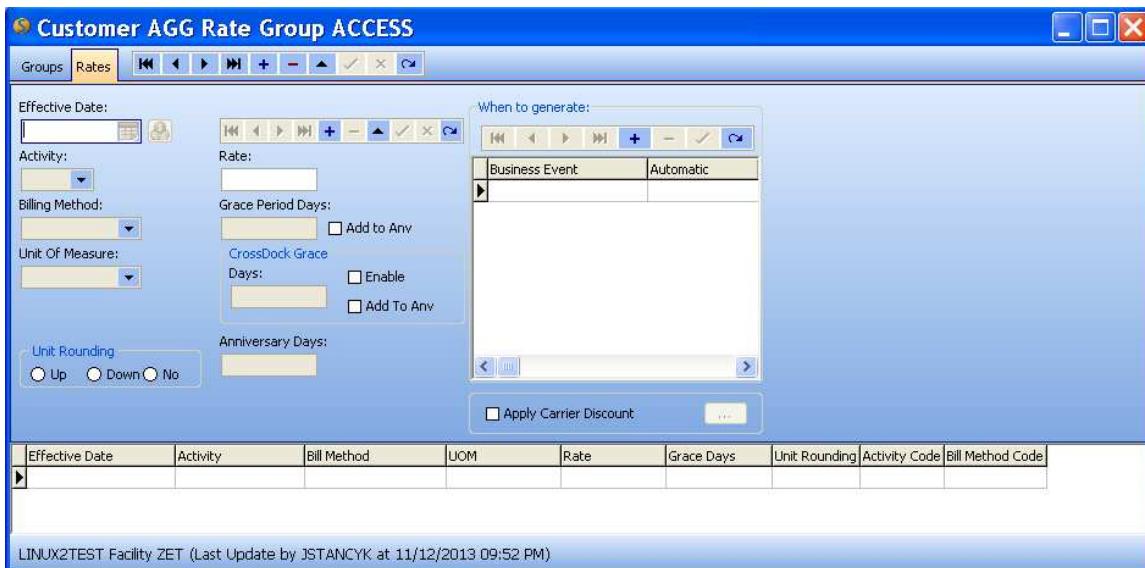
The rate groups defined for the DEFAULT customer will be available for assignment to active customer rate groups. This will work via indirection. A rate group will be created for the ‘real’ customer but instead of defining rates for the customer in the rate group a link field will be set to point to the DEFAULT rate group to use for determining rates

Example of customers rate groups – Notice the Link to Group field

Customer 1CALJAM Rate Group ACCESS

Customer ID:	Rate Group:	Status:																
1CALJAM	ACCESS	Active																
Description:	Accessory Rate Group	Abbreviation:																
		Access																
<input checked="" type="checkbox"/> Link to Group	DEF ACCESS	Inactive																
<table border="1"> <tr> <th>Rate Group</th> <th>Description</th> <th>Abbreviation</th> <th>Status</th> </tr> <tr> <td>ACCESS</td> <td>Accessory Rate Group</td> <td>Access</td> <td>Active</td> </tr> <tr> <td>CROSS</td> <td>Cross Dock Items</td> <td>Cross</td> <td>Active</td> </tr> <tr> <td>CUIN</td> <td>Rate Cuin</td> <td>CUIN</td> <td>Active</td> </tr> </table>			Rate Group	Description	Abbreviation	Status	ACCESS	Accessory Rate Group	Access	Active	CROSS	Cross Dock Items	Cross	Active	CUIN	Rate Cuin	CUIN	Active
Rate Group	Description	Abbreviation	Status															
ACCESS	Accessory Rate Group	Access	Active															
CROSS	Cross Dock Items	Cross	Active															
CUIN	Rate Cuin	CUIN	Active															

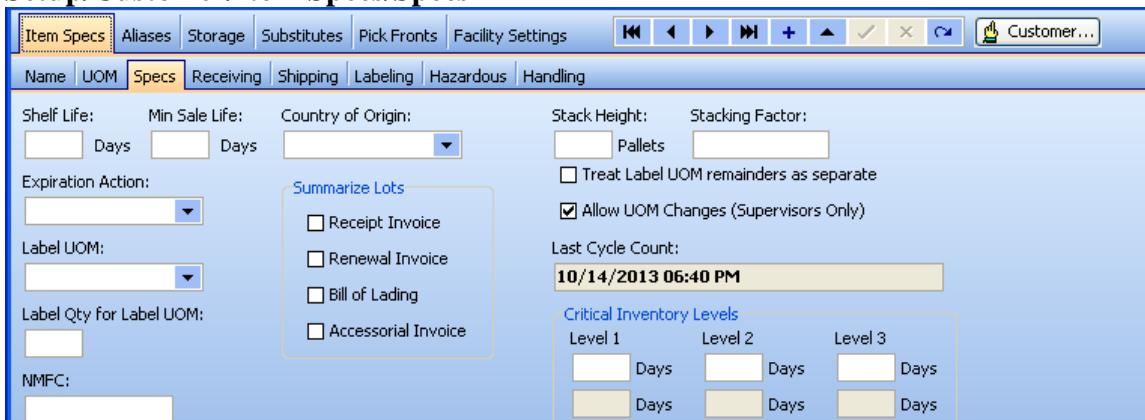
Example of customer’s rates



*The rates to be applied must exist in either the ‘Linked’ group or the other group, but not both. Example, if the Access rate group is linked to the Default group and both groups have rates applied to them, the system may not calculate the expected charges at the time of the business event.

Summarize Lots

Setup/Customer/Item Specs/Specs



Line item charge processing considers each lot number as a line item and applies charges accordingly. This can be turned off at the item level for receipt, renewal and accessorial invoices by checking the summarize lots box for the appropriate invoice type(s).

BILLING PROCESSING CONCEPTS

Receipt close

- RECO is the corresponding business event trigger.
- Groups any RF related charges with this receipt set of charges for items received and calculates charges.
- Calculates any minimums set up for the RECO business event.
- If the inbound order has an order priority = 'N' (No Notify), the business event NOIB will trigger charges for the lack of notification for receipts.
- If separate receipt handling charges are to be applied for immediate cross-docking situations, the RCXD and RCNX business events are used. These two business events are not valid for Aggregate Inventory customers.
- Different receipt order types should not be combined on the same load as it will cause billing issues (Ex. Crossdock and Receipt order types).
- The charges are calculated for the entire Load. If more than one order is on the load, the charges are calculated for all items on all orders. If the same item exists on both orders the item will only be listed once and associated with the lowest ordered.

Return close

- RETO is the corresponding business event trigger.
- Calculates charges for items returned.
- Calculates any minimums set up for the RETO business event.

Ship close

- SHIP is the corresponding business event trigger.
- Groups any RF related charges with this shipment set of charges
- Order Ship Type Processing
 - If the order ship type = 'S' (small package ship type), the SMST business event triggers the charges
 - If the order ship type = 'P' (Customer Pick Up), the CPCK business event triggers the charges
 - If the order ship type is not 'S' or 'P', the LTL business event triggers the charges.
- If the carrier defined is flagged as a small package carrier the SPS business event triggers charges.
- If the outbound order priority = 'S' (SameDayShip), the SDSH business event triggers the charges.
- Calculates any minimums set up for the SHIP business event.

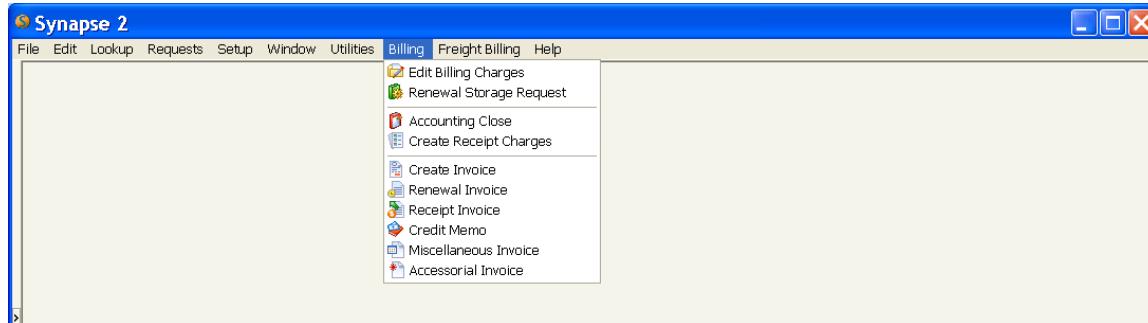
Renewal

- RENW is the corresponding business event trigger.

- Groups any anniversary renewal charges (business event = ANVR, see notes on Anniversary billing below) with the renewal set of charges.
- Calculates renewal charges for items based on 'asof inventory'.

CREATING AND APPROVING BILLING INVOICES

Billing Menu Screens



Edit Billable Charges

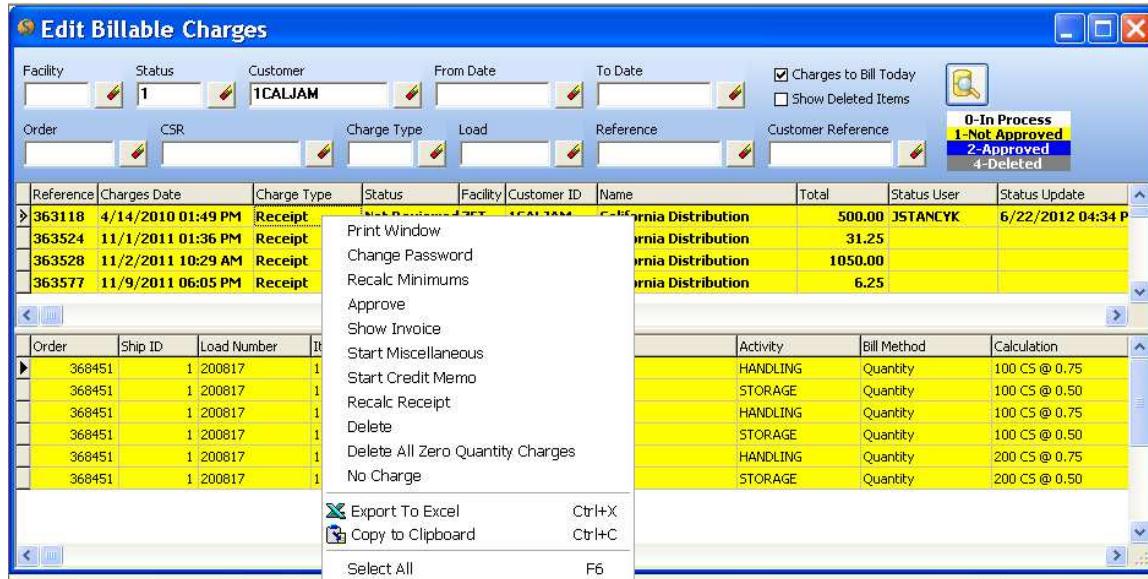
Whenever charges are created either by the system or by a user, these charges will be held in the Edit Billing Charges screen for a user to Review, Approve and/or Edit. No charges will automatically be an invoice until the charges are in an Approved status and a user performs a Post/Print function.

To review charges, the user will access the Edit Billing Charges screen.

When a user first accesses this screen, the following fields are automatically populated, Status = 1, CSR = User ID, and Charges to Bill Today is active. All of these fields, including the ones that are blank, are filters. These filters allow the user to view only selected sets of charges that meet the entry in the field. Example, if the CSR field is left

populated with the current User ID, then only customers that have that user associated as the CSR on the Customer Maintenance screen will be displayed. If the check box ‘Charges to Bill Today’ is active, then only charge types that are set with a Billing Frequency of Daily (on the Customer Maintenance Billing Tab) and charges that have already past their frequency occurrence will be displayed.

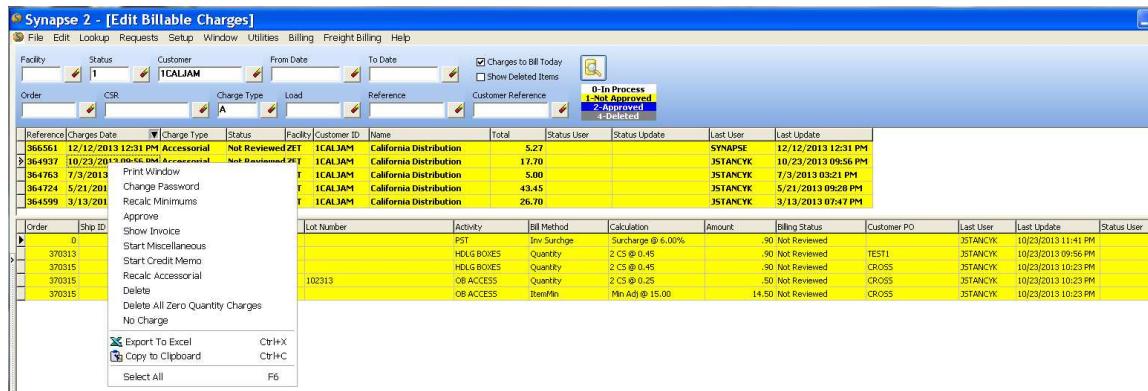
Approve charges



Select the header line to be approved, then Right Click in the top grid to activate the options window. Once approved the status will change to 2.

Preview invoice format

The invoice can be previewed as early as a status 1. To do this, right click on the header record. A supplementary menu will be displayed. Select the Show Invoice option. The system will prompt for a printer but it will not print unless the user selects the print option from the invoice view.



A sample of an invoice is displayed below:

TRIAL

Receipt Invoice

Received by:

Ozburn-Hessey Logistics-Cockrill Bend
7355 Cockrill Bend Boulevard
Nashville, TN 37209 USA



Invoice Number: 43
Invoice Date: 10/23/2000

OHL Receipt No: 188
Date Received: 10/25/1999
Customer Reference:
Carrier: Transus Intermodal
Freight or Pro No:

For the Account of:

JSR AMERICA, INC.
312 Elm Street
Suite 1585
Cincinnati, OH 45202 USA

Invoice Total **\$86.93**

Item Lot	Description	Entered Quantity	Weight	Activity	Charge By	Quantity	Units	Rate	Amount
JSR EP96 690712	CRATES SYNTHETIC RUBBER			REC HDLG	CWT	295.68	CWT	0.2240	\$66.23
		16 CR.		REC STG	CWT	295.68	CWT	0.0700	20.70

Invoice Total **\$86.93**

Process a No Charge Invoice

A No Charge Option is available on the Edit Billing options menu. This option will allow the user to reduce the entire set of charges to a \$0.00 for processing. There is no need for the user to change the rate of each entry to \$0.00, the entire invoice can be done all at once.

Example of Receipt charges:

Reference	Charges Date	Charge Type	Status	Facility/Customer ID	Name	Total	Status User	Status Update	Last User	Last Update
366506	11/13/2013 06:07 PM	Receipt	Not Reviewed-ZET	ICALJAM	California Distribution	69.60	JSTANCYK	11/13/2013 06:07 PM	JSTANCYK	11/13/2013 06:05 PM
366504	11/13/2013 06:05 PM	Receipt	Not Reviewed-ZET	ICALJAM	California Distribution	66.60	JSTANCYK	11/13/2013 06:05 PM	JSTANCYK	11/13/2013 06:05 PM
366503	11/13/2013 06:05 PM	Receipt	Not Reviewed-ZET	ICALJAM	California Distribution	69.60	JSTANCYK	11/13/2013 06:05 PM	JSTANCYK	11/13/2013 06:05 PM
366501	11/13/2013 06:00 PM	Receipt	Not Reviewed-ZET	ICALJAM	California Distribution	30.60	JSTANCYK	11/13/2013 06:00 PM	JSTANCYK	11/13/2013 06:00 PM
366500	11/13/2013 06:00 PM	Receipt	Not Reviewed-ZET	ICALJAM	California Distribution	82.35	JSTANCYK	11/13/2013 06:00 PM	JSTANCYK	11/13/2013 06:00 PM

Order	Ship ID	Load Number	Item	Lot Number	Activity	Bil Method	Calculation	Amount	Billing Status	Customer PO	Last User	Last Update	Status User
0					PST	Inv Surge	Surcharge @ 6.00%	3.60	Not Reviewed	JSTANCYK	JSTANCYK	11/13/2013 06:05 PM	JSTANCYK
371895	1	201706	1014	111313	HANDLING	Quantity	4 CS @ 0.75	3.00	Not Reviewed	RF PROMPT	JSTANCYK	11/13/2013 06:05 PM	JSTANCYK
371895	1	201706	1014	111313	STORAGE	LineMin	Mn Adj @ 60.00	58.00	Not Reviewed	RF PROMPT	JSTANCYK	11/13/2013 06:05 PM	JSTANCYK
371895	1	201706	1014	111313	STORAGE	Quantity	4 CS @ 0.50	2.00	Not Reviewed	RF PROMPT	JSTANCYK	11/13/2013 06:05 PM	JSTANCYK

On the Invoice Header line, right-click to access the options menu.

Synapse Billing Concepts Manual

Reset All Charges to Zero

This screenshot shows the Synapse Billing application interface. The main window displays a list of invoices for customer 'ICALJAM'. A context menu is open over the last invoice in the list, showing options like 'Recalc Minimums' and 'Approve'. The status bar at the bottom indicates 'Select All F6'.

Reference	Charge Date	Charge Type	Status	Facility/Customer ID	Name	Total	Status User	Status Update	Last User	Last Update
366506	11/13/2013 06:07 PM	Receipt	Not Reviewed-ZET	ICALJAM	California Distribution	69.60	JSTANCYK	11/13/2013 06:07 PM	JSTANCYK	11/13/2013 06:05 PM
366504	11/13/2013 06:05 PM	Print Window	Not Reviewed-ZET	ICALJAM	California Distribution	66.60	JSTANCYK	11/13/2013 06:05 PM	JSTANCYK	11/13/2013 06:05 PM
366503	11/13/2013 06:05 PM	Change Password	Not Reviewed-ZET	ICALJAM	California Distribution	69.60	JSTANCYK	11/13/2013 06:05 PM	JSTANCYK	11/13/2013 06:05 PM
366501	11/13/2013 06:00 PM	Recalc Minimums	Not Reviewed-ZET	ICALJAM	California Distribution	30.60	JSTANCYK	11/13/2013 06:00 PM	JSTANCYK	11/13/2013 06:00 PM
366500	11/13/2013 06:00 PM	Approve	Not Reviewed-ZET	ICALJAM	California Distribution	82.35	JSTANCYK	11/13/2013 06:00 PM	JSTANCYK	11/13/2013 06:00 PM

Confirm Dialog

The dialog box asks: 'Okay to reset all charges to Zero for this Receipt Invoice (366504)?' with 'Yes' and 'No' buttons.

Select the No Charge option. The system will prompt the user to confirm that they would like to reset all of the charges to zero.

Synapse Billing Concepts Manual

Reset All Charges to Zero

This screenshot shows the same billing interface as the previous one, but the status bar now says 'No Charge' and 'Select All F6'. The 'No Charge' option has been selected, and a confirmation dialog box is displayed.

Reference	Charge Date	Charge Type	Status	Facility/Customer ID	Name	Total	Status User	Status Update	Last User	Last Update
366506	11/13/2013 06:07 PM	Receipt	Not Reviewed-ZET	ICALJAM	California Distribution	69.60	JSTANCYK	11/13/2013 06:07 PM	JSTANCYK	11/13/2013 06:05 PM
366504	11/13/2013 06:05 PM	Receipt	Not Reviewed-ZET	ICALJAM	California Distribution	66.60	JSTANCYK	11/13/2013 06:05 PM	JSTANCYK	11/13/2013 06:05 PM
366503	11/13/2013 06:05 PM	Receipt	Not Reviewed-ZET	ICALJAM	California Distribution	69.60	JSTANCYK	11/13/2013 06:05 PM	JSTANCYK	11/13/2013 06:05 PM
366501	11/13/2013 06:00 PM	Receipt	Not Reviewed-ZET	ICALJAM	California Distribution	30.60	JSTANCYK	11/13/2013 06:00 PM	JSTANCYK	11/13/2013 06:00 PM
366500	11/13/2013 06:00 PM	Receipt	Not Reviewed-ZET	ICALJAM	California Distribution	82.35	JSTANCYK	11/13/2013 06:00 PM	JSTANCYK	11/13/2013 06:00 PM

Confirm Dialog

The dialog box asks: 'Okay to reset all charges to Zero for this Receipt Invoice (366504)?' with 'Yes' and 'No' buttons. The 'No' button is selected.

If No is selected, the message prompt will disappear and the user will be returned to the Edit Billing screen.

If Yes is selected, the charges will be reset to zero.

Synapse Billing Concepts Manual

Reset All Charges to Zero

This screenshot shows the same billing interface again, with the status bar indicating 'Yes' and 'Select All F6'. The 'Yes' option has been selected, and the charges have been successfully reset to zero. Red highlights are visible on the minimum charge lines for the second and third invoices.

Reference	Charge Date	Charge Type	Status	Facility/Customer ID	Name	Total	Status User	Status Update	Last User	Last Update
366506	11/13/2013 06:07 PM	Receipt	Not Reviewed-ZET	ICALJAM	California Distribution	69.60	JSTANCYK	11/13/2013 06:07 PM	JSTANCYK	11/13/2013 06:05 PM
366504	11/13/2013 06:05 PM	Receipt	Not Reviewed-ZET	ICALJAM	California Distribution	66.60	JSTANCYK	11/13/2013 06:05 PM	JSTANCYK	11/13/2013 06:05 PM
366503	11/13/2013 06:05 PM	Receipt	Not Reviewed-ZET	ICALJAM	California Distribution	69.60	JSTANCYK	11/13/2013 06:05 PM	JSTANCYK	11/13/2013 06:05 PM
366501	11/13/2013 06:00 PM	Receipt	Not Reviewed-ZET	ICALJAM	California Distribution	30.60	JSTANCYK	11/13/2013 06:00 PM	JSTANCYK	11/13/2013 06:00 PM
366500	11/13/2013 06:00 PM	Receipt	Not Reviewed-ZET	ICALJAM	California Distribution	82.35	JSTANCYK	11/13/2013 06:00 PM	JSTANCYK	11/13/2013 06:00 PM

Reset All Charges to Zero

The status bar shows 'Reset All Charges to Zero' and 'Select All F6'.

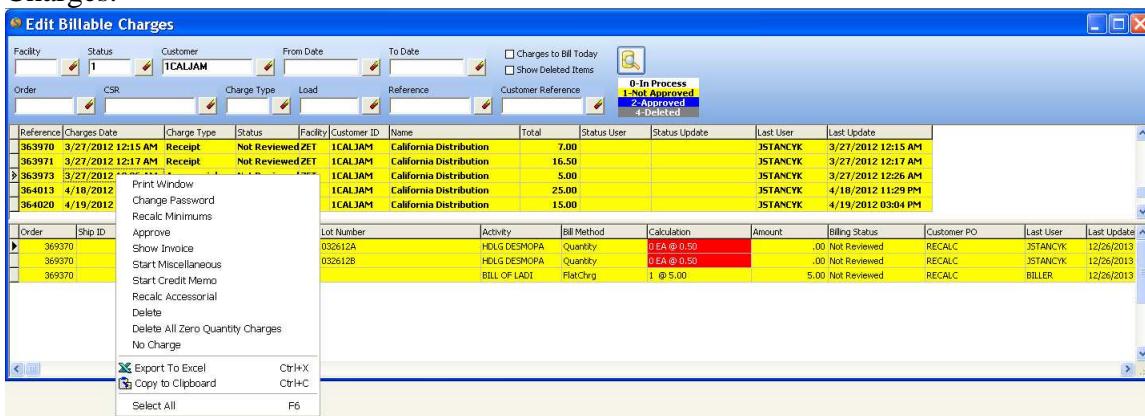
If any Minimum Charges were on the invoice, these will be highlighted in Red. If the Minimum charge is no longer needed, then the charge will need to be deleted.

If the Minimum Charges are needed, Right-Click on the options menu and select the Recalc Minimums option. This will reapply the minimums without re-applying the other charges.

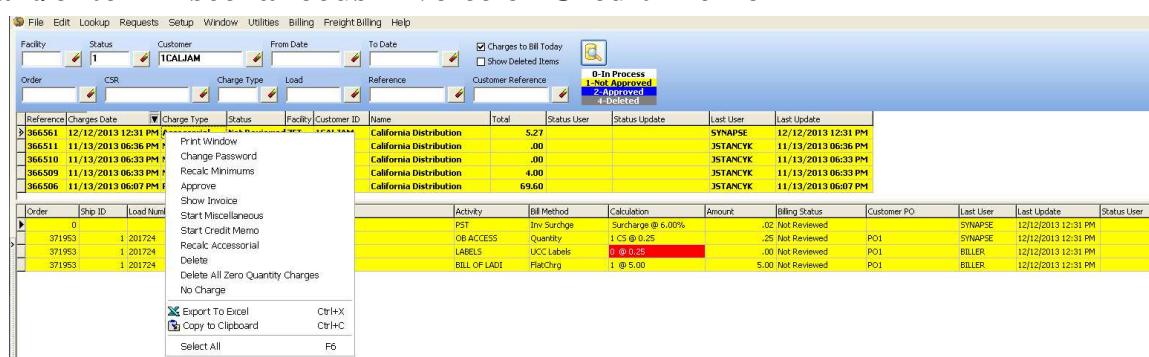


Delete All Zero Qty Charges

The ability to delete all the zero quantity charges can be done by right click on the header record. This will display a list of menu options which includes Delete All Zero Quantity Charges.



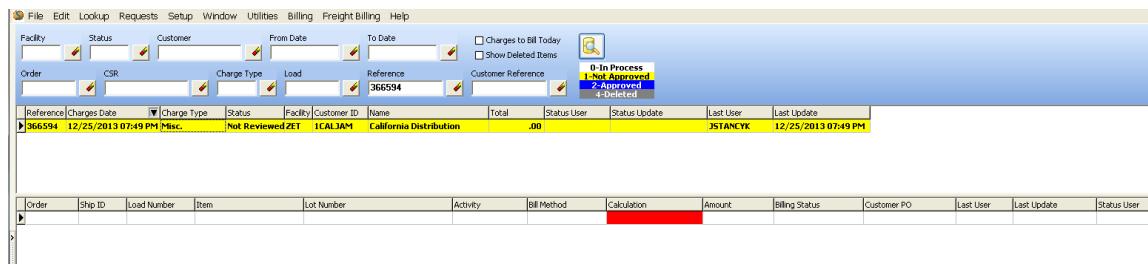
Start/enter Miscellaneous Invoice or Credit Memo



Right click on the top grid to activate the options window. The following pop up window will appear.



Enter the Facility and Customer ID that you wish to start a Miscellaneous Invoice for. Select OK to confirm. This process is the same for a Credit Memo.



A header line will appear with no detail. Follow the instructions for Add/Edit charges to create the detail.

Recalculate minimum charges for set of charges

Right Click on the header record desired, to activate the options window. This will only recalculate any Minimum charges.

Recalculate receipt charges

Right Click on the header record desired, to activate the options window. This will only recalculate the charges for the record selected.

Add/Edit Detail charges

The screenshot shows a software application window titled "File Edit Lookup Requests Setup Window Utilities Billing Freight Billing Help". The main area displays a grid of order details. A context menu is open over the third row of the grid, listing options such as Print Window, Change Password, Approve Item, Edit Items, Delete, Rate Change, Export To Excel (Ctrl+X), Copy to Clipboard (Ctrl+C), and Select All (F6). The status bar at the bottom right shows "12/12/2013 12:31 PM".

Reference	Charge Date	Charge Type	Status	Facility	Customer ID	Name	Total	Status User	Status Update	Last User	Last Update	Status User
966594	12/25/2013 07:49 PM	Not Reviewed	ZET	LCALJAM	California Distribution		.00			JSTANCYK	12/25/2013 07:49 PM	
966595	12/12/2013 12:31 PM	Accessory	Not Reviewed	ZET	LCALJAM	California Distribution	5.27			SYNAPSE	12/12/2013 12:31 PM	
966511	11/13/2013 06:26 PM	Misc.	Not Reviewed	ZET	LCALJAM	California Distribution	.00			JSTANCYK	11/13/2013 06:26 PM	
966510	11/13/2013 06:33 PM	Misc.	Not Reviewed	ZET	LCALJAM	California Distribution	.00			JSTANCYK	11/13/2013 06:33 PM	
966509	11/13/2013 06:33 PM	Misc.	Not Reviewed	ZET	LCALJAM	California Distribution	4.00			JSTANCYK	11/13/2013 06:33 PM	

Right click in the bottom grid to activate the options window. The following pop up window will appear.

The "Invoice Detail" window has a title bar with a close button. It contains several tabs: "Billing Detail" (selected), "Comments", and "Activity". Below the tabs are buttons for navigation (Back, Forward, Home, etc.) and a toolbar with icons for adding (+), saving (checkmark), and deleting (cross).

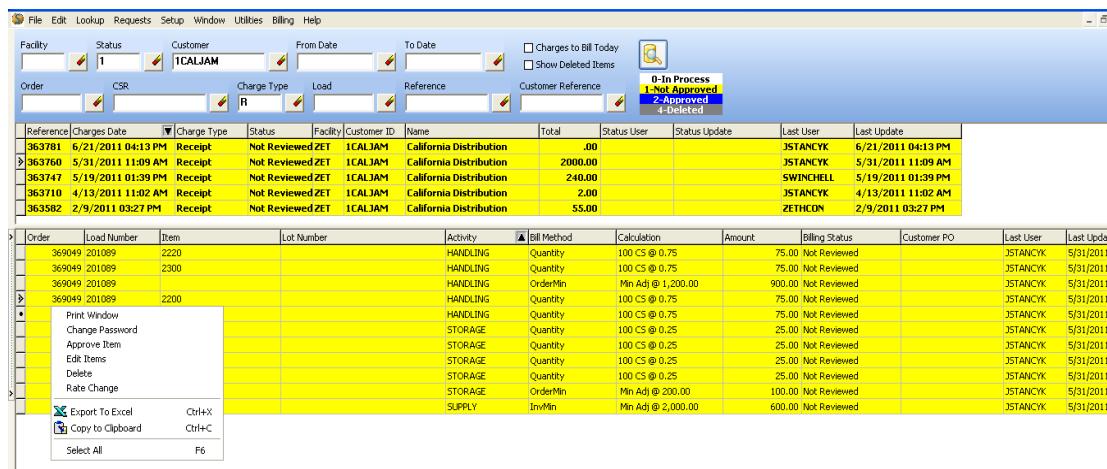
Fields include:

- Order ID: Ship ID:
- Item: Lot Number:
- Activity:
- Billing Method:
- Charge Date:
- Use Invoice:
- Billing Amounts: A table with columns Quantity, UOM, Rate, Amount, and Weight. Rows show Entered, Calculated, and To Bill.
- Last Update By:

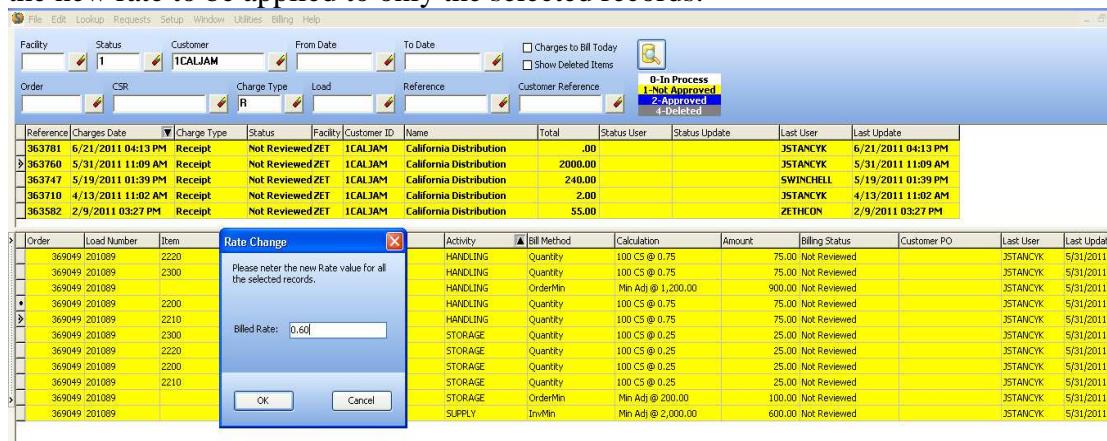
Left click on the button to start adding charges. A further explanation of charges can be added on the Comments Tab. Left click on the button to save.

Detail-Rate Change

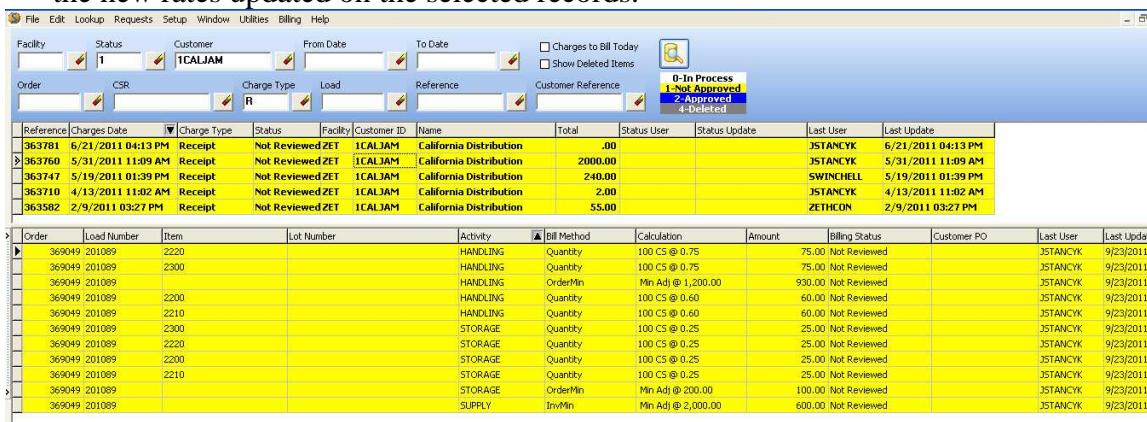
To change the rate on a detail line, Right click and a sub menu will display the options. Select the Rate Change option.



After selecting Rate Change a small window will appear that will allow the entry of the new rate to be applied to only the selected records.



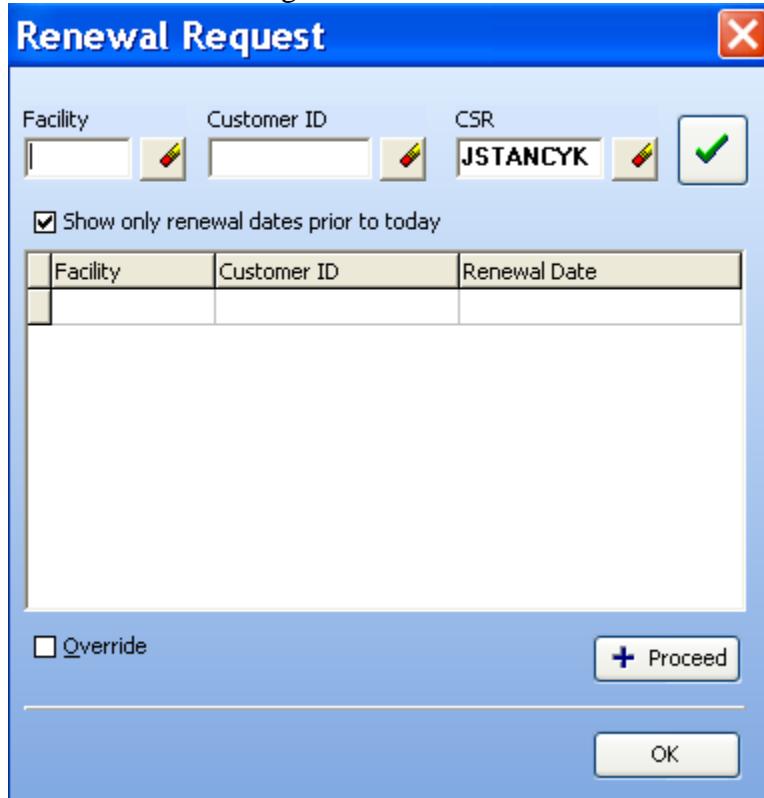
Enter the rate and select OK. This will return the user to the Edit Billing screen with the new rates updated on the selected records.



*Note: If the user does a Recalc Receipt it will update the rates back to the rate that is setup in the Rate Group for the item. Also, if there are Minimums, the user will need to perform Recalc Minimums to update them.

Renewal Storage Request

- Shows pending renewals for customer/facility
- Run renewal charge creation



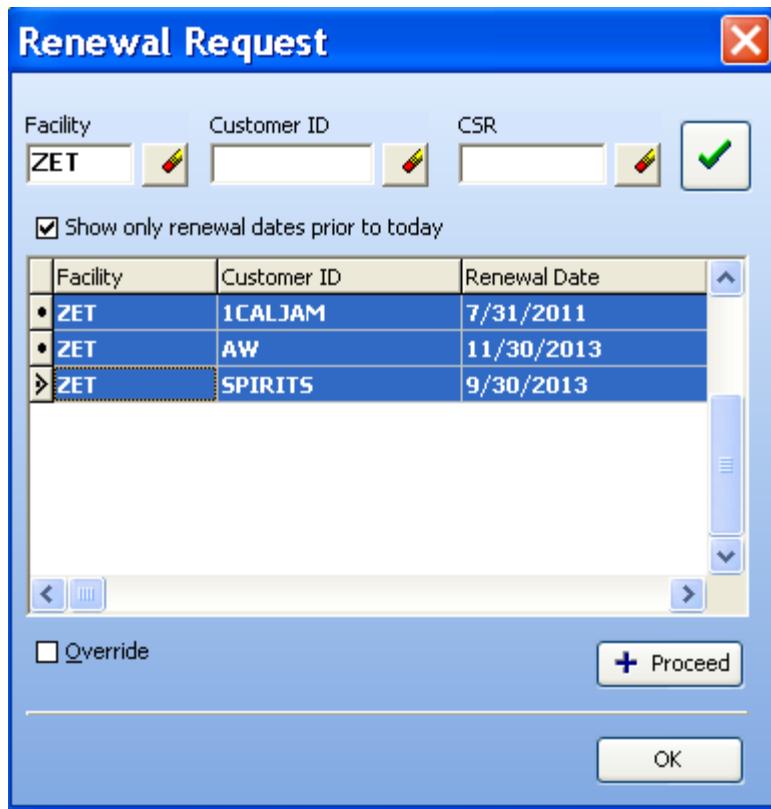
Enter the Facility, leave the Customer ID blank to display all customers or enter a Customer ID, remove the CSR (this will automatically display the name of the current

user). Left click on the to display the results of the inquiry. Only customers that meet the criteria will be displayed. Select the desired customer and left click on . Repeat for each customer. Select OK when complete. Renewal Storage charges will be available for approval on the Billing/Edit Billing screen.

Multiple Renewal Request

The Renewal Request option will allow more than one Customer to be selected at a time. Previously, each Customer had to be its own separate request for the renewal to be calculated.

From the Billing menu, select the Renewal Storage Request option.



After entering in the search criteria such as, Facility, a list of available customers will be displayed for Renewal.

The selection of customers can be done in a couple of different ways:

Using the Shift key and Arrow up/down to select customers in a order of display.

Using the Control key and Left click on each customer.

Right click on the grid and select all.

*Note the more customers selected (and the amount of data records to calculate) will affect the speed in which the system processes the request and returns control to the user.

*Note: If the same customer has inventory in more than one Facility, the system will not allow one Facility to process a Renewal Storage invoice more than 1 billing cycle ahead of the other Facility(s).

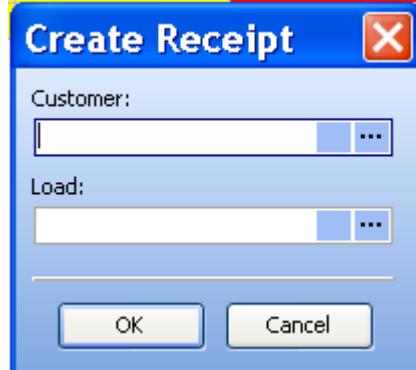
Accounting Close

- Set last accounting period close date.

The purpose of the Accounting Close option is to set a date that will be a cut off for the dating of invoices. For example, if the close date is set for 11/1/2003, a miscellaneous invoice can't be created for 10/15/2003. Use of this feature is optional.

Create Receipt Charges

- Request creation of receipt charges for specified customer/load



Enter the Customer ID and Load number to create receipt charges. The results will be displayed on the Billing/Edit Billing screen.

Note: to create accessorial charges, see the topic on Bill Load.

Create Invoice

- Based on customer billing invoice consolidation options
- Group sets of charges into proposed invoices.
- The invoice date is the date that will appear on the invoice. The system default is 30 days. This can be changed in the default settings screen. If the Accounting Close function has been processed for the account, it will prevent the back dating of invoices.

Invoice #	Reference	Charges Date	Charge Type	Status	Facility	Customer ID	Name	Total	Posted On	Printed On
TEST10713	366503	11/13/2013 06:05 PM	Receipt	Reviewed	ZET	ICALJAM	California Distribution	69.6		
TEST10713	366504	11/13/2013 06:05 PM	Receipt	Reviewed	ZET	ICALJAM	California Distribution	63.6		

Order	SHIPTONAME	REFERENCE	Item	Lot Number	Activity	Billing Method	Calculation	Amount	Billing Status	Customer PO
0					STRETCHWRAP	Quantity	1 EA @ 3.00	3	Reviewed	
0					PST	Inv Surcharge	Surcharge @ 6.00%	3.6	Reviewed	
371885	TEST1	1014	111313		HANDLING	Quantity	4 CS @ 0.75	3	Reviewed	RF PROMPT
371885	TEST1	1014	111313		STORAGE	Quantity	4 CS @ 0.50	2	Reviewed	RF PROMPT
371885	TEST1	1014	111313		STORAGE	LineMin	Mn Ad @ 60.00	56	Reviewed	RF PROMPT
0					LABELS	Quantity	0 EA @ 1.00	0	Canceled	

- Remove sets of charges from proposed invoice

File Edit Lookup Requests Setup Window Utilities Billing Freight Billing Help

Facility	Customer	Order/Receipt	Charge Type	Create Invoice
Reference	Invoice Date	CSR		
	11/4/2013			<input type="checkbox"/> Only Due
O-In Process 1-Not Approved 2-Approved 3-Billed 4-Deleted				
Master Invoice	Invoice Status	Customer ID	Customer Name	Facility
TEST10714	Z	ICALJAM	California District	Post Date
				Invoice Total
				178.20
				User ID
				Print Date
				CSR

Invoice #	Reference	Charges Date	Charge Type	Status	Facility	Customer ID	Name	Total	Posted On	Printed On
TEST10714		2/16/20	08 AM Accessorial	Reviewed	ZET	ICALJAM	California Distribution	20		
TEST10714		3/14/20	08 PM Accessorial	Reviewed	ZET	ICALJAM	California Distribution	25		
TEST10714		11/13/2013	15 PM Receipt	Reviewed	ZET	ICALJAM	California Distribution	69.6		
TEST10714		11/13/2013	15 PM Receipt	Reviewed	ZET	ICALJAM	California Distribution	63.6		

Order	Shipto/Name	Reference	Charges Date	Charge Type	Customer ID	Item	Lot Number	Activity	Billing Method	Calculation	Amount	Billing Status	Customer PO
366199	AVON CUSTOM MIXING	MPTEST1	2/16/20	08 ACCESS	ZET	ICALJAM	1234	08 ACCESS	Quantity	3 CS @ 0.25	0.75	Reviewed	MP TEST
366199	AVON CUSTOM MIXING	MPTEST1	3/14/20	08 ACCESS	ZET	ICALJAM	2345	08 ACCESS	Quantity	2 CS @ 0.25	0.5	Reviewed	MP TEST
366199	AVON CUSTOM MIXING	MPTEST1	11/13/2013	08 ACCESS	ZET	ICALJAM		08 ACCESS	Item/Mn	Min Adj @ 15.00	13.75	Reviewed	MP TEST
366199	AVON CUSTOM MIXING	MPTEST1	11/13/2013 06:05 PM	Receipt	ZET	ICALJAM		BILL OF LADY	FlatChrg	1 @ \$1.00	1	Reviewed	MP TEST

Right click in the middle grid to Remove Charges from an Invoice. These charges will be returned to the Billing/Edit Billing screen.

- Preview invoice format

File Edit Lookup Requests Setup Window Utilities Billing Freight Billing Help

Facility	Customer	Order/Receipt	Charge Type	Create Invoice
Reference	Invoice Date	CSR		
	11/4/2013			<input type="checkbox"/> Only Due
O-In Process 1-Not Approved 2-Approved 3-Billed 4-Deleted				
Master Invoice	Invoice Status	Customer ID	Customer Name	Facility
TEST10714	Z	ICALJAM	California District	Post Date
				Invoice Total
				178.20
				User ID
				Print Date
				CSR

Invoice #	Reference	Charges Date	Charge Type	Status	Facility	Customer ID	Name	Total	Posted On	Printed On
TEST10714	363027	2/16/20	08 ACCESS	Reviewed	ZET	ICALJAM	California Distribution	20		
TEST10714	363905	3/14/20	08 ACCESS	Reviewed	ZET	ICALJAM	California Distribution	25		
TEST10714	366503	11/13/2013	08 ACCESS	Reviewed	ZET	ICALJAM	California Distribution	69.6		
TEST10714	366504	11/13/2013 06:05 PM	Receipt	Reviewed	ZET	ICALJAM	California Distribution	63.6		

Order	Shipto/Name	Reference	Charges Date	Charge Type	Customer ID	Item	Lot Number	Activity	Billing Method	Calculation	Amount	Billing Status	Customer PO
366199	AVON CUSTOM MIXING	MPTEST1	2/16/20	08 ACCESS	ZET	ICALJAM	1234	08 ACCESS	Quantity	3 CS @ 0.25	0.75	Reviewed	MP TEST
366199	AVON CUSTOM MIXING	MPTEST1	3/14/20	08 ACCESS	ZET	ICALJAM	2345	08 ACCESS	Quantity	2 CS @ 0.25	0.5	Reviewed	MP TEST
366199	AVON CUSTOM MIXING	MPTEST1	11/13/2013	08 ACCESS	ZET	ICALJAM		08 ACCESS	Item/Mn	Min Adj @ 15.00	13.75	Reviewed	MP TEST
366199	AVON CUSTOM MIXING	MPTEST1	11/13/2013 06:05 PM	Receipt	ZET	ICALJAM		BILL OF LADY	FlatChrg	1 @ \$1.00	1	Reviewed	MP TEST

Right click to activate the options window.

- Post and print the invoice

File Edit Lookup Requests Setup Window Utilities Billing Freight Billing Help

Facility	Customer	Order/Receipt	Charge Type	Create Invoice
Reference	Invoice Date	CSR		
	11/4/2013			<input type="checkbox"/> Only Due
O-In Process 1-Not Approved 2-Approved 3-Billed 4-Deleted				
Master Invoice	Invoice Status	Customer ID	Customer Name	Facility
TEST10714	Z	ICALJAM	California District	Post Date
				Invoice Total
				178.20
				User ID
				Print Date
				CSR

Invoice #	Reference	Charges Date	Charge Type	Status	Facility	Customer ID	Name	Total	Posted On	Printed On
TEST10714	363027	2/16/20	08 ACCESS	Reviewed	ZET	ICALJAM	California Distribution	20		
TEST10714	363905	3/14/20	08 ACCESS	Reviewed	ZET	ICALJAM	California Distribution	25		
TEST10714	366503	11/13/2013	08 ACCESS	Reviewed	ZET	ICALJAM	California Distribution	69.6		
TEST10714	366504	11/13/2013 06:05 PM	Receipt	Reviewed	ZET	ICALJAM	California Distribution	63.6		

Order	Shipto/Name	Reference	Charges Date	Charge Type	Customer ID	Item	Lot Number	Activity	Billing Method	Calculation	Amount	Billing Status	Customer PO
366199	AVON CUSTOM MIXING	MPTEST1	2/16/20	08 ACCESS	ZET	ICALJAM	1234	08 ACCESS	Quantity	3 CS @ 0.25	0.75	Reviewed	MP TEST
366199	AVON CUSTOM MIXING	MPTEST1	3/14/20	08 ACCESS	ZET	ICALJAM	2345	08 ACCESS	Quantity	2 CS @ 0.25	0.5	Reviewed	MP TEST
366199	AVON CUSTOM MIXING	MPTEST1	11/13/2013	08 ACCESS	ZET	ICALJAM		08 ACCESS	Item/Mn	Min Adj @ 15.00	13.75	Reviewed	MP TEST
366199	AVON CUSTOM MIXING	MPTEST1	11/13/2013 06:05 PM	Receipt	ZET	ICALJAM		BILL OF LADY	FlatChrg	1 @ \$1.00	1	Reviewed	MP TEST

Right click on the top grid to activate the options window. User will be asked to confirm Post and Print selection. Once confirmed a printer window will appear to select the desired print options.

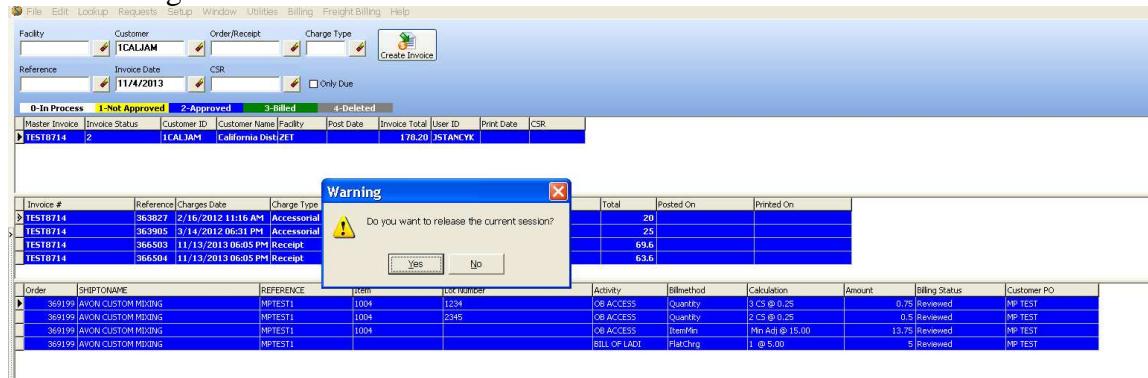
*Note: Up to this point, the invoices could still be returned to the Billing/Edit billing screen for corrections/additions. Once an invoice is Post and Printed, it cannot be changed.

- Utilities/Locks



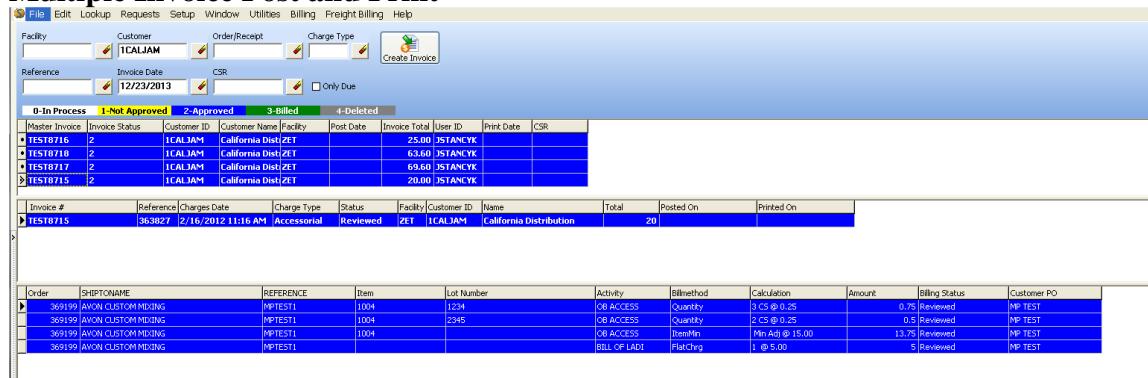
When a user is in the process of creating invoices for post and print, a lock is created to prevent other users from changing anything on these charges. The lock is automatically removed when the user releases their invoicing session.

- Releasing a session



When a user clicks on the X to exit the create invoice screen, they are prompted with a message to release the session, Yes or No. If the user answers “Yes”, the lock will be removed and other users will then be able to access the invoicing screens for that customer. If the user answers No, then the lock remains in place and only the **same user** that the lock exists for can access the create invoice screen for that customer.

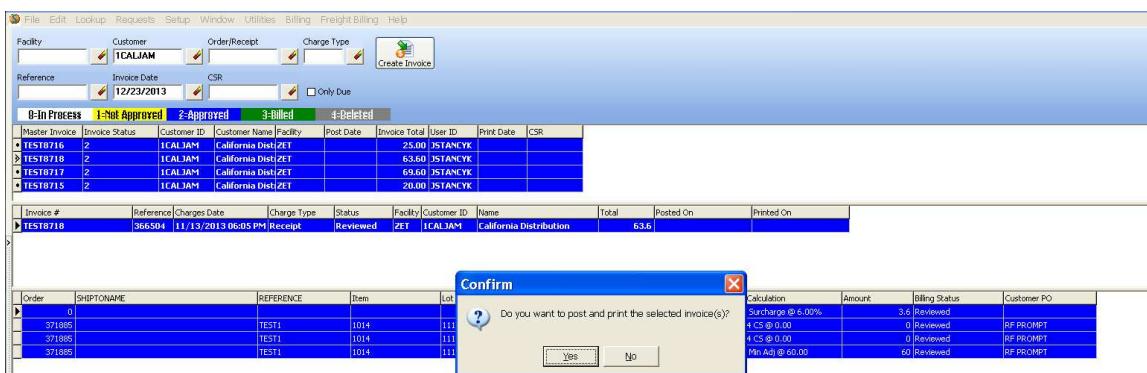
Multiple Invoice Post and Print



In the above screen view, multiple invoices have been selected. Holding down the control key and clicking on each line will allow for multiple selection.



Right clicking in the gray bar above the blue highlighted invoices will allow for selection of all for posting and printing.



This system will prompt the user to confirm that they would like to process all the selected invoices.



The same print message will appear as shown above, for each invoice selected. The user can select a different printer and number of copies for each invoice.

Renewal Invoice

- Create Invoice for renewal charges only

Receipt Invoice

- Create Invoice for receipt charges only

Credit Memo

- Create Invoice for credit memo charges only

Miscellaneous Invoice

- Create Invoice for miscellaneous charges only

Accessorial Invoice

- Create Invoice for assessorial charges only

Preliminary Trial Invoice Request

The system can process a ‘Preliminary Trial Invoice’ for a selected customer without actually processing the invoice or renewal request. This process will generate a report based off of the date parameters that are selected. This may be particularly useful for customers using the anniversary days computation method for renewal storage. No permanent updates will be made to the data base.

This report will show all pending (status 0 and 1) charges for a specified period. For dates in the future the report will show potential renewal charges based on the current inventory. This report will also display charges for all invoice types, unless otherwise requested. *Note – Since the ‘potential’ renewal charges are based off of current inventory, this Trial Invoice is only valid for the moment in time that it was ran.

The report parameters are as follows:

Facility	required field
Invoice Type	if none provided, it will show all
Date Range	required field
Custid	either list or All

This report will copy all of the existing charges in the invoice detail that match the parameters into a temporary work table. If there are dates in the future and the invoice types include storage renewals, the renewals will be calculated and added to the temporary work table. Then a view will be created for the report showing the charges pending.



The name of the report is ZBILTRLINV.rpt.

Preliminary Trial Invoice										
Facility: 107				Todays Date: 7/5/2006						
Customer List: CW				For The Period: 6/1/06 - 7/6/06						
Customer: CW		CATCH WEIGHT CUSTOMER								
Invoice Type: S										
Activity	Date	Order	Item	Lot	Activity	Charge By	Qty	UOM	Rate	Amount
06/06/2006		4695/1			REPORT REQUESTED	Flat Charge	1.00	LBS	200.00	200.00
06/06/2006		4695/1	100B		RENEWAL STORAGE	Weight	2,703.00	LBS	0.03	81.09
06/06/2006		4695/1	100B	083005	RENEWAL STORAGE	Weight	75.00	LBS	0.03	2.25
06/06/2006		4695/1	100B	0910	RENEWAL STORAGE	Weight	15.00	LBS	0.03	0.45
06/06/2006		4695/1	100B	1004	RENEWAL STORAGE	Weight	2,580.00	LBS	0.03	77.40
06/06/2006		4695/1	100B	101	RENEWAL STORAGE	Weight	15.00	LBS	0.03	0.45
06/06/2006		4695/1	100B	105	RENEWAL STORAGE	Weight	15.00	LBS	0.03	0.45
06/06/2006		4695/1	100B	106	RENEWAL STORAGE	Weight	15.00	LBS	0.03	0.45
06/06/2006		4695/1	100B	109	RENEWAL STORAGE	Weight	15.00	LBS	0.03	0.45
06/06/2006		4695/1	100B	111	RENEWAL STORAGE	Weight	15.00	LBS	0.03	0.45
06/06/2006		4695/1	100B	1111	RENEWAL STORAGE	Weight	50.00	LBS	0.03	1.50

* Because of the temporary and sometimes future calculations that the system is processing, it is not recommended that too many accounts or too many large accounts be processed at the same time.

Bill Load

The purpose of this function is to allow the recapture of charges in the event that either no rates or no Default Rate Group was applied to the customer at the time of load close. Accessorial charges are captured at the time of a business event (often the SHIP business event is used).

- If the Default Rate Group was not applied to the customer, SYNAPSE will not generate an Accessorial billing.
- If the Default Rate Group was applied to the customer, but the rate was not entered into the rate group or had a future effective date, SYNAPSE will not generate an Accessorial billing.

This feature will allow the recapture of these charges after the necessary corrections have been made.

Note that if an accessorial charge is in place, then the Recalc Accessorial function is valid for changes that are not posted and printed. The BILL LOAD button will not appear on loads where accessorial charges have been created. Once this button is illuminated, it will not disappear. **Each time the BILL LOAD button is selected, the system will re-calculate ALL charges for the load, even if they were already calculated.**

Accessorial Rates not set as Default Rate Group Setup/Customer/Billing/Rate Summary

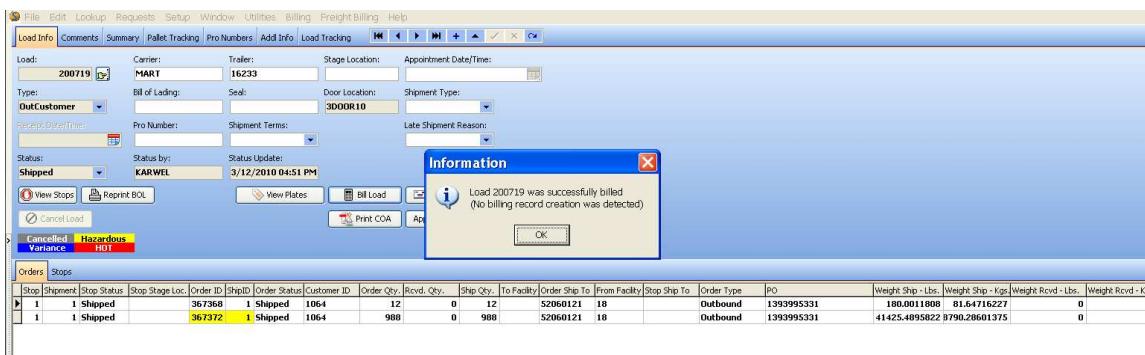
Rate Group	Activity	Bif. Date	Bill Method	UOM	Rate
DefAccess	BILL OF LADY	5/1/2012	FlatChrg		5.0000
DEF ITEM	HANDLING	5/1/2012	Quantity	Cans	.7500
DEF ITEM	STORAGE	5/1/2012	Quantity	Cans	.5500
DEF ITEM	HDLG BOXES	5/1/2012	Quantity	Case	.4500
JDG WHSE	GST	1/1/2010	Item Surcharge		.0500
JDG WHSE	PST	1/1/2010	Line Surcharge		.0800
PST	PST	5/1/2012	Inv Surcharge		6.0000

Once the Load was Closed, SYNAPSE attempted to calculate any type of shipping charges. Since the Default Rate Group was not associated with the customer, it was unable to charge anything. At this time a new button appears on the Load screen called Bill Load. This is an indication that no charges were generated.

Shipped order with Bill Load button Edit/Loads

Stop	Shipment	Stop Status	Stop Stage Loc.	Order ID	ShipID	Order Status	Customer ID	Order Qty.	Rcvd. Qty.	Exp. Qty.	To Facility	Order Shp To	From Facility	Stop Shp To	Order Type	PO	Weight Ship - Lbs.	Weight Ship - Kgs.	Weight Rcvd - Lbs.	Weight Rcvd - Kgs.
1	1	Shipped	367368	1	1064	12	0	12			S2060121	18		Outbound	1393995331	180.0011808	81.64716227	0		
1	1	Shipped	367372	1	1064	988	0	988			S2060121	18		Outbound	1393995331	41425.4895822	8790.28601375	0		

If the user attempts to recapture any charges without first correcting the problem, they will receive the following message:



Once the corrections have been made and the Bill Load button has been selected, the charges will be captured and available in the Edit Billing screen.

*Another example when the Bill Load button may get displayed, if the Rate Group is associated but there are no rates in the rate group.

OTHER TOPICS FOR BILLING

“ASOF Inventory”

Certain Renewal charges are based on the “asof inventory”, not the actual inventory plate record in the SYNAPSE database at the time the renewal is run. This allows the renewal to be run after the bill date and still calculate the totals for the renewal date

ASOF Calculation

The rules for asof inventory are:

- Receipts - are added to the asofinventory based on the load arrival date not when the plate is actually unloaded from the trailer.
- Returns - are added to the asof inventory, as of the load arrival date not when the items are actually entered into the returns screen.
- Shipments - are removed from the asof inventory as of the ship close date for the load or if multi-ship used the date multi-ship changes the carton status to SHIPPED.
- Adjustments - are added/removed from the asof inventory as of the adjustment date.
- Location loads - are added to the asof inventory as of the date the location load was entered.
- Inventory Load – when inventory is loaded into Synapse through an import script, the asof may not be updated by this method. Please consult TSD for further information.

ASOF Inventory Integrity

When a LIP record is change by the system the ASOF inventory is updated to reflect this change. If the inventory is updated manually via a “behind the scenes update” sometimes attempted by a technician, the “ASOF” may become out of sync. For example, a group of license plates are received with the wrong lot code. This is normally corrected by inventory adjustment transactions. If for example, someone just ran a sql script to update the lot code on the license plates and did not update the ASOF, the ASOF would be in error. When the inventory shipped, the ASOF shipment processing would not decrement the original item/lot totals: it would attempt to decrement the item/lot totals for the new lot.

ASOF inventory is also the basis for some inventory activity reports used by Synapse customers.

Nightly Billing Renewal (aka Daily Billing)

Daily Billing as an Oracle Job

The daily billing process is a very important part of the system. This needs to be run daily just after midnight. It was originally set to run as a cron job on the UNIX/Linux box on which Oracle ran. Most of the installations now are running it instead as a scheduled job off of the scheduler on a Windows box. In the past, there have been cases where the Windows box was down and the daily billing process was not run so the process has been modified to be an Oracle Job.

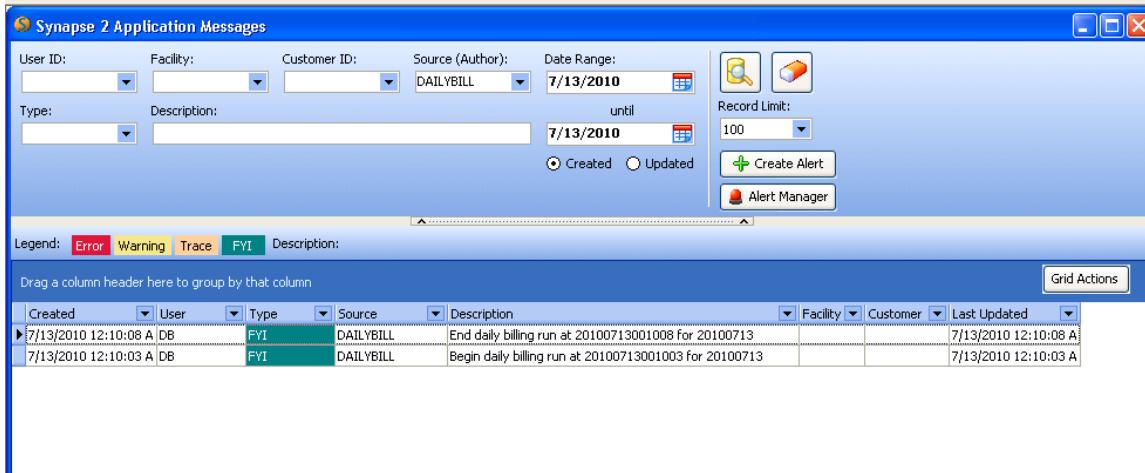
To verify these are run these tasks will be moved from running externally to being an Oracle job that will run whenever the database is up. There is code to catch up the processing if the database is down when the job is supposed to run.

The system default, Daily_Billing_Runtime, needs to be set for the time of day that the daily billing job is to execute -- normally a few minutes after midnight. The format is HHMM no :. If nothing is set the default is 12:10 AM. For example, 1:30 AM would be set as 0130. If this default value is reset to a different time, the stop_daily_billing.sql and start_daily_billing.sql scripts need to be run.

The Database Table, daily_billing_run, tracks the running of the job.

- effdate - effective date for the run
- start_dt - the start date time of the actual run
- end_dt - the end date time of the actual run

Entries are made to the apps messages for Author “DAILYBILL” when the oracle job runs. See the sample below.



Purpose of Daily Billing

The purpose of the job is to:

- Determine anniversary renewal storage charges for anniversary billing and anniversary by day billing. If inventory is added to the system via a location load, the lip creation date is used otherwise the receipt information is used.
- Expire grace periods for initial storage charges
- Re-determine the next billing date for every customer
 - If a customer does not currently have inventory in the facility at the designated renewal date, the last renewal bill date will be advanced for the skipped renewal cycle so the need for renewal will be determined properly when inventory returns to the facility.
- Run approve_accessorials which approves the accessorials that are complete and the customer flagged for autoapproval
- Used in the facilities for renewal dates
- Determine the current pallet counts and location usage for customers renewing the previous day using the PLCT and LUCT bill methods.
 - Pallet count: The system plate counts as a pallet if:
 - It is a 'PA' type with no parent
 - Each unique item, lot number on a 'MP'
 - A shipping plate counts if the plate it came from would have counted and no longer exists as a system plate
 - Location count: Every distinct location used by the customer is counted and totaled by location type.

Special Setup for the Location Usage Count (LUCT) Billing Method

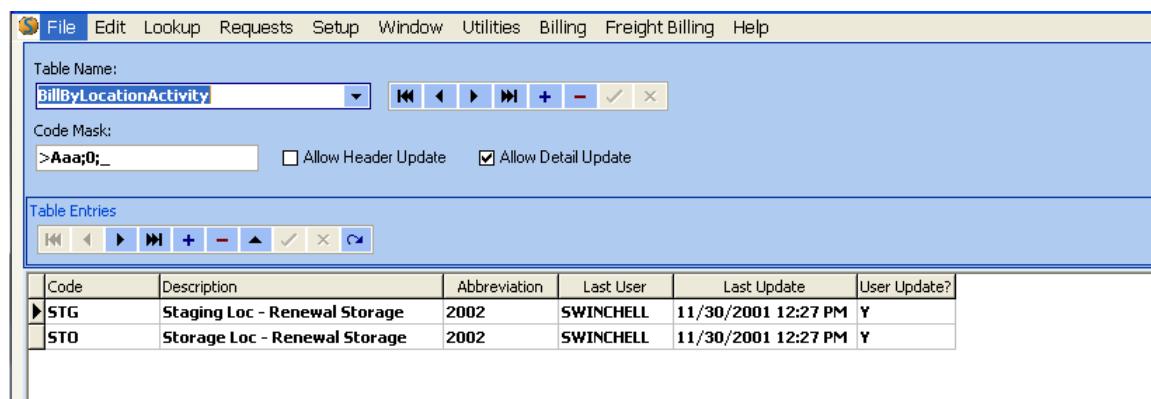
Setup/Validation Tables

BillByLocationActivity

This validation table is used to relate a location type to a billing activity so different rates can be set for each location type.

- Code – this should be set to the location type (Note: See the locationtypes validation table for values that can be used. This entry will not be edited against the locationtypes table.)
- Description – Free form description area for end user use.
- Abbreviation – this should be set to the activity code to use for billing this location type. (Note: See the Setup/Activities Screen for values that can be used. This entry will not be edited against the activities table.)

NOTE: the activities do not have to be unique. If the same activity code is used for multiple location types, their counts will be merged for billing.



This billing method must have rates set up prior to the renewal date so the data can be captured. A snapshot is taken for the count and this data can't be re-created after the fact. ***Since the calculation is not based on an item but rather locations within the facility, the rate must be setup in the rate group associated to the Customer not the Item.***

Using the Quantity Breaks Billing Methods

The ability to bill the same item, at different rates, by different types of quantity breaks is supported. For example, SYNAPSE can bill the customer different rates based on how much of an item is received by load. The system allows quantity breaks to be established and the rates to apply when each break is met.

Four bill methods support the quantity breaks billing method for handling and storage.

- QTYB Quantity break rates
- FLTB Flat charge by quantity break.
- WTB Weight quantity break
- CWTB Hundred weight quantity break

Rate Groups

A rate group is created through the normal process to be association to the item.

Setup/Customer/Rate Maintenance

The screenshot shows the 'Rates' tab of the 'Setup/Customer/Rate Maintenance' window. The 'Customer ID' is set to '1CALJAM', the 'Rate Group' is 'QTYB', and the 'Status' is 'Active'. The 'Description' is 'QtyBreaks With ANVR' and the 'Abbreviation' is 'QTYB-ANVR'. A link to another group is present, and the status is set to 'Inactive'. Below this, a table lists various rate groups with their descriptions, abbreviations, and statuses. The row for 'QTYB' is highlighted.

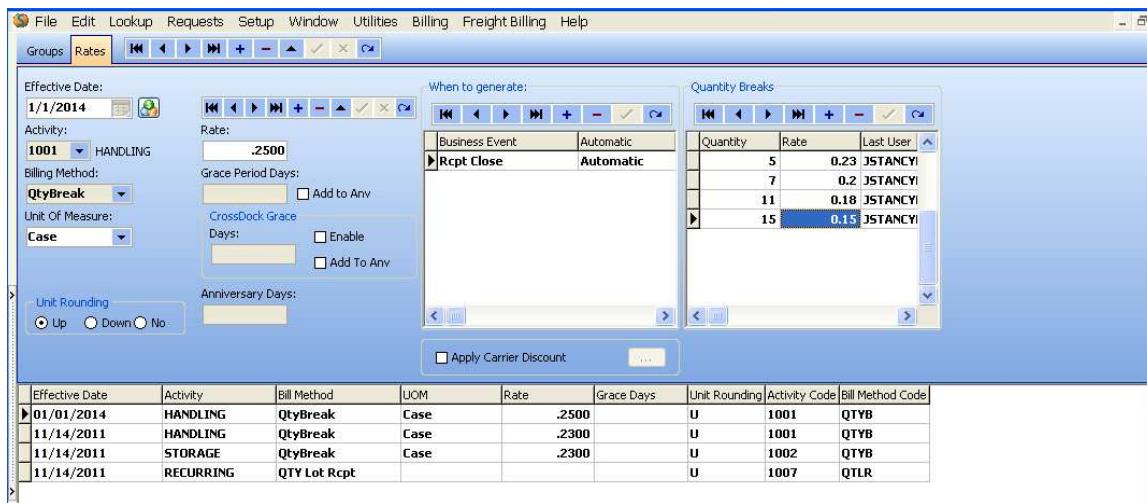
Rate Group	Description	Abbreviation	Status
ACCESS	Accessorial Rate Group	Access	Active
CROSS	Cross Dock Items	Cross	Active
CUIN	Rate Cuin	CUIN	Active
CWT	CWT-Hundred Weight	CWT	Active
CWTB	CWT Break Rates with ANVR	CWTB-ANVR	Active
FTB	Flat Rate Break with ANVD	FTB-ANVD	Active
ITEM 2	Item 2 Rate Goup	Item 2	Active
ITEM-CS	Item Case Rates	Item-CS	Active
QTYB	QtyBreaks With ANVR	QTYB-ANVR	Active
QTYM	Ea/Cs Quantity Modulus	Qtym	Active
WTB	Weight Break Rates with ANVD	WTB-ANVD	Active

When one of the bill methods is selected, a new window for entering the quantity break point and corresponding rates will display.

The screenshot shows the 'Rates' tab of the 'Setup/Customer/Rate Maintenance' window. The 'Bill Method' dropdown is set to 'QtyBreak'. A 'Quantity Breaks' dialog box is open, showing fields for 'Effective Date' (1/1/2014), 'Activity' (1001 - HANDLING), 'Rate' (empty), 'Grace Period Days' (empty), 'CrossDock Grace Days' (empty), and 'Unit of Measure' (empty). The dialog box also has sections for 'Business Event' (Automatic) and 'Anniversary Days'. Below the dialog box is a table of rate entries:

Effective Date	Activity	Bill Method	UOM	Rate	Grace Days	Unit Rounding	Activity Code	Bill Method Code
11/14/2011	HANDLING	QtyBreak	Case	.2300		U	1001	QTYB
11/14/2011	STORAGE	QtyBreak	Case	.2300		U	1002	QTYB
11/14/2011	RECURRING	Qty Lot Rpt				U	1007	QTLR

The normal rate will be used for quantities of 0 to the first break. Then the next rate will be applied up to the next break, and so on.



The corresponding charges will be displayed on the Edit Billing screen.

Renewal Quantity Breaks

The following bill methods work with the methods above to calculate renewal storage and need to be in the validation table:

- QTLR Quantity lot receipt renewal
- WTLR Weight lot receipt renewal based on catch weight
- CWLR Hundredweight lot receipt renewal

These renewal billing methods are only for use with renewal business events:

- ANVD - Anniversary renewal by days
- ANVR - Anniversary date renewal
- RENW - Renewal

When this renewal method is used the captured lot data from the receipt is used to determine the rate to use for the renewal. The setup for the initial storage charge and the renewal storage charge should be of matching types

- QTYB - QTLR Quantity Break and Quantity Lot Receipt
- CWTB - CWLR HundredWeight Break and HundredWeight Lot Receipt
- WTB - WTLR Weight Break and Weight Lot Receipt

Example 1: Rate setup for bill method QTLR

The screenshot shows the Zethcon software interface for rate setup. The top menu bar includes File, Edit, Lookup, Requests, Setup, Window, Utilities, Billing, Freight Billing, and Help. The active tab is 'Groups' under 'Rates'. The main window displays configuration fields for a recurring activity (Activity: 1007, RECURRING) and a bill method (Bill Method: QTY Lot Rcpt). It includes sections for Effective Date (11/14/2011), Rate, Grace Period Days, CrossDock Grace Days, Unit Of Measure, Anniversary Days, and Unit Rounding (Up, Down, No). A 'When to generate:' section shows a rule for 'Anv Bill' with 'Automatic' settings. Below these are two tables: one for rates and another for rate details.

Effective Date	Activity	Bill Method	UOM	Rate	Grace Days	Unit Rounding	Activity Code	Bill Method Code
01/01/2014	HANDLING	QtyBreak	Case	.2500		U	1001	QTYB
11/14/2011	HANDLING	QtyBreak	Case	.2300		U	1001	QTYB
11/14/2011	STORAGE	QtyBreak	Case	.2300		U	1002	QTYB
11/14/2011	RECURRING	QTY Lot Rcpt				U	1007	QTLR

Effective Date	Activity	Bill Method	UOM	Rate	Grace Days	Unit Rounding	Activity Code	Bill Method Code
1/1/2013	OB ACCESS	Quantity	Case	.2500		U	1005	QTY
01/01/2013	HANDLING	Quantity	Case	.7500		U	1001	QTY
01/01/2013	STORAGE	CWTBreak		5.0000		U	1002	CWTB
01/01/2013	RECURRING	CWT Lot Rcpt				U	1007	CWLR

Example 2: Rate setup for bill method CWLR

This screenshot is identical to Example 2, showing the same rate setup configuration for bill method CWLR. The configuration fields, rules, and tables for rates and rate details are the same.

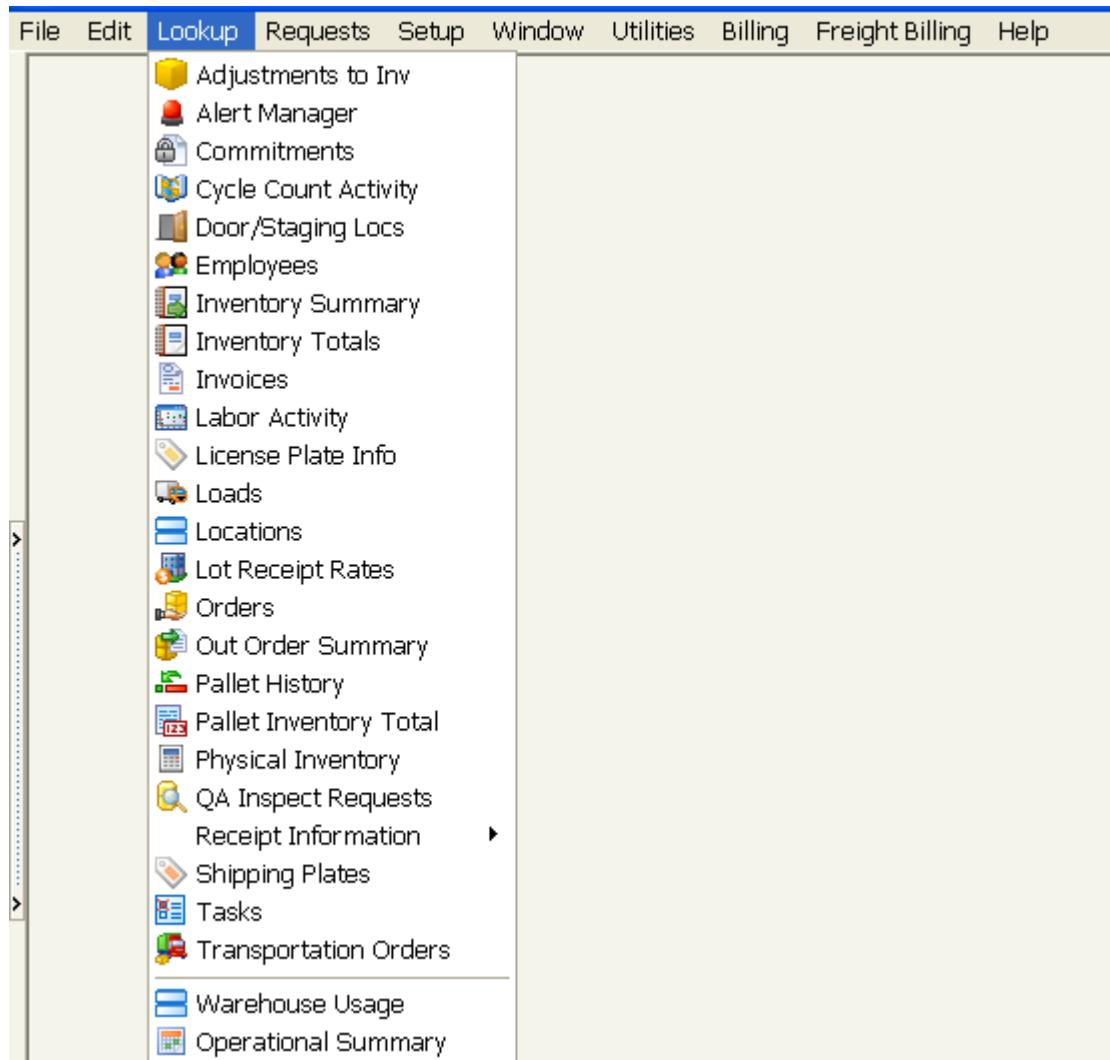
Example 3: Rate setup for bill method WTLR

The screenshot shows the Zethcon software interface for rate setup. The configuration fields for Activity (1007, RECURRING) and Bill Method (WT Lot Rcpt) are identical to Examples 2 and 3. The 'When to generate:' section now shows a rule for 'Annv Day' with 'Automatic' settings. The tables for rates and rate details show different values compared to the previous examples.

Effective Date	Activity	Bill Method	UOM	Rate	Grace Days	Unit Rounding	Activity Code	Bill Method Code
01/01/2013	HANDLING	Weight	LBS	2.0000		U	1001	WT
01/01/2013	STORAGE	WtBreak	LBS	5.0000		U	1002	WTB
01/01/2013	RECURRING	WT Lot Rcpt				U	1007	WTLR

Lot Receipt Rates

A new lookup screen, Lot Receipt Rates. This screen can be used to query by facility (Required), Custid (Required), item, and lot. A grid shows the captured data of facility, item, lot, receipt date, quantity, uom, weight, rate, last user and last update.



By a pop-up menu (right click in the grid) the user can add, modify or delete entries. If there is a receipt for a facility/custid/item/lot that already is defined then new data does not override the existing data, but a system message is generated.

The entries in this screen will be used by the system to determine the rate to use for each item/lot combination. During normal receiving methods, the system will add the necessary entries at the time of Receipt Close. If the entries are added manually (this is necessary if doing an inventory load, either by RF or Import), the UOM that should be entered is the UOM for the rate. Example, if the rate to be applied is CWT, but the base UOM of the item is Cs, the entry should be made for a UOM of CWT.

NOTE*: Once this screen is being utilized for Renewal, the system no longer looks at the rate group to for its calculation. If there is no entry for an item/lot combination, then no charges will be calculated.

The screenshot shows a software application window with a menu bar (File, Edit, Lookup, Requests, Setup, Window, Utilities, Billing, Freight Billing, Help) and a toolbar. The main area has four input fields: Facility (ZET), Customer (1CALJAM), Item (empty), and Lot Number (empty). A 'Lookup' button is next to the Lot Number field. Below these is a grid table with columns: Facility, Cust ID, Item, Lot Number, Receipt Date, Quantity, UOM, Weight, Rate, Last User, and Last Update. The data in the grid is as follows:

Facility	Cust ID	Item	Lot Number	Receipt Date	Quantity	UOM	Weight	Rate	Last User	Last Update
ZET	1CALJAM	1003	011012	1/28/2013	20	CS	100	0.1	JSTANCYK	2/27/2013 11:32:04 PM
ZET	1CALJAM	1003	022712	2/27/2012	15	CS	75	0.1	JSTANCYK	3/20/2012 5:00:18 PM
ZET	1CALJAM	1003	LOT1	1/29/2013	3	CS	15	0.2	JSTANCYK	2/27/2013 11:33:11 PM
ZET	1CALJAM	1004	011012	1/28/2013	5	CWT	25	5	JSTANCYK	2/27/2013 11:37:03 PM
ZET	1CALJAM	1004	011112	1/29/2013	15	CWT	75	5	JSTANCYK	2/27/2013 11:37:55 PM
ZET	1CALJAM	1004	011912	1/29/2013	25	CWT	125	5	JSTANCYK	2/27/2013 11:38:28 PM
ZET	1CALJAM	1006	012813	2/27/2013	20	LBS	100	2	JSTANCYK	2/28/2013 12:04:51 AM
ZET	1CALJAM	1006	012913	2/27/2013	40	LBS	200	2	JSTANCYK	2/28/2013 12:04:51 AM
ZET	1CALJAM	1006	013013	2/27/2013	60	LBS	300	2	JSTANCYK	2/28/2013 12:04:51 AM
ZET	1CALJAM	1006	013113	2/27/2013	80	LBS	400	2	JSTANCYK	2/28/2013 12:04:51 AM
ZET	1CALJAM	1006	12345	7/30/2013	2	LBS	10	2	JSTANCYK	11/13/2013 6:00:53 PM

There is a system defaults flag LOTRECEIPTRENEWAL. Only when this flag is 'Y' will these features be enabled.

The screenshot shows a software application window with a menu bar (File, Edit, Lookup, Requests, Setup, Window, Utilities, Billing, Freight Billing, Help). The main area has a 'Parameter' dropdown set to 'LOTRECEIPTRENEWAL'. Below it is a 'Value' input field containing 'Y'. At the bottom is a table with a single row:

Parameter	Value	Last User	Last Update
LOTRECEIPTRENEWAL	Y	JSTANCYK	11/14/2011 7:15:54 PM

Using Tax Surcharges-Canada

In Canada there are three types of sales taxes: Provincial sales taxes or PST, the federal Goods and Services Tax or GST, and the Harmonized Sales Tax or HST.

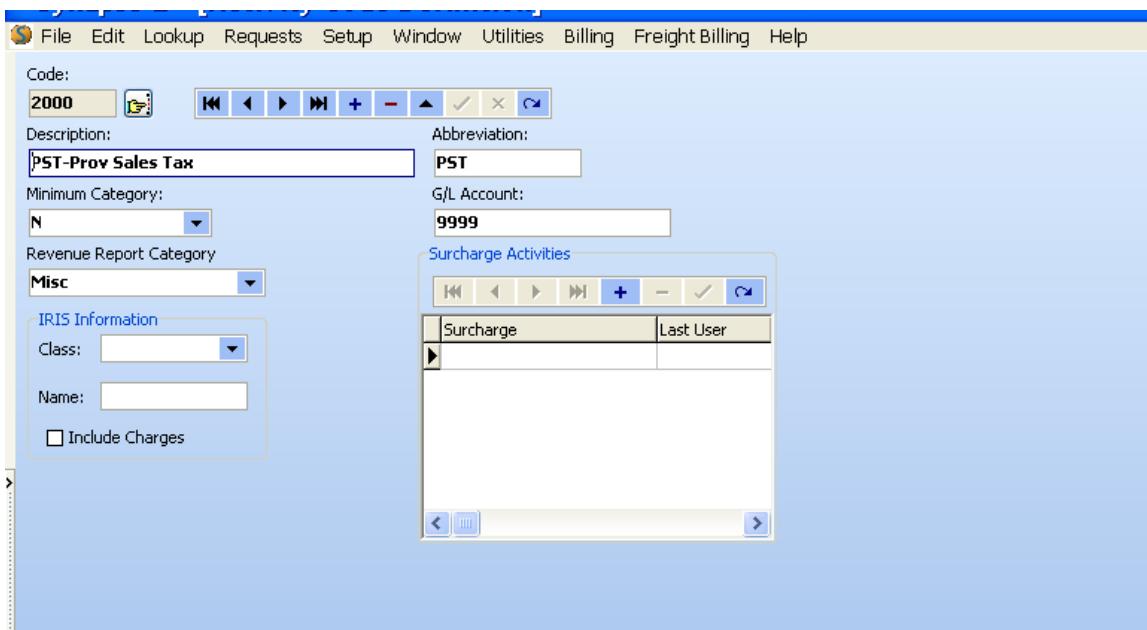
Every province except Alberta implements a Provincial Sales Tax or the Harmonized Sales Tax. The Yukon, Northwest Territories and Nunavut do not have any type of regional sales tax.

The Harmonized Sales Tax (HST) is used in certain provinces to combine the federal Goods and Services Tax (GST) and the Provincial Sales Tax (PST) into a single, blended sales tax.

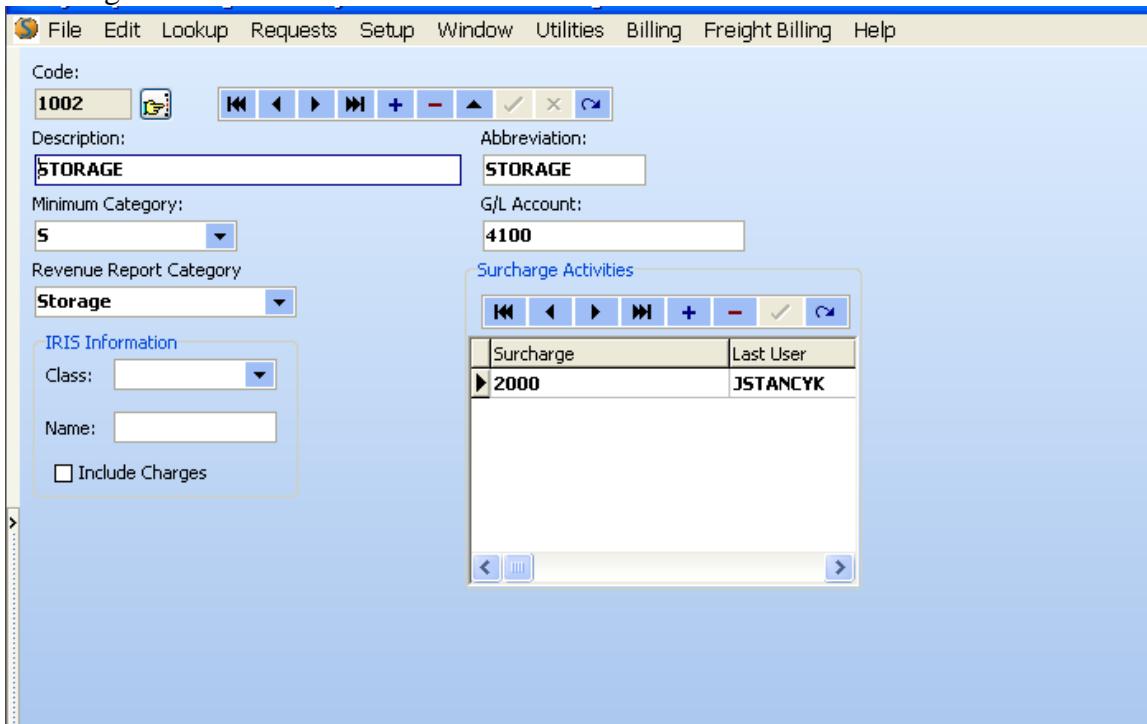
The calculation of a tax to be applied to invoices is based off of the Facility.

Activity Code Setup

An Activity Code will be needed for the Surcharge. In the example, Activity Code 2000 was created for the PST type surcharge. The Activity Code should have all the information defined (just like a normal Activity Code), such as Minimum Category, Revenue Report Category, G/L Account, etc.



Once the Surcharge Activity Code is established, it will need to be linked to the Activity Codes that it should be applied to. Go to the Activity Code (such as for Storage or Handling) and in the Surcharge Activities box, select the Activity Code for the Surcharge.



Rate Setup

In the Rate Maintenance screen, there will need to be a rate group for each type of taxation. These will be setup under the DEFAULT customer.

Rate Group	Description	Abbreviation	Status
DEF ACCESS	Default Accessorial Rate Group	DefAccess	Active
DEF ITEM	Default Item Rates	DEF ITEM	Active
GST	GST-Goods and Services Tax	GST	Active
HST	HST-Harmonized Sales Tax	HST	Active
JDG1	FACILITY RATES FOR JDG	JDG WHSE	Active
PST	PST-Provincial Sales Tax	PST	Active

Use the Activity Code that identifies the tax. The Bill Method to use will be the InvSurcharge. This Bill Method is coded for a percentage value. The Rate value should be entered as the percent. In the example below the rate is 6.0000, which is 6% when the calculation is done against the invoice. Then select the Business Event for when the rate should be applied.

Effective Date	Activity	Bill Method	UOM	Rate	Grace Days	Unit Rounding	Activity Code	Bill Method Code
05/01/2012	PST	Inv Surcharge		6.0000		U	2000	SCIN

Facility Maintenance

In the Facility Maintenance screen, select the rate group that contains the taxation to be applied for that facility, in the Surcharge Rategroup. Activity that takes place in that facility will have the tax applied to the invoices.

Facility: Status: **ZET** A Active

Name: **Zethcon Corporation**

Address: **512 Higgins Road**

City: **Park Ridge** State/Province: **IL**

Postal Code: **60068-5712** Country: **USA** USA

Order Completion Label

Label Profile:

Printer:

Facility Manager: **Gail Russell**
Phone: **847.318.0800**
FAX: **847.318.0807**
E-Mail: **gail@zethcon.com**

General Ledger ID:

Campus: **TS TEST**

TMS Facility Group:

Surcharge Rategroup: **PST**

Billing for Labels

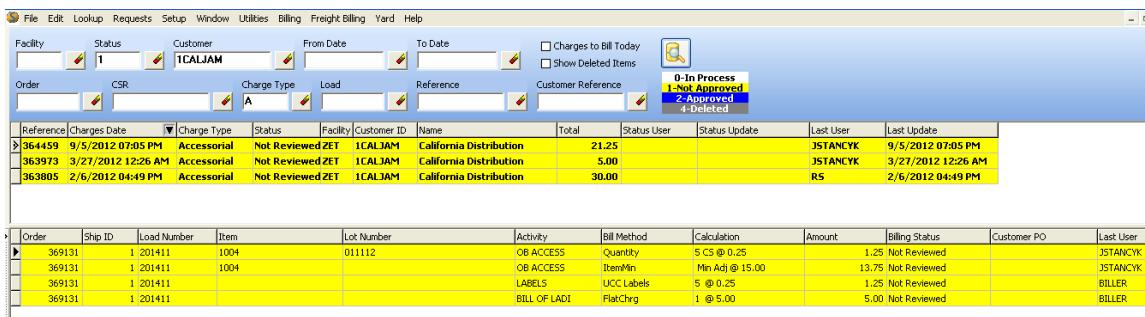
A new bill method has been added called UCCL (UCC Labels). The new bill method will use the caselabels table to determine the quantity to bill. **Charges will only be calculated if the label profile uses the caselabels table.**

Rate Setup

The user will associate an Activity code to the rate that represents/describes the charge and use the bill method of UCCL. The rate must be setup in the Customer rate group (not the item rate group). It will need the ShipClose business event and set to Automatic.

Effective Date	Activity	Bill Method	UOM	Rate	Grace Days	Unit Rounding	Activity Code	Bill Method Code
09/01/2012	LABELS	UCC Labels		.2500		U	1022	UCCL

The user will continue with the same process of picking the order and requesting the labels for print. Upon Ship Close, the system will count the number of labels from the caselabels table to determine the quantity to bill. This charge will be populated on the Accessorial invoice the same as other outbound charges in the Edit Billing screen.



Preferred Carrier Discount

Summary

This functionality is designed to allow the system to automatically discount certain charges for a customer when specific carriers are used for orders that result in the charge being applied. The discount is applied to all charges that are associated with an order or load.

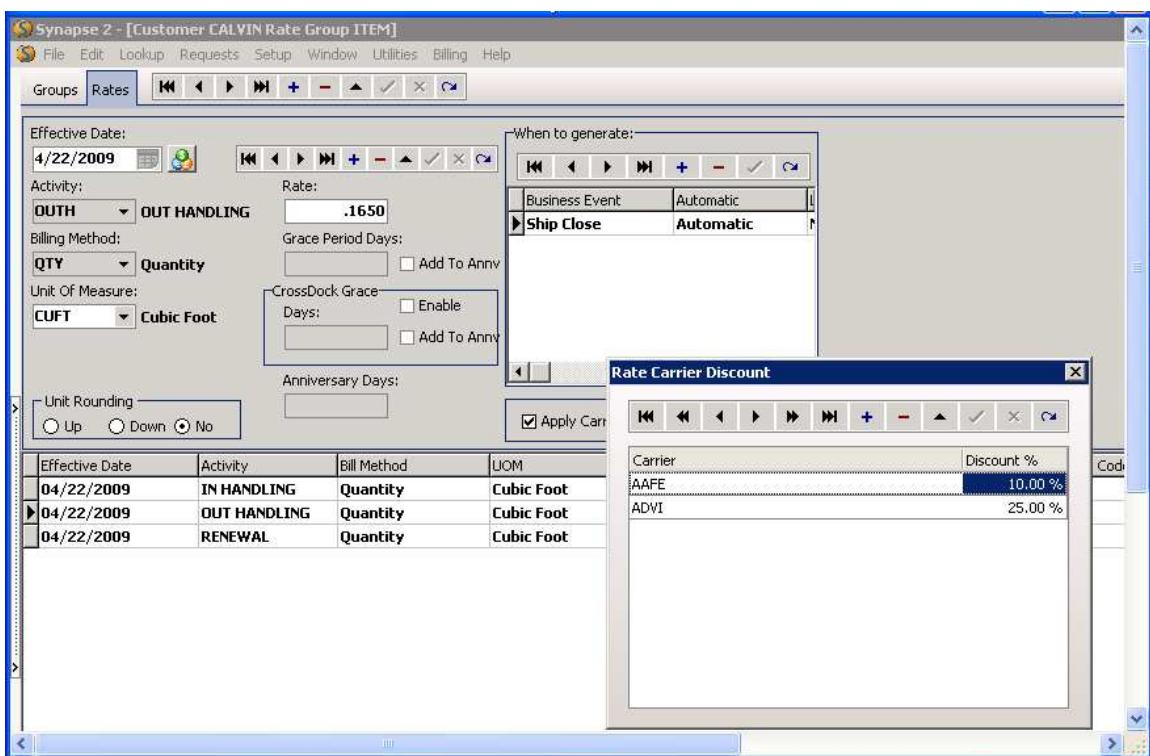
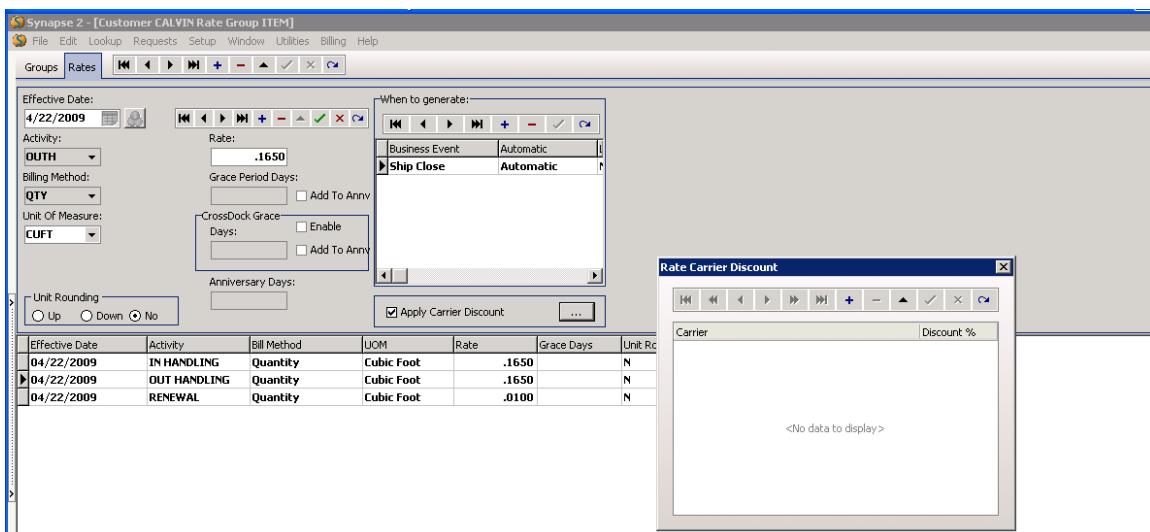
Setup on Rate Maintenance

On the Setup Customer/Rate Maintenance/Rates tab, a checkbox has been added labeled “Apply Carrier Discount”.

- When checked, a small window will open on the main form. This window is labeled Carrier Discounts. The window contains the normal controls for adding records and contains four columns: Carrier, Discount %, Last User, Last Update.
- The user will be able to create an unlimited number of entries in this table but cannot leave the table unpopulated without a single entry. Additionally, a carrier code can only be entered once in the table.
- The objective is essentially to associate carriers with discounts that will be applied to the associated charge.

If a user creates an outbound handling charge, sets the checkbox for Applied Carrier Discount, and enters a carrier code of AVRT and a discount of 25%, whenever a charge that is associated with a load or order it is applied, it will be calculated at 25% less than the full amount configured if the order creating the charge has the carrier AVRT associated with it. This functionality should apply to all order types. Additionally, when the discount is applied, a comment of “25% discount applied” is automatically populated in the comments of the Invoice Detail for the created charge.

A 100% discount, resulting in a zero-dollar charge, will be allowed. 100% will be the highest value allowed in the Discount % field.



Sample order

Synapse 2 - [Order 264851-1 for Customer CALVIN]

Order Info		Shipping	Summary	Comments*	Ship To	Addl. Info	Transportation	Ship Dates	History
Order ID:	Ship ID:	Type:		Customer ID:	CALVIN	Cust PO:	4479THEN	Reference:	292
264851	1	O	Outbound						
To Facility:		Appointment Date/Time:		RMA:		Bill of Lading:	0083060		
Status:		Status by:	ZETHCON	Status Update:	6/8/2011 3:48:49 PM	Priority:	A	Normal	Shipper: <input type="checkbox"/> One-Time
9	Shipped								
Load:	Stop:	Shipment:		Load Status:		Load Appointment Date/Time:			<input type="checkbox"/> Has Consumables
42192		1	1	Shipped					
Wave:	25761								
Legend:	Hazardous	Over	Short	Cancelled					
Drag a column header here to group by that column									
Item	Lot Number	Order Qty.	UOM	Rcvd Qty.	Ship Qty.	Entered UOM	Entered Qty	Ordered Item	
► 1555179X		1	Pieces			1	Pieces	1	1555179X

Additionally, when the discount is applied, a comment of “25% discount applied” will be automatically populated in the comments of the Invoice Detail for the created charge. A 100% discount, resulting in a zero-dollar charge, will be allowed. 100% will be the highest value allowed in the Discount % field. The discount may only be set on charges associated with the receipt-close, ship-close, or xdock-close business events.

Synapse 2 - [Order 264851-1 for Customer CALVIN]

Order Info		Shipping	Summary	Comments*	Ship To	Addl. Info	Transportation	Ship Dates	History	
Ship To:	DIRECT DESIGN HOME DDH 2 HENRY ADAMS ST. #403 SAN FRANCISCO, CA 94103			Shipment Type:	L	LTL	Pro Number:		XDock Processing:	S
	<input type="checkbox"/> One-Time			Shipment Terms:	COL	Collect	Component Template:		Shipping Cost:	
				Scheduled Ship Date:	3/31/2011		TMS Status:	X Not Appl	Status Update:	3/31/2011 4:36:24 P
				Arrival Date:	4/5/2011		TMS Shipment Identifier:			
				Stage Location:			TMS Release Identifier:			
				FTZ 216 Authorization:						
Carrier:	ADVI	ADVI	Delivery Service:							
	<input type="checkbox"/> Saturday Delivery Okay									
Legend:	Hazardous	Over	Short	Cancelled						
Drag a column header here to group by that column										
Item	Lot Number	Order Qty.	UOM	Rcvd Qty.	Ship Qty.	Entered UOM	Entered Qty	Ordered Item		
► 1555179X		1	Pieces			1	Pieces	1	1555179X	

Sample Billing Edit Screen

Order	Load Number	Item	Activity
295379	4/6/2011 4:37:30 PM	Accessorial	Not Reviewed
295655	4/7/2011 9:00:05 AM	Accessorial	Not Reviewed
295669	6/8/2011 3:48:49 PM	Accessorial	Not Reviewed
264851	42192	1555179X	OUT

Billing Detail Comments [Navigation Buttons]

Order ID: 264851 Ship ID: 1

Item: 1555179X Lot #: [Text Box]

Activity: OUTH Billing Method: OUT HANDLING QTY Quantity

Charge Date: 6/8/2011 3:48:49 PM

Billing Amounts

Quantity	UOM	Rate	Amount	Weight
Entered: 1 PCS			396	LBS
Calculated: 46.54 CUFT		0.12375	\$5.76	
To Bill: 46.54		0.12375	\$5.76	

TEST Facility CA1 (Last Update by ZETHCON at 6/8/2011 3:48:53 PM)

Invoice Detail

Billing Detail Comments [Navigation Buttons]

Comment:
25% discount has been applied

TEST Facility CA1 (Last Update by ZETHCON at 6/8/2011 3:48:53 PM)

Billing for Pallets

The Pallet Tracking Subsystem handles all tracking for physical pallets. Any actual customer billing for pallets must be manually entered using miscellaneous invoices.

Billing charges not associated with an order

When charges are created (via RF, CRT or billing) that are not associated with an existing order, SYNAPSE will assign an order ID to the transaction to facilitate internal processing of the charges. This use of an order ID in this situation should not affect the end user.

For Renewal Storage billing, SYNAPSE creates an order header record with an order type = 'S'. This order id is reused each time storage is billed. The order status stays as arrived.

For miscellaneous billing, SYNAPSE creates an order header record with an order type = "M" with the status of Arrived when no order is associated. The order status changes to Received when the miscellaneous invoice is posted and printed. If the miscellaneous charge is deleted and the invoice is never posted and printed, the order status remains at Arrived. To avoid the order status staying at the Arrived status, a zero charge can be added and the invoice posted.

Anniversary Billing for Renewals

Notes on Renewal Anniversary Billing based on a monthly cycle

The business event to trigger the charges is ANVR.

Renewal storage charges are made if the anniversary of the lip equals the date of the nightly billing run. Anniversary charges are determined by the nightly billing run and added to the system daily as they occur. Anniversary is based on specific date received not total number of days. For anniversaries at the end of a month, the last run of the month will add the charges for the end of the month days greater than the run date. For example, the run for 11/30 will also calculate the charges for lips received on the 31st day of any preceding month.

The anniversary date of the lip is the arrival date of the receipt load for the lip or the creation date if the lip is not associated with a load (i.e. -- location loaded plates).

When an account is changed to use Anniversary billing, the system will start to generate the applicable charges on a daily basis - even if the CSR just did a renewal for that account the day before using the old method. For example, an account has been renewing on the 10th of the month. On the 11th, the CSR changes the account to the anniversary method - assuming there was some inventory that had an anniversary on the 11th, charges would start appearing in the system for that inventory.

If the nightly billing run is skipped, the next run does not calculate the anniversary charges for the cycle that was skipped. The routine only does calculations for the date passed in.

If the effective date of the rate is set in the past, the next nightly billing run will not go back and calculate the anniversary charges from the period between the effective date of the rate until the current cycle.

The PLCT bill method is not applicable for Anniversary Billing.

Notes on Anniversary Renewal Billing by Days less than a month

The business event to trigger the charges is ANVD.

The charge will be based on a nightly check of inventory to determine the plates that require anniversary billing. The field, “Anniversary Days”, is available under the Unit Rounding box for a user to set the number of days to be applied to the rate and customer.

The anniversary date of the lip is the arrival date of the receipt load for the lip or the creation date if the lip is not associated with a load (i.e. -- location loaded plates).

If the rate is set to 7 days, then the charges will be generated on the following days:

7th day from arrival

14th day from arrival

21st day from arrival

This will also work if the rate is set for 1 day, to receive a daily renewal charge. The charges will appear on the Renewal Storage invoice.

If the nightly billing run is skipped, the next run does not calculate the anniversary charges for the cycle that was skipped. The routine only does calculations for the date passed in.

If the effective date of the rate is set in the past, the next nightly billing run will not go back and calculate the anniversary charges from the period between the effective date of the rate until the current cycle.

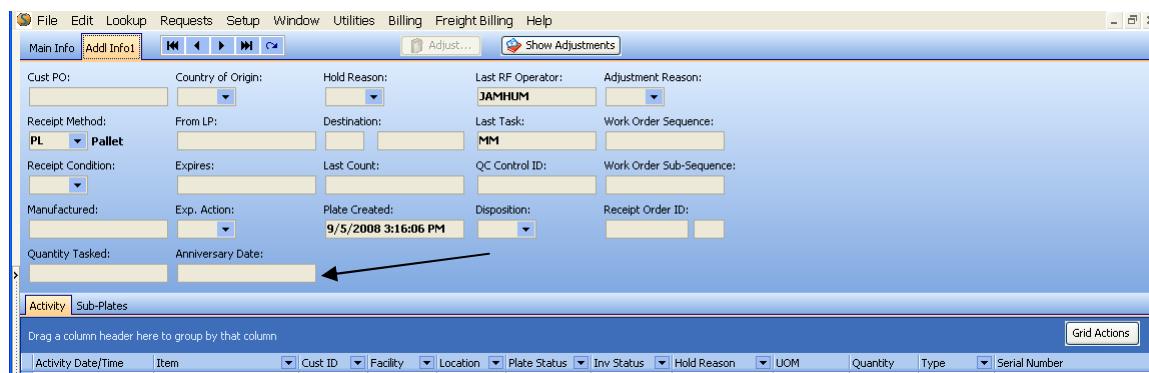
The PLCT bill method is not applicable for Anniversary Billing.

Anniversary Date for Billing Calculation

Prior to 2.1, Anniversary billing (Business Events ANVR or ANVD), the system has been determining the maturity of inventory by using the Arrival Date of the load that is

associated to the license plate. If this is not available, then the system would default to the Creation Date of the license plate. (Please see the Billing Concepts Manual regarding the Anniversary billing process.)

Sometimes a new customer has their inventory uploaded through a script, and the Creation Date of the LP is assigned a value (other than the current date) to keep the anniversary calculation on track. If part of the quantity of a LP is moved to a new location, the new LP that is created has a new Creation Date. This new date creates a new maturity. Now the same item/lot may have 2 different maturity cycles and this may not be desired.



The screenshot shows the Zethcon software interface for managing inventory adjustments. The main window title is 'Inventory Adjustment'. The 'Main Info' tab is selected. The form contains various fields for tracking inventory movement, such as Cust PO, Country of Origin, Hold Reason, Last RF Operator, Adjustment Reason, Receipt Method, From LP, Destination, Last Task, Work Order Sequence, Receipt Condition, Expires, Last Count, QC Control ID, Work Order Sub-Sequence, Manufactured, Exp. Action, Plate Created, Disposition, Receipt Order ID, Quantity Tasked, and Anniversary Date. Below the form is a grid titled 'Activity' with columns for Activity Date/Time, Item, Cust ID, Facility, Location, Plate Status, Inv Status, Hold Reason, UOM, Quantity, Type, and Serial Number. A red arrow points from the explanatory text below to the 'Anniversary Date' field in the main form.

In 2.1, a new field has been added to help accommodate this issue. The new field I called Anniversary Date. This field can be edited through the Inventory Adjustment screen only.

The screenshot shows the 'Inventory Adjustment' window with the following details:

- License Plate:** 110000000880953
- Plate Status:** A Available
- UOM:** DRM Drum
- Adjustable Fields:**
 - Customer ID:** Current: 1020, Adjusted: [empty]
 - Item:** Current: 50000326P, Adjusted: [empty]
 - Quantity:** Current: 1, Adjusted: [empty]
 - Weight - Lbs.** Current: 173, Adjusted: [empty]
 - Location:** Current: 11 09DB2001, Adjusted: [empty]
 - Inventory Status:** Current: PG Purge, Adjusted: [empty]
 - Inventory Class:** Current: RG Regular, Adjusted: [empty]
 - Lot #:** Current: PURGE, Adjusted: [empty]
 - Serial #:** Current: [empty], Adjusted: [empty]
 - User 1:** Current: [empty], Adjusted: [empty]
 - User 2:** Current: [empty], Adjusted: [empty]
 - User 3:** Current: [empty], Adjusted: [empty]
 - Expiration Date:** Current: [empty], Adjusted: [empty]
 - Manufacture Date:** Current: [empty], Adjusted: [empty]
 - Anniversary Date:** Current: [empty], Adjusted: 12/23/13
- Adjustment Reason:** CC
- Customer Reference:** [empty]

The system will now determine the maturity of the inventory by using the Arrival Date of the load that is associated to the license plate. If this is not available, then the system will check the Anniversary Date field. If this field is different from the Creation Date, the system will use the Anniversary Date field for the calculation.

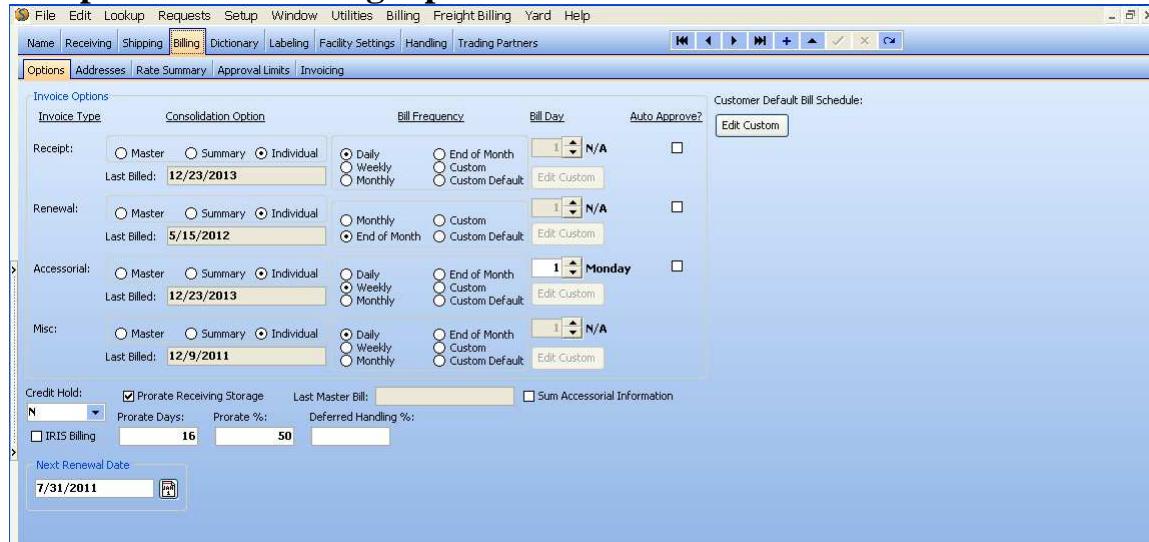
Edit Next Renewal Date

On occasion the renewal dates get out of sequence. The most common reason for this is when an account renewal is not generated in a timely fashion. Some examples are, if the renewal cycle is missed or if inventory is in more than one facility and one facility does not request the renewal consistently with the other facility. Another example is for a new account and the Last Billed field is populated with an incorrect date.

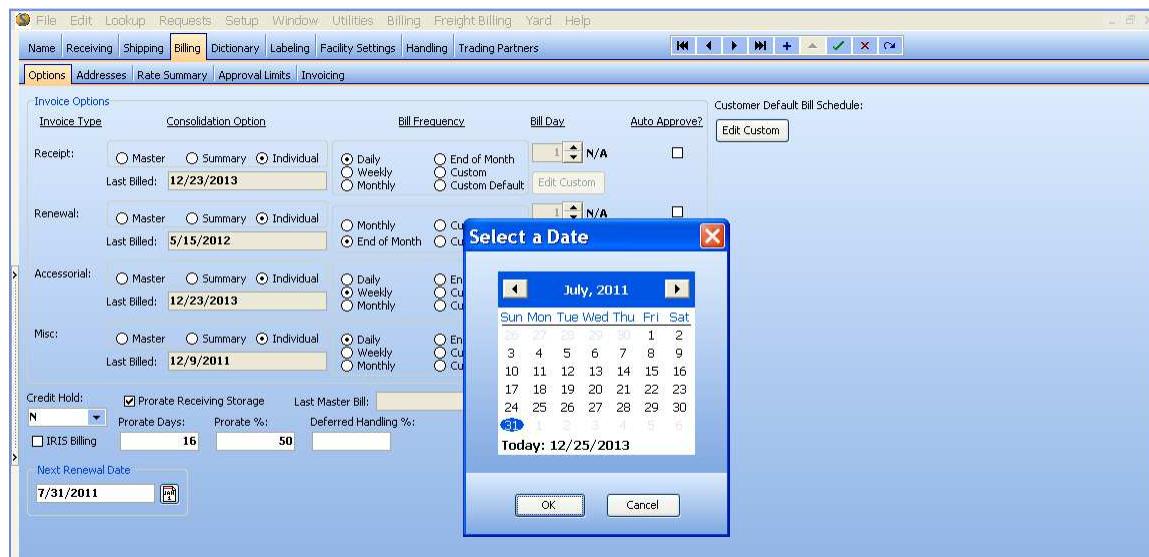
**Note: If the renewal is being processed consistently and timely, there should not be a reason for this date to be changed. All troubleshooting efforts should be exhausted before making changes to this date, as it could cause other issues. If you are not sure if this date should be modified, please consult with TSD.

In 2.1, new field has been added, so that the user can make changes to the next renewal date. Any change to this field will also be made directly to the table.

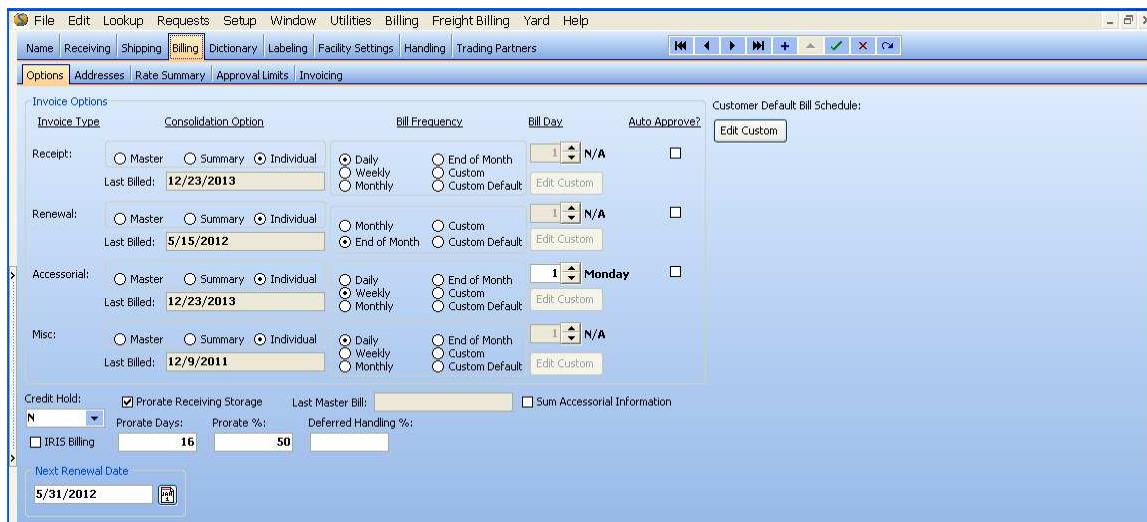
Setup/Customer/Billing/Options



To make changes to the date, the user will need to be in Edit Mode, you can do this by clicking on the triangle shaped button on the navigation tool bar. Then click on the calendar icon next to the Next Renewal Date field.



This will bring up the calendar. The user then selects the date for the next renewal to run. Then select OK.



The user will be returned to the Billing screen. To keep the changes, click on the black check mark to save changes.

The date is immediately saved to the table and the Renewal Request Form will display the new dates. Since the changes are being saved to the table directly, the user will not have to wait for the daily billing job to run.

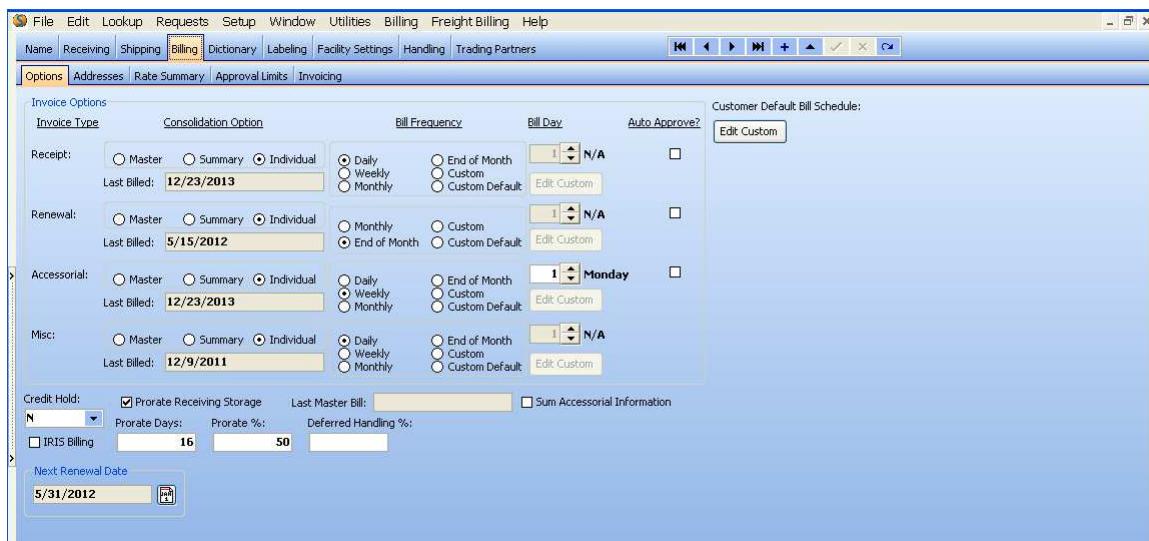
Security

This function requires the user to have Supervisor status for the CustomerForm. **It is highly recommended that the status of all users are adjusted accordingly for the access or limitations to this function. If a user is in the SUPER group, they will automatically have access to make changes to this field.**

If you have users that have this status and you do not want them to have access to change this field, you must reduce their access to this form down to Edit or below.

Setup/Customer/Billing

Below is an example of the Billing Tab for a user with Edit status to the CustomerForm.



Standard UOM Conversions

See the topic for Setup Standard UOM Conversions screen in the SYNAPSE User Manual. This screen is used to store conversion entries used by billing. For example: An item is defined in cubic inches but there is a need to convert to cubic feet for billing purposes.

FREQUENTLY ASKED BILLING QUESTIONS

- Q. Why didn't I get a Renewal Storage Invoice on my new customer?
- A. There are a couple of settings that can be checked to resolve this:
1. First check the Last Billed Date on the Setup/Customer/Customer Maintenance/Billing Tab. Check the date entered for accuracy.
 2. Second, check that a rate for Renewal has been setup in the proper rate group.
 - o Note that there must be one day between each renewal request for a customer/facility. The Daily Billing program must run to set up the next renewal.
- Q. Why didn't I get an Accessorial Invoice?
- A. The most common reason that this occurs is the Accessorial rate group is not set as the Default for the customer. To check this, go to Setup/Customer/Customer Maintenance/ Billing/Rate Summary. The rates containing accessorial items must by set as the Default Rate Group. Use the Bill Load function on the Load screen to create the invoice.
- Q. When will I see the charges for initial storage that includes 'grace days' on a receipt invoice?
- A. The available charges (if applicable) will be a calculation on the next Renewal Storage Invoice.
- Q. I see a negative reference that equals a receipt order id in white (0-In Process) on the top grid of the Edit billable Charges screen and there are not approved (yellow) or in process (white) charges in the middle grid. What does this mean?
- A. The system is holding the Initial Storage charges or other charges to see if they will be applicable. The available charges (if applicable) will be added on the next Renewal Storage Invoice. Another example is when the RF driver creates charges doing a receipt but the receipt hasn't been closed yet. These charges would be added to the Receipt Invoice.
- Q. There is an error message that the invoice exceeds approval limits, what does that mean?
- A. The approval limits are defaults that are setup. The system warns the user of a potentially large billing amount. The limits can be changed by customer and invoice type. To change them go to Setup/Customer/Customer Maintenance/Billing/Approval Limits. Set the amount to be more than the invoice. Once this is changed you can approve your invoice. Alternatively, the CSR can approve each line of the invoice.
- Q. There is a negative quantity on the Renewal Storage invoice. How does this happen?

- A. When cycle counts are done, the offsetting entry is put into a location called “Suspense”. If the results are a negative or positive value, it will be reflected on the Renewal Storage. It is recommended that all inventory variances are resolved before the next cycle of the Renewal Storage.

- Q. I have closed my receipt but no charges appeared in the Edit Billing screen. How do I get my charges?
- A. This happens when the incorrect rate group is assigned to an item (or the rate does not exist in the rate group). First, check the rate group associated to the item. This can be done on the Item Maintenance screen. This rate group should not be the accessorial rate group. If the correct rate group is associated, check to make sure the rate group has the proper charges in it. When this is corrected, go to Billing/Create Receipt Charges. The system will prompt you for the Customer ID and Load number. Enter the information and the results will be populated on the Edit Billing screen.

- Q. I have renewal charges on my receipt invoice. How does this happen?
- A. When a renewal storage invoice has been requested in advance of its normal cycle the remaining charges will be captured on the receipt invoice.

- Q. Can I sort the columns on the Edit Billing screen?
- A. Yes. Click on the header of the column that the user would like to sort. This will change the column to Ascending order. If the user clicks again on the header of the column, it will be sorted in Descending order. The user can edit the billing charges and the sort of the columns will stay static until the user re-sorts.

- Q. I have a Load that has more than 1 Receipt order associated to it, but only 1 order id is listed.
- A. On an Inbound Load, the charges are calculated based off of the Load and not necessarily the order id. If the same item was received on both orders, the item will only be listed once and it will be associated with the lowest order id on the Load.

- Q. I have Cross dock inbound orders on the same load as my Receipt inbound orders but I only got charges for the Cross dock orders.
- A. Having a combination of different inbound types is not recommended. The system will use the lowest orderid to determine which type to use for the calculation of charges. Since the lowest orderid was a Cross dock, it treats all orders as Cross dock for the purpose of calculations. If the same item is received on 2 different inbound types, the system will use the lowest orderid to determine the types of charges to calculate.

APPENDIX A

Chart of Business Events

Business Events usually mark a change in status for an order, load or license plate or otherwise indicate that an activity has happened. They are activities like the close of an incoming load, the shipping of an order, or the action of completing a cycle count. They are used to create billing amounts or to trigger the printing of labels. In billing, some business events generate sets of charges and others just create basic charges.

The codes for the supported Business Events are maintained in the validation table, “businessevents”. Since there is specific processing associated with each business event, the System Administrator maintains this table.

RF Prompt business events may be set as Prompted or Automatic.

Event Code	Description	Occurs When	RF Prompt	Label	Bill
ANDV	Anniversary Billing Renewal Storage by Day	Checked daily by background process to determine plates that need to have anniversary charges created.			X
ANVR	Anniversary Billing Renewal Storage	Checked daily by background process to determine plates that need to have anniversary charges created.			X
BILL	Billing Cycle After Renewal	At end of renewal billing. Used to determine if there are account minimums to apply			X
CHEK	Order Checking	There are customer level auto and prompted charges for the CHEK business event. These fire after the user has responded positively to the prompt "Close Order?".	X	X	X
CKLP	Check License Plate				
CPCK	Customer Pickup	Applies to chargeable Will Calls (notification or coordination)			X
CYC	Cycle Count	As each plate is counted. Checks item rate group only.	X	X	
DLFF	Destination Load Flag Format	Used for Production Module Processing			

Event Code	Description	Occurs When	RF Prompt	Label	Bill
DMG	Damage Stock	After data is entered for the damaged plate. Checks item rate group only.	X	X	
EDAP	Edit Order after Picking Begins	Used when editing of an order in released through picked status. This allows billing to be added to these changes			X
EMPT	Empty Trailer	After Empty Trailer (Option14) is complete. Checks customer rate group only.	X		
FPPP	Fetch PrePicked Pallets	Used for Production Module Processing			
IAJ	Inventory Adjustment	After changes are made to a plate. Checks item rate group only.	X	X	
KIT	Kitting	Prior to putaway after a kit is complete. Checks item rate group only.	X	X	
LBPK	Label Picking	Used to Produce Labels for Label picking tasks		X	
LDOP	Load Order Process				
LOAD	Loading	The LOAD event fires when the operator drops the plate in the trailer - i.e. the operator enters the Check ID for the Dock Door on the LP Loading screen.	X	X	
LTL	LTL (Non-Small Package) Ship Type	On outbound load close. Applies if order ship type is not small package (not = 'S'). Charges will be calculated for both order level and item level charges. This event is mutually exclusive with SMST (Small Package Ship Type).			X
MBOL	Master BOL	Charges triggered by the "MBOL"" business event for each customer on the load if the load requires a master BOL			X
MLFF	Mail List Load Flag Format	Used for Production Module Processing			

Event Code	Description	Occurs When	RF Prompt	Label	Bill
MISC	Processing Miscellaneous Invoices	This is used for calculating minimums and surcharges when a miscellaneous recalc is performed from the 'Edit Billable charges' screen. It does not automatically generate any charges.			X
NOIB	No inbound pre-notification	Charges are added for each outbound order on the load with the order priority = ""N"" (NoNotify) when the order is shipped.			X
NONE	Not Triggered - Manually Entered	For documentation purposes only.			
ODAC	Order Creation (Add) via CRT	An order is added thru a CRT transaction and released from HOLD			X
ODAE	Order Creation (Add) via EDI	An order is added thru an EDI transaction			X
ODAW	Order Creation (Add) via WEB	An order is added thru a WEB transaction			X
ORCC	Order Cancel via CRT	An order is cancelled thru a CRT transaction			X
ORCE	Order Cancel via EDI	An order is cancelled thru an EDI transaction			X
ORCW	Order Cancel via WEB	An order is cancelled thru a WEB transaction			X
OSTG	Order Staged	Only recognized for the SCC14 Labeling. Does not generate LP labels or charges			
PACK	Packing Complete	As each carton is packed			X
PFC	Pallet Full/Complete Pick	For each full pick and partial pick prior to staging. Checks customer and item rate group.	X	X	
PICK	Pick Stock	As each shipping plate is picked. Checks item rate group only.	X	X	
P1PK	Prior to First Pick in Task	This event "fires" whenever an RF picker gets a new pick task - not replenishment or batch. Neither LP labels nor charges (auto or prompted) are associated with this event.		X	

Event Code	Description	Occurs When	RF Prompt	Label	Bill
PRCL	Print Load Flag Carton Labels	Used for Production Module Processing			
RCNX	Receipt Non-Cross Dock	On inbound load close for the receipt orders. Applies to quantities not sent to cross dock for planned cross dock orders. Determines automatic receipt charges. Should be used in tandem with RCXD.			X
RCXD	Receipt Cross Dock	On inbound load close for the receipt orders. Applies to quantities sent to cross dock for planned cross dock orders. Determines automatic receipt charges. Should be used in tandem with RCNX.			X
RECA	Receipt Arrival				
RECH	Receipt Handling	For each received LP prior to the start of putaway in one-step and ASN receiving. Checks item rate group only.	X	X	
RECO	Receipt Close	On inbound load close for the receipt orders. Determines automatic receipt charges.			X
RECP	Receive from Production	Used for Production Module Processing			
RENW	Renewal Storage	On renewal request to determine renewal charges.			X
RETA	Returns Arrival				
RETH	Returns Handling	For each detailed return prior to the start of putaway. Checks item rate group only.	X	X	
RETO	Returns Order Close	On detailed returns complete. Used to calculate returns/receipt charges.			X
RPUT	Release for Putaway	After an LP is released for putaway using RF option 15. Checks item rate group only.	X	X	
RWAV	Release Wave	For Aggregate Inventory, allows user to request a shipping/picking label at wave release. Also used for automatic assignment of pro numbers by facility.		X	

Event Code	Description	Occurs When	RF Prompt	Label	Bill
SHIP	Ship Order Close	On outbound load close. Applies to all shipped items. Determines the shipping charges. Charges will be calculated for both order level and item level charges.			X
SDSH	Same Day Ship	"When Outbound Order with Priority = ""S"" (ame day ship) ships"			X
SLFF	Small Package Load Flag Format	Used for Production Module Processing			
SMST	Small Package Ship Type	On outbound load close. Applies if order ship type is small package ('S'). Charges will be calculated for both order level and item level charges. This event is mutually exclusive with LTL - LTL Ship Type.			X
SPLO	Split Order Processing	Triggers for order split processing			No Billing
SPS	Small Package Shipment	On outbound load close. Applies if order shipping via small package carrier.			X
STPK	Stage Pick	This event fires for each staged plate at the time it is staged. Allows user to include the staging location on their shipping labels		X	
STPR	Ship to Production	Used for Production Module Processing			
TOUR	Complete Pick Tour	For each full pick and partial pick prior to any staging only when the last pick is picked. Checks customer rate and item group only	X	X	X
VBCL	Void Bar Code Label	In cases where the customer is charged for each bar code label produced, this business event can be used to reduce the count of bar code labels if extra labels were produced and then not used.		X	

Event Code	Description	Occurs When	RF Prompt	Label	Bill
XDCL	Crossdock Close	Outbound Transload Order Ships			X
XDRC	Crossdock Receipt	Inbound Transload Order Receipt Closed			X

Obsolete Business Events – Not supported in current version of SYNPASE

Event Code	Description	Notes
CRPT	Customer Report Request	
FAXC	Fax Confirmation	
ORDC	Order Cancellation	Replaced by ODCC, ODCE, ODCW
ORDR	Order Creation	Replaced by ODAC, ODAE, ODAW
REC1	Step 1 of 2-step Receiving	
RECS	Receipt Storage	RECO - receipt close now provides this function