FasTrax Service Software Suite

FASTRAX BASICS – A TRAINING GUIDE

Inventory Menu

Primary users: Inventory Managers

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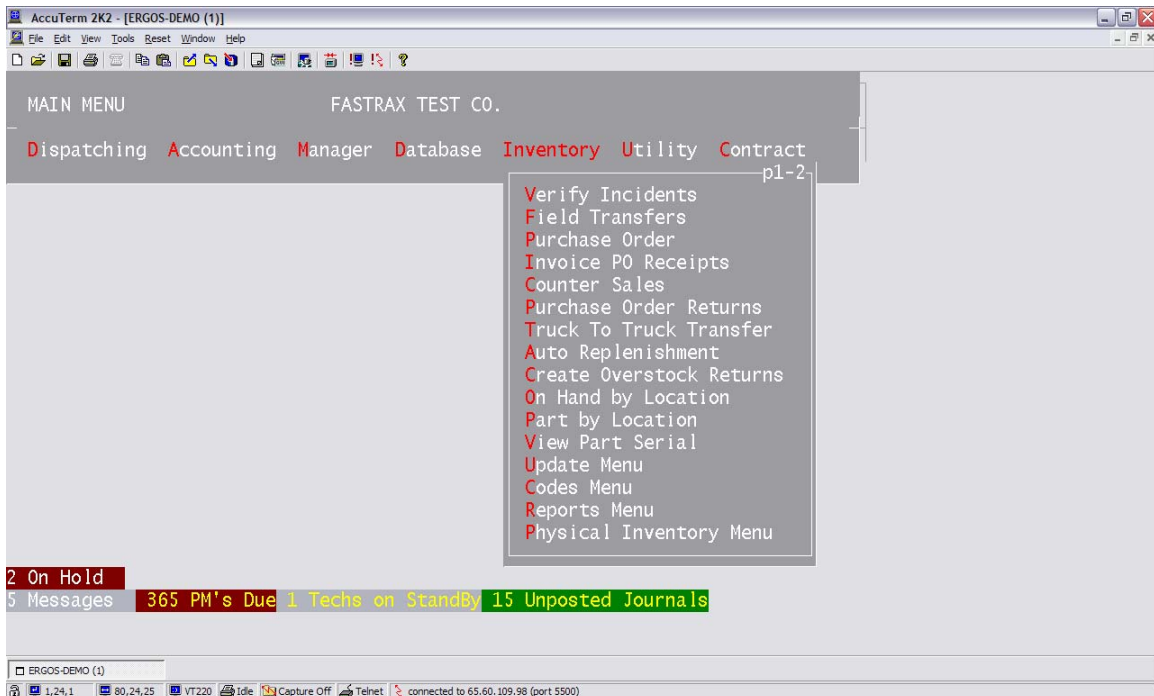## Service Inventory Module

Fastrax© Basics

Hi, I am your training instructor from Ergos Software, Inc. To obtain an understanding of navigation and use of Fastrax see "Fastrax Basics – Basic Functionality Manual". The Inventory Module includes all of the means necessary to track your warehouse and truck inventory efficiently. Remember that Ergos Software, Inc. has a live support team available to assist you with your Fastrax Software System. If at any time you have any questions or need any additional help with your Fastrax software package, just call 888-352-3529 or visit the Ergos Software website at www.ergos-software.com. Let's begin learning how to access and use your Fastrax Inventory Module.

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SERVICE INVENTORY MODULE
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SERVICE INVENTORY

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General Description of the Inventory Update and Restocking System – The Fastrax inventory system is a full featured inventory database. The inventory database includes an automated inventory update and restocking system that enables you to easily and accurately manage warehouse inventory, and to maintain the necessary levels of company inventory at all Locations where your company stocks parts, including service trucks. The system enables you to quickly determine what parts have been used from each stocking location, to verify and adjust the types and quantities of parts used, to automatically update the inventory database, and generate purchase orders and/or field transfers to replace only the parts needed to restore the original levels of stock at each Location.

The inventory update and restocking system is comprised of the **Verify Incidents**, **Auto Replenishment** and **Create Overstock Returns** options on the main **Inventory** menu, the **Locations** and **Recommended Spares** options on the **Inventory/Update** menu, and the **Verify Inventory** function on **the Inventory Reports** menu. The following is a general description of the inventory update and restocking system, the individual options comprising the system are discussed in detail in the following sections of the Fastrax manual.

To use the inventory update and restocking system, the Fastrax system requires that you initialize your inventory system by defining each area that your company maintains inventory, including service trucks, as **Locations**, and that you create an inventory list, or list of **Recommended Spares** for each Location. The designation code assigned to the list of Recommended Spares created for a specific Location, is entered as an integral part of the Location definition. **Note:** The Location update screen also provides data entry fields for

truck description and mileage information that is used by the **Fastrax Fleet Maintenance** program.

As parts are used and entered into the system when each service call is closed, the system uses the **Auto Replenishment** function, together with the list of Recommended Spares created for each Location, to generate a Purchase Order and/or Field Transfer for each inventory Location. The **Verify Inventory** and the **Verify Incidents** functions are used to verify and/or make adjustments to the quantity and types of parts used on each job prior to reissuing replacement stock. The Verify Inventory and Verify Incidents functions also enable the identification and removal of overstocked items from each inventory Location with the **Create Overstocked Returns** menu option.

Inventory Initialization, Update and Restocking Flow Chart

Each area of the company that carries inventory, including service trucks, is entered into the system as a **Location** with the Location option on the Inventory

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A list of **Recommended Spares**, or parts is list created with the Recommended Spares option on the Inventory Update menu for each Location that will carry inventory.

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Initial inventory is issued with the **Auto Replenishment** function using a Field Transfer for inventory issued from company warehouse, or a Purchase Order for inventory obtained from an outside vendor.

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Service calls performed, inventory draw down occurs at the time the call is closed, or at the time the work order is approved.

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A **Verify Inventory** report is run for each technician responsible for an inventory Location prior to issuing replacement stock.

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Technician's review and, if necessary, make corrections to the number and type of parts listed on the Verify Inventory report.

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Warehouse personnel update inventory database with actual part usage using the completed Verify Inventory report and the **Verify Incidents** function.

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Purchase Orders and/or Field Transfers are issued to restock service truck Locations with the **Auto Replenishment** function.

Description of Menu Options

1. VERIFY INCIDENTS
The Verify Incidents menu option is an integral part of the Fastrax Inventory Update and Restocking system that is used directly with the **Verify Inventory** report option and the **Auto Replenish** functions located on the Inventory Reports menu and the Inventory main menu, respectively (see Fastrax Inventory Update and Restocking system in this section of the Fastrax manual). The Verify Inventory function enables the warehouse staff to print a list of parts used by each technician on each service call they have closed since their last inventory verification. These job specific parts lists enable the technicians to verify and/or make adjustments to the number and type of parts they have actually used at each service call. The warehouse staff can then use the corrected parts list to update the inventory database with the **Verify Incidents** function, and to issue replacement truck stock with the Auto Replenish function. The Verify Incidents function, enables the warehouse personnel to easily and accurately update inventory levels as parts are used, and to easily identify the specific inventory needed to restock each service truck. Inventory can be verified and updated by **Employee**, by **Incident Number**, or by **Work Order Number**.

2. FIELD TRANSFER
The Field Transfer function is used to transfer inventory on hand within the company. The principle use of this feature is to prepare orders for parts that will be transferred from the company warehouse Location to individual truck Locations. However, the Field Transfer can also be used to transfer stock from one truck Location to another, or from a truck Location to the warehouse Location. All field transfers automatically update the inventory database.

3. PURCHASE ORDER
The Purchase Order function is used to generate a purchase order (PO) and PO number for the purchase of company stock directly from a vendor. Purchase orders can be generated at the incident level to order parts for, and attach the purchase order to a specific job, or at the company level to order warehouse stock. All items ordered with the purchase order function automatically update the inventory database.

4. PURCHASE ORDER RETURNS
The Purchase Order Returns function is used to return unnecessary, overstocked or incorrect parts to the vendor. All purchase order returns automatically update the inventory database.

5. AUTO REPLENISHMENT
As service calls are performed and parts are used, inventory is depleted from the technician's truck Location and transferred from the warehouse Location to restock the truck. This results in inventory draw down, or depletion of stock at each Location. The **Auto Replenishment** function is an integral part of the Fastrax inventory update and restocking system and, based on the list of **Recommended Spares**, or parts entered for each Location, enables you to automatically generate the **Purchase Orders** needed to restock the warehouse or truck Location, and/or perform a **Field Transfer** to transfer the parts from the warehouse Location to a truck Location, restoring the original inventory levels.

The Auto Replenishment function generates purchase orders and field transfers for restocking warehouse and truck Locations that include only those parts used in the performance of service calls. The specific purchase orders and field transfers are generated by the number and type of parts that are entered at the time the service call is closed, by the number and type of parts transferred from the warehouse to restock each truck, and by the parts listed in the **Recommended Spares** list for each Location. Additionally, if a primary vendor is entered for each part in the parts database, the Auto Replenishment function will automatically generate a separate PO for each vendor.

6. CREATE OVERSTOCK RETURNS

The Create Overstock Returns function is an integral part of the Fastrax Inventory Update and Restocking System, and is used to determine what parts have become overstocked at specified Locations, as indicated by the Recommended Spares list for each Location. The Create Overstock Returns function enables the warehouse personnel to quickly and easily generate a list of all parts that must be removed to restore the Location to its original inventory levels. The Create overstock returns function also enables you to quickly determine which parts must be added or removed from a truck Location, in the event the list of Recommended Spares for the Location is updated, or changed completely. A change in overall truck inventory is common, particularly in the case of the seasonal inventory changes required in the heating and air service business. In this case, two lists of Recommended Spares are created for the truck Location, one for Winter and another for Summer. When the list of Recommended Spares is changed for a particular truck Location, the Create Overstock Returns function generates two lists, one for the inventory to be removed from the truck Location, and one for the inventory to be added.

7. ON HAND BY LOCATION

The On Hand by Location function enables you to quickly determine the availability of a part at all company locations. When you select On Hand by Location and enter a part number, the system will display the availability, demand and order status of the part for all Locations defined in the inventory system.

8. PART BY LOCATION

The Part by Location option enables the warehouse staff to review in greater detail the availability, order status and the demand for a given part at individual Locations. For each Location defined in the Inventory database, the Part by Location function displays the quantity of the specified part on hand, the demand for and the number of parts allocated, the number of parts on purchase order or field transfer, and the number of parts on backorder.

9. VIEW PART SERIAL

10. UPDATE MENU

Select the inventory Update Menu option to access the menu of inventory database update functions. The Inventory Update menu enables you to enter and/or update the **Commodity Codes** used to categorize inventory, the **Nocharge Task Codes** used to enter warranty tasks**,** inventory **Locations**, complete **Part** information, **Task** definitions and part lists, all

information regarding **Vendors** and lists of **Recommended Spares**. The Inventory Update menu also enables you to update individual part quantity, demand and order status with the **Part Adjustment function**, and to enter and/or adjust the mark-up level your company will use to price each part with the **Part Price Markup** function.

11. ORDER REPORT MENU

Select the Order Report Menu option to access the menu of options that enable you to document your current inventory order status. The Order Report menu provides options for a report on **Open Orders**, to view the number and type of all open orders, a report on **Back Orders** to review parts currently on hold due to unavailability, a report on **Shipments** to document the number of Field Transfers performed during a specified date range and a report on the number of **PO's Received** during a specified date range.

12. INVENTORY REPORTS MENU

Select the Inventory Reports Menu option to access the menu of options that enable you to verify and document the inventory status, value and location, the pricing of each part, tasking status, truck service requirements and demand for parts based on actual usage. The Inventory Reports menu provides reporting options for inventory status, value, location and pricing with the **Verify Inventory**, **Inventory Value**, **Stock by Location by Bin**, **Price Listing**, **Transaction Listing** and the **Part Serial Report** functions. Tasking analysis report options are provided by the **Task Pricing Book** and **Task analysis** functions. Truck service and fleet management reports are provided by the **Maintenance Check List**, **Vehicle Mileage Report** and the **Vehicle Maintenance Report** functions. And the parts usage reports are provided by the **Usage Summary, Twelve Month Usage** and **No Usage reports**.

13. PHYSICAL INVENTORY MENU

Select the Physical Inventory Menu to access the options that facilitate the performance and documentation of the physical inventory assessment. The Physical Inventory menu provides options to generate and print inventory count sheets, to enter and post the physical inventory, and to generate discrepancy and exception reports.

1. Verify Incidents

The Verify Incidents function is an integral part of the **Fastrax inventory Update and Restocking System** that enables the documentation, verification and update of the parts used on each service call (Incident). The Verify Incidents option is used in conjunction with the **Verify Inventory** option on the **Inventory Reports** menu to update the inventory database, and in conjunction with the **Auto Replenish** option on the Inventory main menu to issue replacement inventory (see: Fastrax Inventory Update and Restocking System).

 As each service call is completed, the inventory used to complete the job is entered into the system when the work order is Closed, or Approved with the **Close/Approve an Incident** screen. This data entry event links the inventory to the service call and to the technician, and results in inventory draw down or depletion of stock from the relevant inventory Locations, and from the inventory database. The Verify Inventory report enables the warehouse personnel to print an itemized list of all parts used by each technician on each service call. The Verify Inventory report is printed after each service call in a given time period is Closed or Approved, but prior to running the Verify Incidents function. **Note:** Inventory draw down can be set to take place at either the time the job is **Closed**, or **Approved**, with the **Inventory Control** option located on the **Database Security** menu.

The itemized parts list generated with the Verify Inventory function, enables the technicians to verify and/or update the number and type of parts used on each job. The warehouse personnel can then use the updated parts list to accurately update inventory levels as parts are used. And, together with the **Auto Replenishment** option, Verify Incidents enables the generation of purchase orders, and/or field transfers that automatically include only the parts necessary to restore original levels of stock at each location. The Verify Incidents function can be used to verify inventory with or without a flat rate system, however, it is an optional feature that is generally used when the Fastrax **Tasking** system is activated. This enables each technician to verify and make adjustments to the number and type of parts actually used for each Task they have performed, which can vary from the parts list entered in the Task definition.

Note: Verify Incidents must be activated with the **Inventory Control** option on the **Database Security** menu. Select the Inventory Control option to open the Inventory Control screen and set the **Verify Inventory Required** field to **Yes**. If your company is using the Fastrax Tasking system, set the **Drawdown Status** field to **Closed**, if the Tasking system is not used, set the Drawdown Status field to **Approved** (Please refer to the section in the Fastrax manual on Database Security menu options).

1.1 Verifying Incident (Service Call) Inventory – After the Verify Inventory report has been run for each technician's truck location, and the technicians have updated the actual inventory used on each service call, select the Verify Incidents option on the Inventory menu and enter the employee number of the technician whose service calls you wish to verify. If the employee number is not known, select the **F2** function key and enter the employee's name to perform a search for the employee number. This will generate a list of all inventory for all

service calls performed since the employee's last inventory verification. Alternatively, you can enter an Incident Number or Work Order number to verify and update the inventory for an individual service call.

Once the inventory list is displayed, compare the items listed in the Verify Incidents screen with the parts listed on the technician's Verify Inventory report. To change the Part Number or Quantity of any part line item, Enter the letter **S** and the **Sequence Number** of the line item you wish to update (the **(S#)**eq function on the lower screen menu). This will place the cursor on the specified line item, use the arrow keys to space over to the field you wish to change, key in the updated information and enter the letter **F**, or select the **F11** function key to save the new information. To delete a line item completely, Enter the letter **D** and the sequence number of the line item you wish to delete (the **(D#)**elete function on the lower screen menu). Enter the letter **F**, or select the **F11** function key to save all changes.

Lower menu options on the Verify Incidents screen:

- **(N)**ext – Enter the letter **N** to clear the Verify an Incident screen and enter the next technician number for verification.

- **(S#)**eq – The (S#)eq command enables you to make changes to the parts listed by entering the letter S and the Sequence Number of the line item you wish to change.

- **(D#)**elete – The (D#)elete command enable you to delete an entire part from the Verify an Incident screen by entering the letter D and the sequence number of the part.

- **(F)**ile – Enter the letter F to file any changes made in the Verify an Incident screen. Alternatively, you can select the **F11** function key to file the information.

- **(A)**udit – Enter the letter A to select the Audit function and display a list of every action that has taken place regarding the currently selected service call. The Audit list also displays the name of the user responsible for each action.

- **(V)**iew – Select the View command to display a list of all service calls performed at the location of the currently selected service call.

- **(T)**ask – Select the Task command to display all tasking information associated with the currently selected service call.

2. Field Transfer

The Field Transfer screen enables you to transfer stock to and from the Locations defined in the Fastrax inventory system. Inventory can be transferred from the warehouse Location to any truck Location, from truck Locations to the warehouse Location, and from one truck Location to another truck Location.

2.1 Making a Field Transfer – Select the Field Transfer option from the Inventory main menu. Press the **Enter** key to bypass the **Order #** field, the system will automatically assign the Field Transfer number. All Field Transfer numbers begin with the letter F, followed by the last digit of the year, a two digit month, a two digit day and the number of the Field Transfer for that day. For example, F903013 would indicate the third Field Transfer performed on March 1, 1999. Alternatively, the Order # field can be used to enter an existing Field Transfer number for orders that are shipped at a later date, and for Field Transfer review and/or updating purposes.

If the Field Transfer is not for a specific service call, press the Enter key to bypass the Incident field. If the inventory transfer is for a specific service call, enter the service call Incident Number in the Incident field. If the Incident Number is unknown, press the **F2** function key to bring up the **Customer Call Locator** screen to search for the service call information. Select and Enter the Sequence Number of the appropriate service call to load the information into the Field Transfer screen.

In the case of Field Transfers intended for a specific service call, enter the **Priority Code** of the call, (see Priority Codes in the Database section of the Fastrax manual) if the transfer is for general truck stock, enter your companies default Priority Code, in most cases this will be the code for Diagnosis and Repair. If the Priority Code is not known, select the **F2** function key to bring up a list of Priority Codes defined in your system, use the keyboard up or down arrow keys to highlight the appropriate code and press the enter key to select the highlighted code.

Enter the **Location ID** of the Location the inventory will be transferred from, and the Location ID the inventory will be transferred to (see Locations under the Inventory Update menu descriptions in this section of the Fastrax user's manual). If the Location ID's are unknown, select the **F2** function key and enter the description of the Location to search for the ID, Enter the Sequence Number of the appropriate Location to enter the information into the Field Transfer screen.

After the Location information is entered, the cursor will advance to the lower order entry portion of the screen. Begin preparing the Field Transfer content by entering the part number(s) of the item(s) to be transferred, if the part number is unknown, enter a name or brief description of the part to bring up a list of parts fitting the name or description of the part you entered. Select and load the appropriate part into the Field Transfer screen by entering the Sequence Number of the part from the resultant search list. Enter the quantity of parts to be transferred and any comment regarding the part or transfer. After the information is entered, the cursor will advance to the next line ready the next part entry.

After the information is entered for all the inventory to be transferred on the current Field Transfer, select the **Enter** key, or the **F3** function key to exit the order entry screen and bring up the lower screen menu. Enter the letter **F**, or select the **F11** function key to file the transfer. If you plan to fill and ship the physical order at the time of Field Transfer preparation, **Enter** the letter **S** to ship the transfer and update the inventory database (the **(S)**hip function on the lower screen menu). The order is now ready to be filled and delivered. If the order is to be filled and delivered at a later date, save the order and select the **F3** function key to exit the Field Transfer screen, do not select the **(S)**hip function at this time. When the order is to be physically shipped, bring up the Field Transfer screen and enter the Field Transfer Number in the **Order #** field to load the order information and select **(S)**hip function at this time. If the Order Number is not known, select the **F2** function key to search for the Field Transfer by the **Ship to Name**, the **Ship to ID**, the **Ship from ID**, the service call **Incident Number** or the **Status** of the Field Transfer. The Status search parameter enables you to search by **All** Field Transfers, or by Field Transfers in **Open** status. When the Field Transfer order number is found in the resultant search list, Enter the Sequence Number of the order to load the information into the Field transfer screen.

Lower menu options on the Field Transfer screen:

- **(N)**ext – Select the Next function to clear the Field Transfer screen and prepare the next field transfer.

- **(#)** to Change – The (#) to Change function is used to edit the Location and/or demographic information located in the upper half of the Field Transfer screen. To update a field or item, enter the field number of the item you wish to change or edit in the **Rep** field located in the lower left hand corner of the screen. This will place the cursor into that field enabling you to make changes. Be certain you enter the letter **F**, or select the **F11** function key to save all changes.

- **(S#)**equence – The (S)equence function is used to edit the order information entered into the lower half of the Field Transfer screen. To edit the order information, Enter the letter **S** and the **Sequence Number** of the part, this will place the cursor on that line item enabling you to change the existing information. Enter the letter **F**, or select the **F11** function key to save all part updates.

- **(D#)**elete – The (D#)elete function is used to delete specific part entries from the Field Transfer. To delete a part from the list, Enter the letter D and the Sequence number of the part to be deleted. Enter the letter **F**, or select the **F11** function key to save all changes.

- **(D)**elete – The (D)elete function is used to cancel and close a Field Transfer and delete the Transfer from the Inventory database.

- **(S)hip** – Enter the letter **S** to ship, or transfer the parts listed in the Field Transfer from the source to the recipient location.

- **(F)ile** – Enter the letter **F** to file the Field Transfer. Alternatively, you can select the **F11** function key to file.

- **(P)rint** – Enter the letter **P** to print a hard copy of the Field Transfer.

- **(C)omments** – Enter the letter **C** to bring up the comments screen. The comments screen provides data entry fields for customer and for company related comments.

- **(A)udit** – Enter the letter **A** to display an audit screen that lists all actions applied to the selected Field Transfer.

3. Purchase Order

Select the Purchase Order option to generate vendor specific PO's for purchase of company stock, or for the purchase of parts for individual service calls. The Purchase Order screen provides a quick and easy means to locate all vendors and all parts entered into your inventory database.

3.1 Generating a Purchase Order – Select the Purchase Order option from the Inventory main menu to open the Purchase order entry screen. Select the Enter key to bypass the **PO Number** field, the system will automatically assign the PO number. All Purchase Order numbers begin with the letter P, followed by the last digit of the year, a two digit month, a two digit day and the number of the Purchase Order for that day. For example, P902103 would indicate the third Field Transfer performed on February 10, 1999. Alternatively, the PO Number field can be used to enter an existing PO number for review and/or updating purposes.

If the Purchase Order is not for a specific service call, press the Enter key to bypass the Incident field. If the Purchase Order is for a specific service call, enter the service call **Incident Number** in the **Incident field**. If the Incident Number is unknown, press the **F2** function key to bring up the **Customer Call Locator** screen to search for the service call information. Select and Enter the Sequence Number of the appropriate service call in the search result list to load the customer information into the Purchase order screen. The system will then prompt you for either the **(S)ite Address**, or the **(L)ocation Address**. If you wish to have the Purchase Order linked to and display the customers address, Enter the letter **S** for Site Address. In addition to the customer's address, the system will also display the truck Location ID of the technician performing the service call. If you wish to have the Purchase Order linked to the truck Location of the technician only, Enter the letter **L** for Location Address. The system will display the technician's truck Location ID and description.

Enter the vendor ID number in the **Vendor** field. If the vendor ID number in not known, enter the vendor name in the Vendor field and the system will bring up a search list of vendors from your inventory database that match the name you entered. Enter the Sequence Number of the vendor from the search list to load the vendor name and demographic information into the Purchase Order screen. **Note:** vendors that are not listed in the inventory database must be entered into the system with the Vendors option located on the Inventory Update menu.

If the PO is not intended for a specific service call, enter the ID of the Location the parts are being purchased for, i.e., warehouse, service truck, etc. in the Location field. If the Location ID is not known, select the **F2** function key to search for the Locations created in your system and select the appropriate Location by entering the Location Sequence Number from the search list. The **Contact**, **Comments**, **Freight** and **Tax** fields are options for record keeping

purposes only, if you do not wish to enter this information, select the Enter key to bypass these fields.

After you enter the last field in the demographic portion of the screen, the cursor will advance to the lower order entry portion of the screen. Begin by entering the part number of the item to be purchased, if the part number is unknown, enter a name or brief description of the part to bring up a list of parts fitting the name or description of the part you entered. Select and load the appropriate part into the Purchase Order screen by entering the Sequence Number of the part from the resultant search list. Enter the quantity of the part to be ordered and any comment regarding the part or the order. After the part information is entered, the cursor will advance to the next line ready the next part entry.

After the information is entered for all the inventory to be ordered on the current Purchase Order, select the **Enter** key, or the **F3** function key to exit the order entry screen and bring up the lower screen menu. Enter the letter **F**, or select the **F11** function key to file the PO. If the inventory will be received from the vendor at the time the Purchase Order is entered, **Enter** the letter **R** to Receive the order (the **(R)eceive** function on the lower screen menu). Enter the letter **R** a second time to zero out the balance due and enter the order in the inventory database. If the order is to be received at a later date, save the order and select the **F3** function key to exit the Purchase Order screen, do not select the **(R)eceive** function at this time. When the order is actually received, bring up the Purchase Order screen and enter the PO Number in the **PO Number** field to load the order information and select the **(R)eceive** function at this time. If the PO Number is not known, select the **F2** function key to search for the Purchase Order by the **Ship to Name**, the **Ship to ID**, the **Ship from ID**, the service call **Incident Number** or the **Status** of the Field Transfer. The Status search parameter enables you to search by **All** Purchase Orders, or by Purchase Orders in **Open** status. When the Purchase Order number is found in the resultant search list, Enter the Sequence Number of the PO to load the information into the Purchase Order screen.

Lower menu options on the Purchase Order screen:

- **(N)ext** – Select the Next function to clear the Purchase Order screen and prepare the next PO.

- **(A)udit** – Enter the letter **A** to display an audit screen that lists all actions applied to the selected Purchase Order.

- **(#)** to Change – The (#) to Change function is used to edit the Location and/or vendor information located in the upper half of the Purchase Order screen. To update a field or item, enter the field number of the item you wish to change or edit in the **Rep** field located in the lower left hand corner of the screen. This will place the cursor into that field enabling you to make changes. Be certain you enter the letter **F**, or select the **F11** function key to save all changes.

- **(S#)eq** – The (S)equence function is used to edit the order information entered into the lower half of the Purchase Order screen. To edit the order information, Enter the letter **S** and the **Sequence Number** of the part, this will place the cursor on that line item enabling you to change the existing information. Enter the letter **F**, or select the **F11** function key to save all part updates.

- **(D#)elete** – The (D#)elete function is used to delete specific part entries from the Purchase Order. To delete a part from the list, Enter the letter D and the Sequence number of the part to be deleted. Enter the letter **F**, or select the **F11** function key to save all changes.

- **(R)eceive** – Enter the letter **R** to Receive the parts listed on the selected Purchase Order. Remember to enter the letter R a second time to clear the Purchase Order balance and update the inventory database.

- **(C)ancel** – The (C)ancel function is used to cancel and close a Purchase Order and delete the order from the Inventory database.

- **(F)ile** – Enter the letter **F** to file the Field Transfer. Alternatively, you can select the **F11** function key to file.

- **(V#)iew Last Price** – Enter the letter V and the Sequence Number of a part listed on the purchase order to view the last price charged for the part by all vendors who supply the part.

- **(P)rint** – Enter the letter **P** to print a hard copy of the Field Transfer.

4. Purchase Order Returns

The Purchase Order Returns function enables you to quickly and easily return unnecessary or overstocked items to a specific vendor. Inventory can be returned on an individual service call, or individual part basis.

4.1 Preparing a Purchase Order Return – Select the Purchase Order Returns option from the Inventory main menu to open the Purchase Order Return screen. Select the Enter key to bypass the **Order #** field, the system will automatically assign the Purchase Order Return number. All Purchase Order Return numbers begin with the letter R, followed by the last digit of the year, a two digit month, a two digit day and the number of the Purchase Order for that day. For example, R902101 would indicate the first Purchase Order Return performed on February 10, 1999. Alternatively, the Order # field can be used to enter an existing Purchase Order Return number to facilitate a later date shipment, and for document review and/or updating purposes.

If the Purchase Order Return does not involve a specific service call, select the enter key to bypass the **Incident** field. If the Purchase Order Return does involve parts ordered for a specific service call, enter the service call Incident Number in the Incident field. If the Incident Number is unknown, press the **F2** function key to bring up the **Customer Call Locator** screen to search for the service call information. Select and Enter the Sequence Number of the appropriate service call in the search result list to load the customer information into the Purchase Order return screen.

In the case of Purchase Order Returns involving a specific service call, enter the **Priority Code** of the call, (see Priority Codes in the Database section of the Fastrax manual) if the return is for overstocked items at various company Locations, enter your companies default Priority Code, in most cases this will be the code for Diagnosis and Repair. If the Priority Code is not known, select the **F2** function key to bring up a list of Priority Codes defined in your system, use the keyboard up or down arrow keys to highlight the appropriate code and press the enter key to select the highlighted code.

Enter the **Location ID** of the Location the inventory will be returned from in the **From** field, and the ID number of the vendor the inventory will be returned to in the **Vendor** field. If the Location or the vendor ID numbers are unknown, select the **F2** function key while the cursor is in the appropriate field and enter the description of the Location and/or the vendor to search for the ID. Enter the Sequence Number of the appropriate Location and/or vendor to enter the information into the Purchase Order Return screen.

After the Location and Vendor information is entered, the cursor will advance to the lower order entry portion of the screen. Begin by entering the part number of the item to be returned, if the part number is unknown, enter a name or brief description of the part to bring up a list of parts fitting the name or description of the part you entered. Select and load the appropriate part into the Purchase Order Return screen by entering the Sequence Number of the part from the resultant search list. Enter the quantity of parts to be returned and any comment regarding the part or the return. After the information is entered, the cursor will advance to the next line ready the next part entry.

After the information is entered for all the inventory to be returned on the current Purchase Order Return, select the **Enter** key, or the **F3** function key to exit the order entry screen and bring up the lower screen menu. Enter the letter **F**, or select the **F11** function key to file the return. **Enter** the letter **S** to ship and update the inventory database (the **(S)**hip function on the lower screen menu). The return is now ready for delivery to the vendor. If the return is to be delivered at a later date, save the order and select the **F3** function key to exit the Purchase Order Return screen, do not select the **(S)**hip function at this time. When the return is ready to be delivered, bring up the Purchase Order Return screen and enter the Purchase Order Return Number in the **Order #** field to load the inventory return information and select the **(S)**hip function at this time. If the Purchase Order Return Number is not known, select the **F2** function key to search for the return by the **Ship to Name**, the **Ship to ID**, the **Ship from ID**, the service call **Incident Number** or the **Status** of the Field Transfer. The Status search parameter enables you to search by **All** Purchase Order Returns, or by Purchase Order Returns in **Open** status. When the Purchase Order Return Number is found in the resultant search list, Enter the Sequence Number of the order to load the information into the Field transfer screen.

Lower menu options on the Field Transfer screen:

- **(N)**ext – Select the Next function to clear the Purchase Order Return screen and prepare the next return.

- **(#)** to Change – The (#) to Change function is used to edit the Location and/or vendor demographic information located in the upper half of the Purchase Order Return screen. To update a field or item, enter the field number of the item you wish to change or edit in the **Rep** field located in the lower left hand corner of the screen. This will place the cursor into that field enabling you to make changes. Be certain you enter the letter **F**, or select the **F11** function key to save all changes.

- **(S#)**equence – The (S)equence function is used to edit the order information entered into the lower half of the Purchase Order Return screen. To edit the return information, Enter the letter **S** and the **Sequence Number** of the part, this will place the cursor on that line item enabling you to change the existing information. Enter the letter **F**, or select the **F11** function key to save all part updates.

- **(D#)elete** – The (D#)elete function is used to delete specific part entries from the Purchase Order Return. To delete a part from the list, Enter the letter D and the Sequence number of the part to be deleted. Enter the letter **F**, or select the **F11** function key to save all changes.

- **(D)elete** – The (D)elete function is used to cancel and close a Purchase Order Return and delete the return from the Inventory database.

- **(S)hip** – Enter the letter **S** to ship the parts listed in the Purchase Order Return screen.

- **(F)ile** – Enter the letter **F** to file the Purchase Order Return. Alternatively, you can select the **F11** function key to file.

- **(P)rint** – Enter the letter **P** to print a hard copy of the Purchase Order Return.

- **(C)omments** – Enter the letter **C** to bring up the comments screen. The comments screen provides data entry fields for customer and for company related comments.

- **(A)udit** – Enter the letter **A** to display an audit screen that lists all actions applied to the selected Purchase Order Return.

5. Auto Replenishment

The **Auto Replenishment** feature is an integral part of the Fastrax Inventory Update and Restocking system. Auto Replenishment is a restocking function that is used to generate purchase orders, and/or field transfers that include only the inventory necessary to restore the original stocking levels for each inventory Location, as indicated by the list of Recommended Spares for each Location. The Auto Replenishment function is driven by the inventory draw down that occurs when the inventory used to complete a service call is entered into the system, either when the service call is closed, or when the work order is approved. Inventory draw down is set to occur at either closing or approval with the **Inventory Control** screen on the **Database Security** menu. The accuracy of the Auto Replenishment restocking feature, and the accuracy of the inventory data base are greatly improved when the **Verify Incidents** and the **Verify Inventory** options are used prior to initiating an Auto Replenishment event (see Verify Incidents and Verify Inventory in this section of the Fastrax user manual). Prior to using the Auto Replenishment function, your inventory system must be initialized by entering all company Locations that will carry inventory, and the list of Recommended Spares, or the inventory that will be stocked at each Location, into the Inventory database (see **Locations** and **Recommended Spares** in the Inventory Update section of the Fastrax manual).

Note: The Auto Replenishment function includes only those parts that are in the current inventory restocking system as reflected by the Recommended Spares list for each Location. Any part not included in the inventory restocking system must be ordered separately with the Purchase Order function, or added to the purchase orders generated with the Auto Replenishment function. Adding the part to the appropriate Recommended Spares list will include the part in the next Auto Replenishment cycle. Parts are added to the Recommended Spares list with the Recommended Spares option located on the Inventory Update menu.

<u>**Auto Replenishment of Inventory Locations**</u> – Select the Auto Replenishment option on the Inventory main menu. If you are restocking a service truck Location from the company warehouse Location, Enter the letter **F** for **Field Transfer** in the **Order Type** field. If you are restocking the warehouse Location, or restocking a service truck Location from a vendor, Enter the letter **P** for **Purchase order** in the Order Type field.

If Purchase Order is selected, enter the vendors ID number in the **Default Vendor** field. If the vendor's ID number is not known, select the **F2** function key to bring up the vendor search screen. Enter the vendor's name and make your selection by entering the Sequence Number of the appropriate vendor. After the vendor ID has been entered, Enter the ID of the Location you are restocking in the **Location** field. If the Location ID is not known, select the **F2** function key to search for the Location, make your selection from the search list by entering the Sequence Number of the appropriate Location.

If Field Transfer is selected, the Default Vendor field will be bypassed and the cursor will advance to the **Replenish From** field. Enter the ID of the Location the inventory will be transferred from in the Replenish from field and Enter the ID of the Location to be restocked in the Location field. If the Location ID's are not known, select the **F2** function key to

perform a search. After the restocking information has been entered, select the **F11** function key to generate the Purchase Order or Field Transfer. The system will then display the number of the new Purchase Order, or Field Transfer and, if auto print has been set up, the order will print on the designated default printer. Please note the Purchase Order, or Field Transfer number generated by the system. If it becomes necessary to review, or make any adjustments or updates to the order, the order number will enable you to quickly locate the order in the system and make the necessary changes.

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6. Create Overstock Returns

It is common in the service industry to have technicians purchase parts that are not included in their standard service truck inventory for a particular service call. In some cases the parts turn out to be unnecessary and, over time these extraneous parts accumulate and take up valuable space on the companies service trucks. The **Create Overstock Returns** option is used periodically to identify and list overstocked items at each inventory Location. The list of overstocked items created with the Create Overstock Returns function is generated, or driven by the actual number of parts used on each service call that are entered into the system at the time of job closing or work order approval. The accuracy of the Create Overstock Returns function is greatly improved by having each technician indicate actual inventory usage with the **Verify Inventory** report. The Verify Inventory report is then used to update the inventory database with actual part usage by using the **Verify Incidents** feature (see Verify Inventory and Verify Incidents in this section of the Fastrax user manual). Once it is entered into the inventory database, the information provided by the Verify Inventory report enables the system to compare the number and type of parts actually used from an inventory Location, with the number and type of parts issued to the Location. The number and type of parts issued to a Location is determined by the **Recommended Spares** list created for the Location, and by the individual purchase orders issued to the Location. This system enables companies that maintain an internal inventory system to identify unused parts that were obtained outside of the companies inventory system with a purchase order. Additionally, the Create Overstock Returns function, when used with the Fastrax Tasking system, enables the warehouse personnel to easily identify and remove the parts listed in a task definition that were not needed on the service call where the task was implemented.

Create Overstock Returns is also used to identify unnecessary inventory when a stocking Location's list of Recommended spares is changed, or in the case of multiple lists of Recommended Spares created for a single Location. The creation of multiple lists of Recommended Spares for a single Location is most prevalent in the heating and air service industry where truck inventory undergoes a seasonal change. In this case it is common to have two lists of Recommended Spares created for each service truck Location, one for heating repair and one for air conditioning repair. After the Recommended Spares update has been performed by entering the new Recommended Spares list in the Location Update screen, the Create Overstock Returns function will generate two lists, one for the inventory to be removed from the service truck Location, and one for the inventory to be added.

<u>Creating an Overstocked Returns Inventory List</u> – Select the Create Overstock Returns option from the Inventory main menu. Enter the ID of the Location the overstocked items will be returned to in the **Return to Location** field, and the ID of the Location the overstocked inventory will be returned from in the **Location** field. If the Locations ID's are not known, select the **F2** function key to bring up a search screen and enter a description of the Location. Make you selection by entering the Sequence Number of the Location in the resultant search list. After the identification for each Location has been entered, select the **F11** function key to generate the list of overstocked items.

If the Create Overstock Returns is being run to replace seasonal truck stock, or change inventory levels to reflect a revised Recommended Spares list, be certain that you enter the new list of Recommended Spares in the relevant Location Update screen.

7. On Hand by Location

The On Hand by Location option is an information screen that enables the warehouse personnel to quickly determine the location and quantities of inventory at all company Locations. When you select On Hand by Location and enter a part number, the system will display the availability, demand and order status of the part for all Locations defined in the inventory system.

<u>Reviewing Parts On Hand by Location</u> – Select the On Hand by Location option from the Inventory main menu and Enter the part number of the item you wish to review. If the part number is not known, Enter a description of the part in the part field to bring up a list of parts fitting the entered description. Select and enter the part into the **Part Inventory Inquiry** screen by entering the Sequence Number of the part. If there is more than one page of entries, select the Enter key to advance one page. To back up one page Enter the minus (-) symbol (the **(CR)** to Page Forward and **(-)** to Page Back on the lower screen menu). To review the company Locations of another part without exiting the Part Inventory Inquiry screen, Enter the letter **N** into the Rep field located in the lower left hand corner of the screen to clear the screen, and then enter the next part number (the **(N)**ext option on the lower screen menu).

8. Part by Location

The Part by Location option is another information screen that enables the warehouse staff to review in greater detail the availability, order status and the demand for a given part at individual Locations. For each part assigned to each Location that has been entered into the Inventory database, the Part by Location function displays the quantity of the specified part on hand, the demand for and the number of parts allocated, the number of parts on purchase order or field transfer, and the number of parts on backorder.

Reviewing Parts by Location – Select the Part by Location option from the Inventory main menu and enter the part number and Location ID into their respective fields. If the part number or Location ID are not know, enter a description of the part and/or the Location into the proper field to bring up a list of items fitting the entered description. Select and enter the information into the Part Detail Update screen by entering the Sequence Number of the appropriate information. To back up one page Enter the minus (-) symbol (the **(CR)** to Page Forward and **(-)** to Page Back on the lower screen menu). To review the details of another part without exiting the Part Detail Update screen, Enter the letter **N** into the Rep field located in the lower left hand corner of the screen to clear the screen, and then enter the next part number (the **(N)**ext option on the lower screen menu).

Lower menu options on the Purchase Order screen:

- **(N)**ext – Select the Next function to clear the Part Detail Update to review the next part.

- **(L)**oaner – Enter the letter L to display a list of all parts and equipment currently on loan to a specific Location.

- **(C)**ustomer Stock –

- **(A)**llocations – Select the Allocations function to review a list of all company Locations that currently have the selected part allocated to their Location.

- **(#)** to Change -

- **(F)**ile – Enter the letter **F** to file the part information. Alternatively, you can select the **F11** function key to file.

9. View Part Serial

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INVENTORY UPDATE MODULE
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FASTRAX
INVENTORY UPDATE MODULE

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FASTRAX INVENTORY UPDATES OVERVIEW

General: The options on the Inventory **Updates** menu are used to enter, delete or modify the records, or information stored in the company inventory database tables, and the codes used to organize the inventory database. The inventory database tables are used to store all the information pertaining to your companies inventory system. Any changes made to the inventory database tables, or the codes used to organize the database, will affect the overall inventory system and the integrity of your companies data. Therefore, changes to existing data through the **Inventory Updates** menu should not be attempted without a complete understanding of the **Inventory Update** procedures.

To Add a New Record or Code: Select the relevant **Inventory Update** menu option. Follow the screen prompts to enter the description and relevant information in the data screen. Enter **F11** to file the new information.

To Modify a Record or Code: Select the relevant **Inventory Update** menu option. Select the **F2** function key at the initial prompt to search for the record you wish to modify. Once you have located the correct record, make the necessary changes in the data screen and select **F11** to file your changes.

1. Commodity Codes
Commodity Codes are then used to organize inventory into categories for reporting and physical inventory accounting purposes. The Commodity Codes created for your system can alpha, numeric, or both and they can be as specific or as general as necessary to accommodate the inventory system employed at your company. Some examples of Commodity Codes are: PL, for plumbing parts; M, for material, or CF for copper fittings.

2. NOCHARGE TASK CODES
The Nocharge Task Codes Update is an integral part of the Fastrax Tasking system. Nocharge Task Codes are used at the time of service call closing to designate all Tasks performed without a receivable attached, such as warranty work or recall work.

3. LOCATIONS
The Locations Update is an integral part of the Fastrax Inventory Update and Restocking System. The Locations Update is one of the functions used to initialize the inventory system by creating an identification code and the description of all company areas, or locations that will be carrying inventory.   Once the Location ID has been created for each inventory Location, it can be used to track inventory usage at specific Locations, and to issue replacement stock for each Location.

4. PARTS
The Parts Update screen is used to assign and enter the part ID number, the part description and the details for every part maintained in your companies inventory system. The details that can be entered into the Parts Update screen include vendor, pricing, purchasing and inventory control information specific to each part. Although the Parts Update screen can be used to enter your parts database in its entirety, in the majority of cases, the parts data base is transferred from a legacy, or previous database, which greatly reduces the amount of data entry required to set up the inventory system. However, even in cases where inventory data transfer has been used to build your companies parts database, the Parts Update screen is used extensively to enter new parts into the inventory system, and to update existing part information.

5. TASKS
If your company employs a tasking, or a flat rate system, the Tasks Update screen is used to enter the designation code and description of all Tasks, or services offered by your company. The Task description includes any permits that may be required to perform the task, all charges for labor and parts, any service fees, any warranties included with the service and any commissions paid. A second Materials screen is provided to list all parts needed to perform the task, and the price to be charged for each part. The system then calculates, based on the information entered, the total amount charged for the task in Preferred, Standard and Emergency billing categories.

6. VENDORS
The Vendors Update screen is used to enter information regarding all vendors your company does business with.   The Vendor Update screen provides data entry fields for vendor

demographic, tax and company GL account information. **Note:** The GL account information, when included with the vendor description, allows for automatic posting to the specified GL account when the vendor is paid with the Fastrax Accounts Payable module.

7. RECOMMENDED SPARES
The Recommended Spares Update is an integral part of the Fastrax Inventory Update and Restocking system. The Recommended Spares Update is used to initialize the inventory system by creating the lists of parts to be stocked at each company Location. After the list of Recommended Spares, or inventory is created for a given Location, it is assigned an ID or **Spare Number**, and a description. The Spare Number is then, in turn, entered as an integral part of the Location description. The list of Recommended Spares, once entered, can be used to track inventory usage at specific Locations, and to issue replacement stock for each Location (see Locations in this section of the Fastrax users manual).

8. PART ADJUSTMENT
The Part Adjustment Update screen enables the warehouse staff to make adjustments to the number of parts on hand, the number of parts allocated, the number of parts ordered and the number of parts backordered for each stocking Location throughout the company.

9. PART PRICE MARKUP
The Part Price Markup Update screen is used to enter the markup factor, or selling multiplier to be used for part price markup in a specified price range for both standard and discount markup factors.

1. Commodity Codes

The Commodity Codes Update is an integral part of the Fastrax Inventory Control System. Commodity Codes are created by designated company personnel and are used to assign parts to a category, or group based on the specific use or type of part. The Commodity Codes are then used to organize inventory into categories for reporting and physical inventory accounting purposes. The Commodity Codes created for your system can alpha, numeric, or both and they can be as specific or as general as necessary to reflect the level of part organization and the level of inventory control employed at your company. Some examples of Commodity Codes are: PL, for plumbing parts; M, for material, or CF for copper fittings.

Creating a Commodity Code – Select the Commodity Codes option from the Inventory Updates menu. Begin by entering the code you have chosen to designate a particular part category in the **Enter Commodity** field. The Commodity Code can be alpha, numeric, or alpha-numeric and should reflect the inventory organization system employed by your company. For example, if your company stocks both electrical and plumbing parts, you may wish to create the code PF for plumbing fittings and a EF code for electrical fittings. If you employ an inventory value or weighting system, the Fastrax Inventory System provides data entry fields in the Parts Update screen for value categories 1-9. In this case a code can be created such as PF1 to designate plumbing fittings in the first value category.

After the code has been entered, enter a brief description of the code, up to twenty five characters, in the Description field and select the letter **F** to file the new code and description, or select the **F11** function key to file. After saving, the Commodity Codes data entry screen will clear enabling you to enter the next code.

To Modify an Existing Commodity Code – Select the Commodity Codes option from the Inventory Update menu. Select the **F2** function key at the **Enter Commodity** prompt and use the arrow keys to select the Problem Code from the selection list. After the code is found, select the Enter key to load the Commodity Code into the Commodity Code update screen and make any necessary changes to the code description. After making any changes, be certain you **Enter** the changes by selecting the **Enter** key. Changes that are keyed in without selecting the **Enter** key will not be recognized by the system. After the modifications have been made, select the **F11** function key to save all changes.

To Delete a Commodity Code – Select the Commodity Codes option from the Inventory Update menu. Select the **F2** function key at the **Enter Commodity** prompt and use the arrow keys to select the Code from the selection list. Select the **F3** function key, or **<CTRL> X** (depress the Control key simultaneously with the X key) and then select (**D**)elete from the menu located at the top of the Commodity Codes window. Enter the letter Y at the **Are You Sure?** Prompt to complete the deletion process.

2. Nocharge Task Codes

The Nocharge Task Codes Update is an integral part of the Fastrax Tasking system. Nocharge Task Codes are used at the time of service call closing to designate all Tasks performed without a receivable attached, such as warranty work or recall work.

<u>Creating a Nocharge Task Code</u> – Select the Nocharge Task Codes option from the Inventory Updates menu. Enter the code you have chosen to designate a particular Nocharge Task category in the **Enter Nocharge** field. The Nocharge Task Code can be alpha, numeric, or alpha-numeric. After the code has been entered, enter a brief description of the code, up to twenty five characters, in the **Description** field and select the letter **F** to file the new code and description, or select the **F11** function key to file. After saving, the Nocharge Task Codes data entry screen will clear enabling you to enter the next code.

To Modify an Existing Nocharge Task Code – Select the Nocharge Task Codes option from the Inventory Update menu. Select the **F2** function key at the **Enter Nocharge** prompt and use the arrow keys to select the Nocharge Task Code from the selection list. After the code is found and highlighted, select the Enter key to load the Nocharge Task Code into the update screen and make any necessary changes to the code description. After you key in your changes, be certain you **Enter** the changes by selecting the **Enter** key. Changes that are keyed in without selecting the **Enter** key will not be recognized by the system. After the modifications have been made, select the **F11** function key to save all changes.

To Delete a Nocharge Task Code – Select the Nocharge Task Codes option from the Inventory Update menu. Select the **F2** function key at the **Enter Nocharge** prompt and use the arrow keys to select the Code from the selection list. Select the **F3** function key, or **<CTRL> X**   (depress the Control key simultaneously with the X key) and then select **(D)**elete from the menu located at the top of the Commodity Codes window. Enter the letter Y at the **Are You Sure?** Prompt to complete the deletion process.

3. Locations

The Locations Update is an integral part of the Fastrax Inventory Update and Restocking System. The Locations Update is one of the functions used to initialize the inventory system by creating an identification code and a description of all company areas, or Locations, including service trucks, that will be carrying inventory. Once the Location ID has been created for each inventory Location, it can be used to track inventory usage at specific Locations, and to issue replacement stock for each Location.

3.1 Creating an Inventory Location – Select the Locations option from the Inventory Update menu and enter a Location ID code in the **Location ID** field. The Location ID can be alpha, numeric or alpha-numeric up to ten characters. Although the Location ID is an arbitrary designation, it should reflect the stocking location it is being created for. For example, the Location ID created for a truck Location could be the truck license plate number, or some other designation your company uses to identify individual service trucks. After the Location ID has been entered, enter a description of the Location in the Description field.

If the Location is a company warehouse, enter the Location address in the appropriate fields, and enter the ID number of the list of parts, or Recommended Spares created for this location in the **Spare #** field (see **Recommended Spares** in this section of the Fastrax manual). Enter the Sector designation for the Location in the Sector field (see **Sectors** in the database section of the Fastrax manual) and the Employee Number of the employee assigned to the Location.

If the Location is a service truck, enter the make, model and license number in the appropriate fields. If you are using the Fastrax Fleet Management System, enter the approximate odometer readings for each of the service checkup categories. Next, Enter the letter **V** to access the **(V)**ehicle option on the lower screen menu and Enter the mileage of the last **Tune Up**, **Oil Change**, **Lube** and **Tire Rotation** in the appropriate fields. If you wish to keep a record of the fuel used by the service truck, Enter the letter S and the number 1 in the Rep field. This will place the cursor on the first line of the **Fuel Consumption Log** enabling you to enter the **Quantity** of fuel purchased, the **Mileage** at the time of purchase and the **Cost**. Alternatively, if you need to edit a prior entry made in a fuel consumption log, Enter the letter **S** and the **Sequence Number** of the entry to place the cursor on that line item allowing changes to be made to that entry. After all the Location information has been keyed in, Enter the letter **F**, or select the **F11** function key to file the Location record.

3.2 Updating an Inventory Location
Select the Locations option from the Inventory Update menu and enter the Location ID code in the **Location ID** field. If the ID in not known, select the **F2** function key and enter the description of the Location in the Location Finder screen. Select and load the Location information by entering the **Sequence Number** of the Location from the search list. After the Location is loaded into the Location Update Screen, Enter the field number of the item you wish to change in the **Rep** field located in the lower left hand corner of the screen (the **(#)** to

Change option on the lower screen menu). This will place the cursor into the designated field enabling you to update the information. After all your updates have been keyed in, Enter the letter **F**, or select the **F11** function key to file the update.

Lower menu options on the Location Update screen:

- **(N)**ext – Selecting the Next function by entering the letter **N** into the **Rep** field will clear the Location Update screen enabling you to enter or edit the next Location description.

- **(#)** to Change – The (#) to Change function is used to edit the information in the Location Update screen. To update a field or item, enter the field number of the item you wish to change or edit in the **Rep** field located in the lower left hand corner of the screen. This will place the cursor into that field enabling you to make changes. Be certain you enter the letter **F**, or select the **F11** function key to save all changes.

- **(D)**elete – The (D)elete function is used to delete the Location description from the Inventory database. To delete a Location description, Enter the letter **D** in the **Rep** field, the system will prompt you with "**You are about to delete this record. Are you sure?**", Enter the letter Y to complete the deletion process.

- **(F)**ile – Enter the letter **F** to file the Location description. Alternatively, you can select the **F11** function key to file.

- **(V)**ehicle – If the Location you are working with is a service truck Enter the letter **V** to bring up the vehicle maintenance and Fuel Consumption Log for that truck.

Lower menu options on the (V)ehicle Location Update screen:

- **(#)** to Change – The (#) to Change function is used to edit the information in the vehicle maintenance and fuel consumption logs. To update a field or item, enter the field number of the item you wish to change or edit in the **Rep** field located in the lower left hand corner of the screen. This will place the cursor into that field enabling you to make changes. Be certain you enter the letter **F**, or select the **F11** function key to save all changes.

- **(S#)**equence – The (S)equence function is used to edit the information entered into the Fuel Consumption Log. To edit a log entry, Enter the letter **S** and the **Sequence Number** of the entry, this will place the cursor on that line item enabling you to change the existing information. Enter the letter **F**, or select the **F11** function key to save all part updates.

- **(D#)**elete – The (D#)elete function is used to delete entries in the Fuel Consumption Log. To delete an entry, Enter the letter **D** and the Sequence number of the entry, or line item to be deleted. Enter the letter **F**, or select the **F11** function key to save all changes.

4. Parts

The Parts Update option is used to enter, review, update or delete information regarding the parts you use in your service business, including vendor information. The Parts update screen is also used to set the pricing parameters for a given part and to define the inventory status of the part.

4.1 Entering New Part Information – To create a new part record in your *Fastrax* database, select the **Parts** option from the **Inventory Updates** menu and enter the following information:

- **Part Number** – Enter the part number your company will use to reference the part.

- **Prime Vendor** – Enter the name of the primary vendor of the part.

- **Description** – Enter a brief description of the part. **Note:** The part description will be used for reporting purposes, therefore it is recommended that your descriptions be as short and concise as possible.

- **Manufacturer** – Enter the name of the primary manufacturer of the part.

- **Commodity** – Enter the **Commodity Code** that best describes the part application category, i.e., plumbing parts, electrical parts, miscellaneous parts, etc. The part Commodity Code system enables you to define part categories that are tailored to your companies inventory system. **Note:** The commodity codes are also used to drive inventory reporting and accounting functions. Commodity Codes are defined with the Commodity Codes option on the **Inventory Update** menu.

- **Unit of measure** – Enter the unit of measure applicable to the part. The available choices are **(E)**ach, for parts priced individually, **(F)**eet for parts or material sold by the foot, **(C)**100 for price per 100 parts and **(M)**1000 for price per 1000 parts.

- **Manufacturer's Part #** - You can enter up to five different manufacturer's part numbers. If you enter the manufacturer's part number, the *Fastrax* system will enable you to reference the part by the part number you have assigned, and by the manufacturer's part number.

- **Base Price** – Enter the price your company pays for the part.

- **Reimbursement Price** – Enter the dollar amount you will reimburse your technicians for the part.

- **Sell Multiplier** – Enter the mark-up factor for the standard selling price of the part. Note: The Sell Multiplier must be entered as a direct numerical multiplier, not as a percentage figure. For example, enter 1.25 to mark up the part 25%, 1.50 for a 50% mark-up, 2.0 for a 100% mark-up etc.

- **Disc Multiplier** – Enter the mark-up factor for the discount selling price of the part. Again, enter the discount multiplier as a direct numerical multiplier.
- **Selling price** – The Selling price of the part is automatically calculated based on the base price and the sell multiplier. However, the system enables you to override the calculated selling price in this field to accommodate unique situations.

- **Discount price** – The Discount Price of the part is automatically calculated based on the base price and the discount multiplier. However, you can override the discount price.

- **Min Order Qty** – Enter the minimum number of parts per order. The Minimum Order Quantity field is for reference only. Stock levels are set at the Location level by the list of Recommended Spares created for the Location.

- **Inventory** – Set the **Inventory?** field to Yes if you want this part to be counted during physical inventory. This setting also drives the generation of inventory count sheets that will include the part.

- **Value Code** – The Value Code is an information field used to indicate the level of part usage. A part that is used very frequently would be assigned a value of 1, whereas a part in your data base that is currently not used would be assigned a value of 9.

- **Bin Location** – If your company maintains a parts warehouse, enter the BIN number for the part. The BIN location field defines the BIN location at the part level and forces every location to use the same BIN number.

- **Serialized?** – Set to yes if you want a part serial number included every time a part is obtained or used. This field is used for major parts such as A/C units, water heaters, etc., which allows tracking of the part for warranty purposes.

- **Commission?** – Set this option to **Yes** if the technician is to receive commission on the sale of the part.

- **Consumable?** – Set this option to **No** if the part is company equipment and you bill your customers for its use, such as a plumbing snake. This option also tracks the transfer of the equipment from the warehouse to other locations.

After the above part information has been keyed in, enter the letter **F**, or select the **F11** function key to file the part record. If you need to make any corrections to the part information, enter the field number of the item you wish to change into the **Rep** field ((#) **to Change** function from the lower screen menu). This will place the cursor in the designated

field allowing you make changes. If you need to access the lower screen menu functions while you are in the editing process, select the **F3** function key to bring up the lower screen menu.

4.2 Editing Existing Part Records – To edit or update existing part records, open the Parts Update screen and enter the Part Number into the appropriate field. This will load the part record into the Part Update screen enabling you to edit the part information as described in the above paragraph. Be certain to save all updates by entering the letter F, or selecting the F11 function key.

Lower menu options on the Parts Update screen:

- **(N)**ext – The (N)ext option clears the current information from the Part Update screen enabling you to enter or edit the next part. Enter the letter **N** in the **Rep** field to clear the current information from the Part Update screen.

- **(#)** to Change – The (#) to change function is used for editing or updating part information. Enter the field number of the item you wish to change into the **Rep** field to place the cursor on that field.

- **(D)**elete – Select the **(D)**elete option to delete the current part record. **Caution:** The **(D)**elate function will remove the part information from the database permanently. Therefore, be certain when using the **(D)**elete function. It is advisable to grant rights to this function only to employees serving in a warehouse or upper management capacity. **Note:** Employee rights are assigned with the **Users** option on the **Database Security** menu. Please refer to the Database Security section of this manual for a complete discussion of assigning user rights in the **Fastrax** system.

- **(D#)**elete – Select the **(D#)**elete option to delete manufacturer part numbers in field number six. Enter the letter **D** and the line number of the specific manufacturer part number to delete it.

- **(V)**iew Last Price – Select the **(V)**iew Last Price option to review the price and vendor history for the part. This option is also available on the Purchase Order screen.

5. Tasks

If your company employs a tasking, or a flat rate system, the Tasks Update screen is used to enter the designation code and description of all Tasks, or services offered by your company. The Task description includes any permits that may be required to perform the task, all charges for labor and parts, any service fees, any warranties included with the service and any commissions paid. A second Materials screen is provided to list all parts needed to perform the task, and the price to be charged for each part. The system then calculates, based on the information entered, the total amount charged for the task in Preferred, Standard and Emergency billing categories.

5.1 Creating a Task Description
Select the Tasks option from the Inventory Update menu to bring up the Task Update screen. Begin by entering a ID or designation code for the Task. The designation code can be alpha, numeric, or alpha-numeric up to fifteen characters in length. Next, enter the Task description in the Description field, and then enter the following Task related information:

- **Skill Area**- Enter the **Skill Area Code** that best describes the skill required to complete the Task (see Skill Area Codes in the Database section of the Fastrax manual). If the Skill Area Code is not known, select the **F2** function key to bring up a selection list of the Skill Area Codes in your database, use the up and down cursor keys to highlight your selection and accept the selection by depressing the Enter key.

- **Labor Hours** – Enter the time required to complete the Task. The Labor Hours should be entered in half hour increments with a two place decimal format indicating a half hour, i.e., one half hour is entered as 0.5., one and one half hour is entered as 1.5. Complete hour increments can be entered as a single place number.

- **Labor Amount** – The Labor Amount is automatically calculated based on the amount of time entered into the Labor Hours field, and the rate assigned to the Skill Area Code entered into the Skill Area field.

- **Permit** – Enter the cost of any permits required to complete the Task.

- **Service Fee** – Enter the amount of any service fee charged for the Task.

- **Miscellaneous** – Enter any miscellaneous charges to be included with the Task.

- **Tax** – Enter the amount of tax required with the Task.

- **Warranty** – Enter the letter Y for yes if a warranty can be sold with this Task.

- **Warranty Commission** – If commissions are paid on warranties sold, enter the commission rate.

- **Spiff Commission** – Enter the commission rate for any spiffs paid out for the Task.

To enter a detailed description of the Task, select the **(T)**ask Description option from the lower screen menu by entering the letter **T** in the **Rep** field. After you have entered the Task description, select the **F3** function key to return to the main Task Update screen.

After the Task information in fields 1-12 is keyed in, the Task pricing breakdown information will be automatically calculated and displayed in Preferred, Standard and Emergency pricing categories and the cursor will be located in the Rep field located in the lower left hand corner of the screen. Enter the letter **M** to select the **(M)**aterial option from the lower screen menu, this will bring up the **Material Description** screen enabling you to enter the parts required for the Task along with the amount to be charged for each part.

Begin creating the Task parts list by entering a part number in the **Material/Description** field. If the part number is unknown, enter a description of the part to bring up a parts search list. Select the appropriate part by entering the Sequence Number of the part from the resultant search list. Next, enter the quantity of the part required, the amount to be charged for the part(s) will load automatically based on the pricing information entered into the Parts Update screen. After the quantity has been entered, the cursor will advance to the next line ready to accept the next part. When the last part is entered, select the **Enter** key again to bring up the lower screen menu editing functions. To update a parts list entry, place the cursor on the line item to be edited by entering the letter **S** and the **Sequence Number** of the line item you wish to edit (the **(S#)**eq Number option on the lower screen menu). To delete an entry on the parts list, enter the letter **D** and the Sequence Number of the line item you wish to delete (the **(D#)**elete Number option on the lower screen menu).

After all the Task information has been entered, select the **F3** function key to return to the Task Update main screen. If you need to make corrections to the information entered for the Task, enter the field number of the item to be corrected in the Rep field located in the lower left hand corner of the screen (the (#) to Change option on the lower screen menu). This will place the cursor in the designated field enabling you to update the field. After the Task information has been reviewed, enter the letter **F**, or select the **F11** function key to file the Task.

<u>5.2 Editing Existing Task Information</u> – To edit or update existing Task description, open the Tasks Update screen and enter the Task Number into the appropriate field. This will load the Task record into the Task Update screen enabling you to edit the part information as described in the above paragraphs. Be certain to save all updates by entering the letter **F**, or selecting the **F11** function key.

Lower menu options on the Tasks Update screen:

- **(N)**ext Task – The (N)ext Task option clears the current information from the Task Update screen enabling you to enter or edit the next Task.

- **(L)**oad Task –

- **(M)**aterial – The Material function is used to create the list of parts associated with a Task. Select the Material function by entering the letter M in the Rep field located in the lower left hand corner of the Task Update screen.
- **(#)** to Change – The (#) to change function is used for editing or updating Task information. Enter the field number of the item you wish to change into the **Rep** field to place the cursor in that field.

- **(T)**ask Description – The Task Description option is used to enter a detailed description of a Task. Selecting the Task Description option by entering the letter T into the Rep field will open a free form text entry screen.

- **(D)**elete – Select the **(D)**elete option to delete the current Task record. **Caution:** The **(D)**elate function will remove the Task information from the database permanently. Therefore, be certain when using the **(D)**elete function. It is advisable to grant rights to this function only to employees serving in a warehouse or upper management capacity. **Note:** Employee rights are assigned with the **Users** option on the **Database Security** menu. Please refer to the Database Security section of this manual for a complete discussion of assigning user rights in the **Fastrax** system.

Lower menu options on the Tasks Update Material screen:

- **(S#)**equence – The (S)equence function is used to edit the information entered into the Task parts list. To edit a part entry, Enter the letter **S** and the **Sequence Number** of the entry, this will place the cursor on that line item enabling you to change the existing information.

- **(D#)**elete – The (D#)elete function is used to delete entries in the Task parts list. To delete an entry, Enter the letter **D** and the Sequence number of the entry, or line item to be deleted.

6. Vendors

The Vendors Update screen is used to enter information regarding all vendors your company does business with. The Vendor Update screen provides data entry fields for vendor demographic, tax and company GL account information. **Note:** The GL account information, when included with the vendor description, allows for automatic posting to the specified GL account when the vendor is paid with the Fastrax Accounts Payable module.

6.1 Entering a Vendor Record – Select the Vendors option from the Inventory Update menu and begin by entering the Vendor ID number, or code in the **Enter Vendor** field. The ID number or code is created by your designated company personnel and is used to identify the Vendor throughout the Fastrax inventory and accounting database. Do not enter the Vendor name in this field. Enter the Vendor demographic information in the appropriate fields, and enter any general information regarding the Vendor in the Comments section.

Enter the Vendor's Federal Tax ID number in the **Federal ID** field and enter the Vendor classification as 1) **Phone Company**, 2) **Warehouse** or 3) **No validation** required in the **Type** field. If the Vendor is paid a set amount periodically as an independent contractor, enter the amount in the **1099 Amt** field. Enter the number of days until the Vendors invoices are due in the **Days til Due** field and any discount factors provided by the Vendor in the **Disc Percent** field. Enter the GL account number the Vendor's payments will be posted to in the GL Account field. **Note**: Entering a GL account for the Vendor will enable the system to automatically post the Vendors payments to the General Ledger when the Vendor is paid with the Fastrax Accounts Payable system.

To edit the information in the Vendor Update screen, use the up and down arrow keys to move the cursor to the appropriate field and key in the changes. After the Vendor information has been entered, select the **F11** function key to file the Vendor record.

6.2 Editing an Existing Vendor Record – To edit or update existing Vendor record, select the Vendor Update option and enter the Vendor ID Number into the Enter Vendor field. If the Vendor ID number is not known, select the **F2** function key to open a search screen and enter the Vendor name. Select the Vendor from the search list by entering the Sequence Number of the Vendor into the Rep field. This will load the Vendor record into the Vendor Update screen enabling you to edit the Vendor information as described in the above paragraphs. Be certain to save all updates by selecting the **F11** function key.

Deleting a Vendor Record – Select the Vendors Update option from the Inventory Updates menu and load the Vendor information into the Update screen as described above. Select the **F3** function key, or **<CTRL> X** (depress the Control key simultaneously with the X key) and then select (**D**)elete from the menu located at the top of the Vendor Update screen. Enter the letter **Y** at the **Are You Sure?** Prompt to complete the deletion process. **Caution:** The (**D**)elate function will remove the Vendor information from the database permanently. Therefore, be certain when using the (**D**)elete function. It is advisable to grant rights to this

function only to employees serving in a warehouse or upper management capacity.

7. Recommended Spares

The Recommended Spares Update is an integral part of the Fastrax Inventory Update and Restocking system. The Recommended Spares Update is one of the most critical functions used to initialize the inventory system, by creating the lists of parts to be stocked at each company Location. After the list of Recommended Spares, or inventory is created for a given Location, it is assigned an ID or **Spare Number**, and a description. The Spare Number is then, in turn, entered as an integral part of the Location description. The entry of the Recommended Spares ID number into the Location definition, describes all of the inventory at that Location, and links that inventory to the Location. The Recommended Spares function also enables the warehouse personnel to quickly and easily change the inventory to be stocked at a given Location, simply by changing the Recommended Spares ID number in the Location Update Screen. The list of Recommended Spares, once entered, can be used to track inventory usage at specific Locations, and to issue replacement stock for each Location (see the sections on **Locations** and the Fastrax **Inventory Update and Restocking System** in the Service Inventory section of the Fastrax users manual).

7.1 Creating a List of Recommended Spares – Select the Recommended Spares option on the Inventory Update menu to open the Recommended Spares Update screen. Enter an ID number or code you will use to identify the list of Recommended Spares in the **Spare #** field. The Spare Number can be alpha, numeric or alpha numeric up to three characters in length. Next, enter a description for the Recommended Spares list in the **Description** field. The description can be up to thirty characters in length.

After the description has been entered, the cursor will advance to the parts list section of the Recommended Spares Update screen. Begin creating the list by entering the part number of the first item on the list. If the part number is not known, enter the part name or description in the **Part** field to bring up a search list. Select the appropriate part by entering the part **Sequence Number** into the **Rep** field located in the lower left hand corner of the Part Finder screen. If you are adding a part to a Recommended Spares list that has not yet been entered into your parts database, enter the letter **A** to select the (A)dd function from the lower screen menu. This will bring up the **Master Part Update** screen enabling you to add the part to the inventory database OTF (on the fly).

To edit entries in the Recommended Spares list, activate the **(S#)**eq option on the lower screen menu by entering the letter **S** and the Sequence Number of the line item to be edited. The (S#)equence option will place the cursor on the designated line item enabling you to make any changes. To delete an entry, activate the **(D#)**elete function from the lower screen menu by entering the letter **D** and the Sequence Number of the line item to be deleted. After all the parts to be stocked at a given Location are entered into the Recommended Spares list, enter the letter **F**, or select the **F11** function key to save the list.

7.2 Editing Existing Lists of Recommended Spares – Select the Recommended Spares option from the Inventory Update menu and enter the Recommended Spares ID number in the

Spare # field. If the Spare number is not known, select the **F2** function key to bring up a list of the Recommended Spares lists in your database. Use the up and down arrow keys to highlight the Recommended Spares designation and select the Enter key to load the list into the Recommended Spares Update screen. After the designated list of Recommended Spares has been loaded into the Recommended Spares Update screen, perform edit the part entries using the editing functions described in the above paragraph.

Lower menu options on the Recommended Spares Update screen:

- **(N)**ext – Select the Next function to clear the Recommended Spares screen and prepare the next list.

- **(#)** to Change – The (#) to Change function is used to edit the **Recommended Spares Description** field located in the upper portion of the screen. To update the Description field, enter the number 1 in the **Rep** field located in the lower left hand corner of the screen. This will place the cursor into the Description field enabling you to make changes. Be certain you enter the letter **F**, or select the **F11** function key to save the updated screen.

- **(S#)**equence – The (S)equence function is used to edit the parts entered into the Recommended Spares list. To edit the Recommended Spares list, Enter the letter **S** and the **Sequence Number** of the part entry you wish to update, this will place the cursor on that line item enabling you to change the existing information. Enter the letter **F**, or select the **F11** function key to save all part updates.

- **(D#)**elete – The (D#)elete function is used to delete specific part entries from the Recommended Spares list. To delete a part from the list, Enter the letter D and the Sequence number of the part to be deleted. Enter the letter **F**, or select the **F11** function key to save all changes.

- **(D)**elete – The (D)elete function is used to remove the entire list of Recommended Spares from the inventory database. **Caution:** The (D)elate function will remove the list of Recommended Spares from the database permanently. Therefore, be certain of what you are doing when using the (D)elete function. It is advisable to grant rights to this function only to employees serving in a warehouse or upper management capacity.

- **(F)**ile – Enter the letter **F** to file the Recommended Spares list. Alternatively, you can select the **F11** function key to file.

- **(S)**ort Queue – Enter the letter **S** to Sort the list of Recommended Spare spares by alphabetical and/or numerical order.

- **(CR)** Page Fwd and **(-)** Page Back – For lists of Recommended Spares involving several pages of part entries, select the Return (Carriage Return or CR) key to scroll forward

through the pages. Select and Enter the minus (-) key to scroll backward through the pages.

- **(L)**ocate Part –

8. Part Adjustment

The Part Adjustment Update screen enables the warehouse staff to make changes to the inventory database with respect to the number of parts on hand, the number of parts on order, the demand for a part and the number of parts that have been allocated to specific Locations. The Part Adjustment Update is particularly useful in adjusting the parts database after physical inventory.

<u>Making Part Adjustments</u> – Select the Part Adjustment option from the Inventory Update menu to access the **Part Detail Update** screen. Enter the part number and the ID number of the inventory Location in the **Part Number** and **Location** fields. If the part number and/or Location ID are not known, enter a description of the part or Location in the appropriate field to access a search list of items fitting the description, and make your selection by entering the Sequence Number of the correct part or Location ID number.

After the Part Number and Location ID have been entered, the Part Detail Update screen will display the number of parts **On Hand**, the number of parts **Allocated**, the **Demand** for the part, the number of parts on **Field Order** and **Purchase Order**, and the number of parts that are **Backordered**. To change the number of parts in each of the above categories, place the cursor in the part category field by entering the field number of the category in the **Rep** field located in the lower left hand corner of the Part Detail Update screen (the **(#)** to Change option on the lower screen menu). After all the part updates have been made, enter the letter **F**, or select the **F11** function key to save all changes.

Lower menu options on the Part Adjustment screen:

- **(#)** to Change – The (#) to Change function is used to edit the number of parts in each of the inventory categories in the Part Detail Update screen. To update the number of parts in a particular category, enter the category field number in the **Rep** field located in the lower left hand corner of the screen. This will place the cursor into the designated field enabling you to make changes. Be certain you enter the letter **F**, or select the **F11** function key to save the updated screen.

- **(F)**ile – Enter the letter **F** to file the part adjustments. Alternatively, you can select the **F11** function key to file

- **(D)**elete – The (D)elete function is used to remove the selected part from the inventory database. **Caution:** The **(D)**elate function will remove the part information from the database permanently. Therefore, be certain of what you are doing when using the

9. Part Price Markup

The Part Price Markup Update screen is used to enter the markup factor, or selling multiplier to be used for part markup in a specified price range for both standard and discount markup factors. The Part Price Markup function enables you to establish an over ride price markup factor based on the value of the part. This can be useful if you wish to establish an individual markup factor for expensive parts or big ticket items such as water heaters, air conditioning and heating units. Once the price range and markup factor have been establish, the Part Price Markup screen provides an option that enables you to update every part in the inventory database that falls into the entered price categories.

Setting Part Price Markup Factors – Select the Part Price Markup option from the Inventory Update menu. If you wish to have the mark up factor update the inventory database, enter **Y** for yes in the **Update Parts File** field. Enter the dollar value, or the purchase price cutoff for parts you wish to be affected by the selling multiplier. Next, enter the standard multiplier in the Selling Multiplier field, and enter the multiplier you will use for discounted parts in the **Discount Multiplier** field. After the cursor advances to next line, enter the dollar value for the next purchase price cutoff and the multipliers that will affect parts in this price range. After the price ranges and the respective multipliers have been entered, select the F11 function key to save the information.

To Modify Existing Part Price Multipliers – Select the Part Price Markup option from the Inventory Update menu and enter Yes in the Update Parts File if you wish the update to adjust the inventory database. Select the **Enter** key to advance the cursor to the appropriate field and make any necessary changes to the cutoff part prices and the respective selling multipliers. After making any changes, be certain you **Enter** the changes by selecting the **Enter** key. Changes that are keyed in without selecting the **Enter** key will not be recognized by the system. After the modifications have been made, select the **F11** function key to save all changes.

To Delete Existing Part Price Multipliers – Select the Part Price Markup option from the Inventory Update menu. Select the **F3** function key, or **<CTRL> X** (depress the Control key simultaneously with the X key) and then select **(D)**elete from the menu located at the top of the Parts Pricing Update screen. Enter the letter Y at the **Are You Sure?** Prompt to complete the deletion process. **Caution:** The **(D)**elate function will remove the pricing multipliers from the database permanently. Therefore, be certain of what you are doing when using the **(D)**elete function. It is advisable to grant rights to this function only to employees serving in a warehouse or upper management capacity.

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FASTRAX
ORDER REPORTS MODULE

Order Reports Menu Options

1. Open Orders
2. Back Orders
3. Shipments
4. PO's Received

Description of Menu Options

1.OPEN ORDERS
Select the Open Orders report option to review all open **Purchase Orders**, **Field Transfers** and **Purchase Order Returns**. The information in the Open Order reports can be sorted by **Part Number**, **Open Date** or by **Inventory Location**. To generate an Open Orders report, select the Open Orders option from the Order Reports Menu and select the **F2** function key to bring up a selection list of report sorting options. Using the up and down arrow keys on your keyboard, highlight either Part Number, Open Date or Location and select the **Enter** key to accept the choice. Alternatively you can enter your choice directly by entering the letter **P** for Part Number, the letter **O** for Open Date or the letter **L** for Location, directly into the **Report By** field.

Next, enter the **Priority Code** that corresponds to the service call the order(s) was generated for or, Enter the letter **A** for **All Priorities**. The Priority Code enables you to generate the Open Order Reports by category of importance (see **Priority Codes** in the **Database Codes** section of the Fastrax manual). If the Priority Code is not known, select the **F2** function key to bring up a list of Priority Codes. After the above information has been entered, select the printer option to either print the report to the terminal screen, or to the designated printer, and select the **F11** function key to print the report.

The information in the Open Orders report includes the **Part Number and Part Description**, the **Quantity** of parts ordered, the **Order Number**, the **Location From ID** and the **Location To ID** in the case of Field Transfers, the **Vendor From ID** and the **Location To ID** in the case of Purchase Orders, the **Priority Code** of the order and the order **Open Date**.

2. BACK ORDERS
Select the Back Orders report option to review all orders in Back Order status. The information in the Back Order reports can be sorted by **Part Number**, **Open Date** or by **Inventory Location**. To generate a Back Orders report, select the Back Orders option from the Order Reports Menu and select the **F2** function key to bring up a selection the list of report sorting options. Using the up and down arrow keys on your keyboard, highlight either Part Number, Open Date or Location and select the **Enter** key to accept the choice. Alternatively you can enter your choice directly by entering the letter **P** for Part Number, the letter **O** for Open Date or the letter **L** for Location, directly into the **Report By** field.

Next, enter the **Priority Code** that corresponds to the service call the order(s) was generated for or, Enter the letter **A** for **All Priorities**. The Priority Code enables you to generate the Back Orders Report by category of importance (see **Priority Codes** in the **Database Codes** section of the Fastrax manual). If the Priority Code is not known, select the **F2** function key to bring up a list of Priority Codes. After the above information has been entered, select the printer option to either print the report to the terminal screen, or to the designated printer, and select the **F11** function key to print the report.

The information in the Back Orders report includes the **Part Number and Part Description**, the **Quantity** of parts ordered, the **Order Number**, the **Location From ID** and the **Location To ID** in the case of Field Transfers, the **Vendor From ID** and the **Location To ID** in the case of Purchase Orders, the **Priority Code** of the order and the order **Open Date**.

3. SHIPMENTS
Select the Shipments report option to review all orders that have shipped in a specified date range. The information in the Shipments report can be sorted by **Part Number**, **Open Date** or by **Inventory Location**. To generate a Shipments report, select the Shipments option from the Order Reports Menu and select the **F2** function key to bring up a selection list of report sorting options. Using the up and down arrow keys on your keyboard, highlight either Part Number, Open Date or Location and select the **Enter** key to accept the choice. Alternatively you can enter your choice directly by entering the letter **P** for Part Number, the letter **O** for Open Date or the letter **L** for Location, directly into the **Report By** field.

Next, enter the date range for the report in the **Start Date** and **End Date** fields. After the above information has been entered, select the printer option to either print the report to the terminal screen, or to the designated printer, and select the **F11** function key to print the report.

The information in the Shipments report includes the **Part Number and Part Description**, the **Quantity** of parts shipped, the **Order Number**, the **Location From ID** and the **Location To ID** in the case of Field Transfers, the **Vendor From ID** and the **Location To ID** in the case of Purchase Orders, the **Priority Code** of the order and the order **Ship Date**.

4. PO's RECEIVED

Select the PO's Received report option to review all Purchase Orders that have been submitted in a specified date range. The information in the PO's Received report can be sorted by **Part Number**, **Open Date** or by **Inventory Location**. To generate a PO's Received report, select the PO's Received option from the Order Reports Menu and select the **F2** function key to bring up a selection list of report sorting options. Using the up and down arrow keys on your keyboard, highlight either Part Number, Open Date or Location and select the **Enter** key to accept the choice. Alternatively you can enter your choice directly by entering the letter **P** for Part Number, the letter **O** for Open Date or the letter **L** for Location, directly into the **Report By** field.

Next, enter the date range for the report in the **Start Date** and **End Date** fields. After the above information has been entered, select the printer option to either print the report to the terminal screen, or to the designated printer, and select the **F11** function key to print the report.

The information in the PO's Received report includes the **Part Number and Part Description**, the **Quantity** of parts ordered, the **Purchase Order Number**, the **Vendor From ID** and the **Location To ID** and the order **Received Date**.

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4. Price Listing
5. Task Pricing Book
6. Task Analysis Report
7. Transaction Listing
8. Maintenance Check List
9. Vehicle Mileage Report
10. Vehicle Maintenance Report
11. Part Serial Report
12. Usage Summary
13. Twelve Month Usage
14. No Usage Report

Description of Report Options

1. VERIFY INVENTORY
The Verify Inventory Report is an integral part of the Fastrax Inventory Update and Restocking System that enables the warehouse staff to generate a checklist of the inventory used on all service calls that have been Closed, or Approved since the last Verify Inventory report was generated. Note: Inventory draw down can be set to occur either at the time of service call Closing, or at the time of Work Order Approval with the Inventory Control screen located on the Database Security menu. The Verify Inventory report is then used by the technicians to verify and/or update the actual inventory used on each service call. The updated Verify Inventory report can then be used by the warehouse staff to update the inventory database with the inventory actually used, and to generate orders to restock company Locations with only the inventory required to restore each Location to its original stocking level, as indicated by the list of Recommended Spares for that Location. In cases where the Fastrax Tasking system is employed, the Verify Inventory report provides a quick and easy method for inventory update in cases where the actual inventory used deviates from the inventory listed in the Task description.
Note: The Inventory Verification System is activated with the Inventory Control screen located on the Database Security menu by setting the Verify Inventory field to Yes.

To generate the Verify Inventory Report, select the Verify Inventory option from the Inventory Reports menu and Enter the Employee Number of the technician you are generating the report for in the Employee field, or Enter the letter A to generate the report for All employees. If the Employee Number is not known, select the F2 function key to access the Employee Finder screen and Enter the employee's last name. To make your selection, Enter the Sequence Number of the designated employee in the Rep field located in the lower left hand corner of the screen. After the above information has been entered, select the printer option by Entering the letter T in the Printer Option field to print the report to the (T)erminal screen, or by Entering the letter L to print the report to the (L)ine Printer. Select the F11 function key to print the report.

2. INVENTORY VALUE
The Inventory Value Report enables the warehouse staff to quickly determine the value of the inventory stocked at all company Locations. To generate the Inventory Value Report, select the Inventory Value option from the Inventory Reports menu and enter the letter S for a Summary report, or the letter D for a Detailed report. The Summary report list only the value of the inventory at each location, whereas the Detailed report lists the Part Number and Description, the Cost of each part, the number of each part On Hand and the total value of all parts on hand. Next, Enter the inventory Location you are generating the report for in the Location field, or enter the letter A for All Locations. If the Location ID is unknown, select the F2 function key to bring up a selection list of every Location in your companies inventory database, use the up and down arrow keys to highlight a the designated Location and accept it by depressing the Enter key. After the above information has been entered, select the printer option by entering the letter T to print the report to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

3. STOCK BY LOCATION BY BIN
The Stock by Location by Bin report lists the quantity and the value of inventory on hand at each inventory Location. The information in the Stock by Location by Bin report can be sorted by Part Number, part Description or by Manufacturer. To generate the report, select the Stock by Location by Bin option from the Inventory Reports Menu and select the F2 function key to bring up a selection list of report sorting options. Using the up and down arrow keys on your keyboard, highlight either Part Number, Description or Manufacturer and select the Enter key to accept the choice. Alternatively you can enter your choice directly by entering the letter P for Part Number, the letter D for Description or the letter M for Manufacturer, directly into the Report By field. Next, Enter the inventory Location ID you are generating the report for in the Location field, or enter the letter A for All Locations. If the Location ID is unknown, select the F2 function key to bring up a selection list of every Location in your companies inventory database. After the above information has been entered, select the printer option by entering the letter T to print the report to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

The information on the Stock by Location by Bin report includes Part Number and Description, the number of parts On Hand at each Location, the Cost of each part, the number of parts on Purchase Order and the number of parts on Field Transfer. The Total Value of the inventory at each Location is listed in the summary section at the end of each report.

4. PRICE LISTING
The Price Listing report option is used to print a list of all parts on hand along with the manufacturer's price and the companies selling price for each part. The report is organized by the inventory Commodity Code assigned to each part and can be generated by an individual Commodity Code, or by All Commodity Codes (see Commodity Codes in the Inventory Update section of the Fastrax manual). To generate the Price Listing report, select the Price Listing option from the Inventory Reports Menu and enter the Commodity Code for the inventory category you are generating the report for in the Commodity field, or Enter the letter A to generate the report for all Commodities. If the Commodity Code is not known, select the F2 function key to bring up a selection list of the Commodity Codes in the inventory database and, using the up and down arrow keys on your keyboard, highlight the code and select the Enter key to accept the choice. After the Commodity Code has been entered, select the printer option by entering the letter T to print the report to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

The information on the Price Listing report includes Part Number and Description, the Manufacturer's price for each part, and the companies selling price for each part.

5. TASK PRICING BOOK
If your company has elected to use the Fastrax Tasking System, the Task Pricing Book option is used to review and print either a Detailed or Summary copy of your companies Task Book. Note: The company Task Book is a summary of the individual services your company provides and, in the majority of cases, it represents a fairly massive printing task. Although the Task Book can be printed in its entirety, to make the printing of the Task Book a more manageable and organized undertaking, the Fastrax system enables you to print the book by individual Skill Area (see Skill Area Codes in the Database Codes section of the Fastrax manual).

To print a copy of your companies Task Book, select the Task Pricing Book option from the Inventory Reports menu and, if you are printing the book by Skill Area, enter the Skill Area Code in the Skill Area field. If you are printing the book for All skill areas, enter the letter A in the Skill Area field. If the Skill Area Code is not known, select the F2 function key to bring up a selection list of the Skill Area Codes in the inventory database and, using the up and down arrow keys on your keyboard, highlight the code and select the Enter key to accept the highlighted code. Next, Enter the letter S to print a Summary version, or Enter the letter D to print a Detailed version of the Task Book. After the above information has been entered, select the printer option by entering the letter T to print the Task Book to the (T)erminal, or the letter L to print to the (L)ine Printer. After the printer selection has been made, the system will prompt you with the following warning: "This is an extensive report. Make sure your printer is set for the correct font, Press Return." This is your last opportunity to check the printer for a sufficient amount of the correct paper before initiating the Task Book print job. Select the F11 function key to print the book.

The information in the Summary version of the Task Price Book includes the Task Number and description along with the Preferred, Standard and Emergency rates for each Task. The Detailed version includes the above information along with a cost breakdown of each Task

into Labor Amount, Permit fees, Service fees, Miscellaneous charges, Rental charges and Tax Amount. The detailed Task Book also includes a list of all parts required to perform the task. The parts list includes the Part Number and Description, the Quantity of each part, the Selling Price and Cost of each part.

6. TASK ANALYSIS REPORT

The Task Analysis report option provides a concise tabulation of all the Tasks performed by your company in a specified time period. The report lists, for each Task, the Task Number and Description, the number of times the Task was performed in Preferred (P), Standard (S) or Emergency (E) billing categories, and the number of times the Task was performed under Warranty (W) and as a No Charge (NC). An individual Task Analysis report can be generated for each employee, or the report can be generated for all employee to provide a company wide analysis. To generate the Task Analysis report, select the Task Analysis report option from the Inventory Reports Menu and Enter the Employee Number of the technician you are evaluating in the Employee field or, if you are doing a company wide Task analysis, Enter the letter A for All employees. If the Employee Number is not known, select the F2 function key to bring up the Employee Finder screen and Enter the employee's last name. Select the Employee Number from the resultant search list by Entering the Sequence Number of the appropriate employee in the Rep field located in the lower left hand corner of the locator screen. Next, Enter the date range for the Task Analysis report in the Start and End Date fields.

After the above information has been entered, select the printer option by entering the letter T to print the report to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

7. TRANSACTION LISTING

The Transaction Listing Report provides a detailed summary of every order, and the levels of inventory in every company transaction that involves inventory in a specified time period. The report can be sorted by, Part Number, by Part By Transaction By Date, By Date By Time, By From Location By Part By Date and by To Location By Part By Date. The order information on the Transaction Listing Report includes, Transaction Type, the Document used to make the transaction (PO or Field Transfer), the Quantity of parts involved in the transaction and the Date and Time of the transaction. The inventory information on the Transaction Listing report includes, the transaction Type and Location the transaction originated From, and the inventory levels Before and After the transaction. The same information is included for the destination the transaction was shipped To.

8. MAINTENANCE CHECK LIST

The Maintenance Check List option is an integral part of the Fastrax Fleet Management System that is used to print a detailed check list for vehicle maintenance and inspection. The Maintenance Check List is a generic document printed for each company vehicle that provides a means of physical record keeping, and a means to simplify entering vehicle maintenance data in the Location Update screen. To print a Maintenance Check list, select the option from the Inventory Reports menu and select the printer option by entering the

letter T to print the check list to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

9. VEHICLE MILEAGE REPORT

The Vehicle Mileage Report is an integral part of the Fastrax Fleet Management System that provides a detailed mileage and service call summary for each service truck in a specified date range. The information on the Vehicle Mileage Report includes, the service call Incident Number, the Work Order Number, the City the service call is located in, the Dispatch Date and Time and the Mileage involved in performing the service call.

To generate a Vehicle Mileage Report, select the option from the Inventory Reports menu and, in the case of multiple companies being managed from a single location, Enter Y for Yes in the Combine all Companies field to generate a report for all companies. If you are generating the report for a single service truck, Enter the Employee Number of the technician assigned to the truck Location in the Employee field or, enter the letter A for All employees if you are generating a report for the entire company. If the Employee Number is not known, select the F2 function key to bring up the Employee Finder screen and Enter the employee's last name. Select the Employee Number from the resultant search list by Entering the Sequence Number of the appropriate employee in the Rep field located in the lower left hand corner of the locator screen. Next, Enter the date range for the report in the Start and End Date fields and, select the printer option by entering the letter T to print the report to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

10. VEHICLE MAINTENANCE REPORT

The Vehicle Maintenance Report is an integral part of the Fastrax Fleet Management System that provides a detailed report of the date and mileage that maintenance has been performed on each service truck. To generate the Vehicle Maintenance Report, select the option from the Inventory Reports menu and Enter the service truck Location ID in the Location field or, if you are generating reports for all trucks, enter the letter A for All Locations. If the Location ID is unknown, select the F2 function key to bring up a selection list of every Location in your companies inventory database, use the up and down arrow keys to highlight a the designated Location and accept it by depressing the Enter key. After the above information has been entered, select the printer option by entering the letter T to print the report to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

11. PART SERIAL REPORT

The Part Serial Report is used to generate a listing of all inventory that is tracked by serial number. To generate the Part Serial Report, select the option from the Inventory Reports Menu and begin by entering the Part Number in the Part field or, if you wish to have the report include all serialized parts, Enter the letter A for All. If the Part number is not known, select the F2 function key to bring up a selection list of all parts in the inventory database and, using the up and down arrow keys on your keyboard, highlight the Part and select the Enter key to accept the choice. Enter the Model Number of the item in the Model Number field, or enter the letter A if you are generating the report for All serialized inventory. Select

the printer option by entering the letter T to print the report to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

12. USAGE SUMMARY

The Usage Summary option is used to prepare an itemized report that details the inventory used in a specified time period at a company wide level. To generate the Usage Summary, select the option from the inventory database and enter the Part Number of the part to be evaluated in the Part field or, if you are generating the summary for every part in the inventory database, enter the letter A for All parts. If the part number is unknown, select the F2 function key to bring up a parts selection list. At the Sort By field, select the F2 function key to bring up a selection list and highlight either Part Number to sort the Usage Summary by Part Number, or Descending Total to sort the summary in a descending order of parts usage starting with the most frequently used parts. Alternatively, you can Enter the letter P into the Sort By field for Part Number, or Enter the letter D for Descending Total.

If you are generating the summary for parts in a specific Usage Value group, Enter the Value designation (1-9) in the Value field (see Parts Update in the Inventory Update section of the Fastrax manual for a discussion of Part Value). If the Usage Summary is for every part in the inventory database, Enter the letter A in the Value field for All parts. If you want the summary to include only parts that are used frequently, Enter the frequency of part usage you want as a cutoff in the Cutoff Average field. To include parts that are rarely or never used, Enter a zero in the Cutoff Average field. Enter the time period you want the summary to include in the Starting and Ending Period fields in MM/YY format, and select the printer option by entering the letter T to print the report to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.
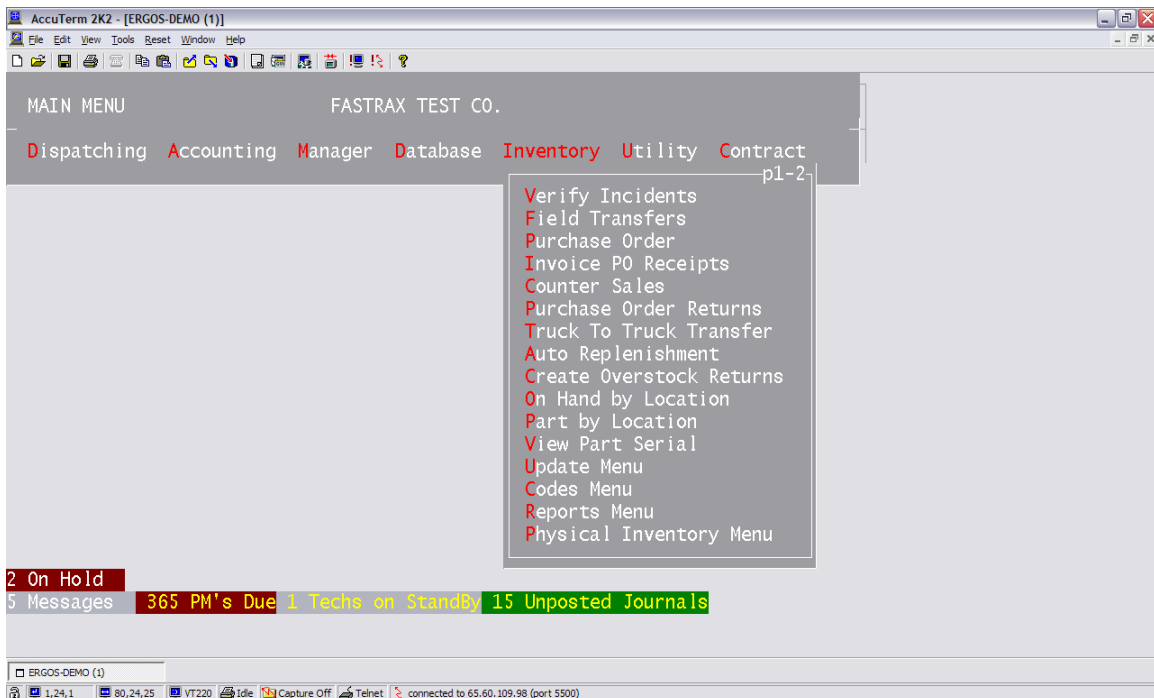
13. TWELVE MONTH USAGE

The Twelve Month Usage option is used to prepare an itemized report of the inventory used over a twelve month period at the individual Location level, or at a company wide level.

14. NO USAGE REPORT

FA S TRAX

Service Inventory Module

Fastrax© Basics

Hi, I am your training instructor from Ergos Software, Inc. To obtain an understanding of navigation and use of Fastrax see "Fastrax Basics – Basic Functionality Manual". The Inventory Module includes all of the means necessary to track your warehouse and truck inventory efficiently. Remember that Ergos Software, Inc. has a live support team available to assist you with your Fastrax Software System. If at any time you have any questions or need any additional help with your Fastrax software package, just call 888-352-3529 or visit the Ergos Software website at www.ergos-software.com. Let's begin learning how to access and use your Fastrax Inventory Module.

FASTRAX
SERVICE INVENTORY MODULE
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FASTRAX
SERVICE INVENTORY

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General Description of the Inventory Update and Restocking System – The Fastrax inventory system is a full featured inventory database. The inventory database includes an automated inventory update and restocking system that enables you to easily and accurately manage warehouse inventory, and to maintain the necessary levels of company inventory at all Locations where your company stocks parts, including service trucks. The system enables you to quickly determine what parts have been used from each stocking location, to verify and adjust the types and quantities of parts used, to automatically update the inventory database, and generate purchase orders and/or field transfers to replace only the parts needed to restore the original levels of stock at each Location.

The inventory update and restocking system is comprised of the **Verify Incidents**, **Auto Replenishment** and **Create Overstock Returns** options on the main **Inventory** menu, the **Locations** and **Recommended Spares** options on the **Inventory/Update** menu, and the **Verify Inventory** function on **the Inventory Reports** menu.   The following is a general description of the inventory update and restocking system, the individual options comprising the system are discussed in detail in the following sections of the Fastrax manual.

To use the inventory update and restocking system, the Fastrax system requires that you initialize your inventory system by defining each area that your company maintains inventory, including service trucks, as **Locations**, and that you create an inventory list, or list of **Recommended Spares** for each Location. The designation code assigned to the list of Recommended Spares created for a specific Location, is entered as an integral part of the Location definition. **Note:** The Location update screen also provides data entry fields for

truck description and mileage information that is used by the **Fastrax Fleet Maintenance** program.

As parts are used and entered into the system when each service call is closed, the system uses the **Auto Replenishment** function, together with the list of Recommended Spares created for each Location, to generate a Purchase Order and/or Field Transfer for each inventory Location. The **Verify Inventory** and the **Verify Incidents** functions are used to verify and/or make adjustments to the quantity and types of parts used on each job prior to reissuing replacement stock. The Verify Inventory and Verify Incidents functions also enable the identification and removal of overstocked items from each inventory Location with the **Create Overstocked Returns** menu option.

Inventory Initialization, Update and Restocking Flow Chart

Each area of the company that carries inventory, including service trucks, is entered into the system as a **Location** with the Location option on the Inventory

↓

A list of **Recommended Spares**, or parts is list created with the Recommended Spares option on the Inventory Update menu for each Location that will carry inventory.

↓

Initial inventory is issued with the **Auto Replenishment** function using a Field Transfer for inventory issued from company warehouse, or a Purchase Order for inventory obtained from an outside vendor.

↓

Service calls performed, inventory draw down occurs at the time the call is closed, or at the time the work order is approved.

↓

A **Verify Inventory** report is run for each technician responsible for an inventory Location prior to issuing replacement stock.

↓

Technician's review and, if necessary, make corrections to the number and type of parts listed on the Verify Inventory report.

↓

Warehouse personnel update inventory database with actual part usage using the completed Verify Inventory report and the **Verify Incidents** function.

↓

Purchase Orders and/or Field Transfers are issued to restock service truck Locations with the **Auto Replenishment** function.

Description of Menu Options

1. VERIFY INCIDENTS
The Verify Incidents menu option is an integral part of the Fastrax Inventory Update and Restocking system that is used directly with the **Verify Inventory** report option and the **Auto Replenish** functions located on the Inventory Reports menu and the Inventory main menu, respectively (see Fastrax Inventory Update and Restocking system in this section of the Fastrax manual). The Verify Inventory function enables the warehouse staff to print a list of parts used by each technician on each service call they have closed since their last inventory verification. These job specific parts lists enable the technicians to verify and/or make adjustments to the number and type of parts they have actually used at each service call. The warehouse staff can then use the corrected parts list to update the inventory database with the **Verify Incidents** function, and to issue replacement truck stock with the Auto Replenish function. The Verify Incidents function, enables the warehouse personnel to easily and accurately update inventory levels as parts are used, and to easily identify the specific inventory needed to restock each service truck. Inventory can be verified and updated by **Employee**, by **Incident Number**, or by **Work Order Number**.

2. FIELD TRANSFER
The Field Transfer function is used to transfer inventory on hand within the company. The principle use of this feature is to prepare orders for parts that will be transferred from the company warehouse Location to individual truck Locations. However, the Field Transfer can also be used to transfer stock from one truck Location to another, or from a truck Location to the warehouse Location. All field transfers automatically update the inventory database.

3. PURCHASE ORDER
The Purchase Order function is used to generate a purchase order (PO) and PO number for the purchase of company stock directly from a vendor. Purchase orders can be generated at the incident level to order parts for, and attach the purchase order to a specific job, or at the company level to order warehouse stock. All items ordered with the purchase order function automatically update the inventory database.

4. PURCHASE ORDER RETURNS
The Purchase Order Returns function is used to return unnecessary, overstocked or incorrect parts to the vendor. All purchase order returns automatically update the inventory database.

5. AUTO REPLENISHMENT
As service calls are performed and parts are used, inventory is depleted from the technician's truck Location and transferred from the warehouse Location to restock the truck. This results in inventory draw down, or depletion of stock at each Location. The **Auto Replenishment** function is an integral part of the Fastrax inventory update and restocking system and, based on the list of **Recommended Spares**, or parts entered for each Location, enables you to automatically generate the **Purchase Orders** needed to restock the warehouse or truck Location, and/or perform a **Field Transfer** to transfer the parts from the warehouse Location to a truck Location, restoring the original inventory levels.

The Auto Replenishment function generates purchase orders and field transfers for restocking warehouse and truck Locations that include only those parts used in the performance of service calls. The specific purchase orders and field transfers are generated by the number and type of parts that are entered at the time the service call is closed, by the number and type of parts transferred from the warehouse to restock each truck, and by the parts listed in the **Recommended Spares** list for each Location. Additionally, if a primary vendor is entered for each part in the parts database, the Auto Replenishment function will automatically generate a separate PO for each vendor.

6. CREATE OVERSTOCK RETURNS

The Create Overstock Returns function is an integral part of the Fastrax Inventory Update and Restocking System, and is used to determine what parts have become overstocked at specified Locations, as indicated by the Recommended Spares list for each Location. The Create Overstock Returns function enables the warehouse personnel to quickly and easily generate a list of all parts that must be removed to restore the Location to its original inventory levels. The Create overstock returns function also enables you to quickly determine which parts must be added or removed from a truck Location, in the event the list of Recommended Spares for the Location is updated, or changed completely. A change in overall truck inventory is common, particularly in the case of the seasonal inventory changes required in the heating and air service business. In this case, two lists of Recommended Spares are created for the truck Location, one for Winter and another for Summer. When the list of Recommended Spares is changed for a particular truck Location, the Create Overstock Returns function generates two lists, one for the inventory to be removed from the truck Location, and one for the inventory to be added.

7. ON HAND BY LOCATION

The On Hand by Location function enables you to quickly determine the availability of a part at all company locations. When you select On Hand by Location and enter a part number, the system will display the availability, demand and order status of the part for all Locations defined in the inventory system.

8. PART BY LOCATION

The Part by Location option enables the warehouse staff to review in greater detail the availability, order status and the demand for a given part at individual Locations. For each Location defined in the Inventory database, the Part by Location function displays the quantity of the specified part on hand, the demand for and the number of parts allocated, the number of parts on purchase order or field transfer, and the number of parts on backorder.

9. VIEW PART SERIAL

10. UPDATE MENU

Select the inventory Update Menu option to access the menu of inventory database update functions. The Inventory Update menu enables you to enter and/or update the **Commodity Codes** used to categorize inventory, the **Nocharge Task Codes** used to enter warranty tasks**,** inventory **Locations**, complete **Part** information, **Task** definitions and part lists, all

information regarding **Vendors** and lists of **Recommended Spares**. The Inventory Update menu also enables you to update individual part quantity, demand and order status with the **Part Adjustment function**, and to enter and/or adjust the mark-up level your company will use to price each part with the **Part Price Markup** function.

11. ORDER REPORT MENU

Select the Order Report Menu option to access the menu of options that enable you to document your current inventory order status. The Order Report menu provides options for a report on **Open Orders**, to view the number and type of all open orders, a report on **Back Orders** to review parts currently on hold due to unavailability, a report on **Shipments** to document the number of Field Transfers performed during a specified date range and a report on the number of **PO's Received** during a specified date range.

12. INVENTORY REPORTS MENU

Select the Inventory Reports Menu option to access the menu of options that enable you to verify and document the inventory status, value and location, the pricing of each part, tasking status, truck service requirements and demand for parts based on actual usage. The Inventory Reports menu provides reporting options for inventory status, value, location and pricing with the **Verify Inventory**, **Inventory Value**, **Stock by Location by Bin**, **Price Listing**, **Transaction Listing** and the **Part Serial Report** functions. Tasking analysis report options are provided by the **Task Pricing Book** and **Task analysis** functions. Truck service and fleet management reports are provided by the **Maintenance Check List**, **Vehicle Mileage Report** and the **Vehicle Maintenance Report** functions. And the parts usage reports are provided by the **Usage Summary, Twelve Month Usage** and **No Usage reports**.

13. PHYSICAL INVENTORY MENU

Select the Physical Inventory Menu to access the options that facilitate the performance and documentation of the physical inventory assessment. The Physical Inventory menu provides options to generate and print inventory count sheets, to enter and post the physical inventory, and to generate discrepancy and exception reports.

1. Verify Incidents

The Verify Incidents function is an integral part of the **Fastrax inventory Update and Restocking System** that enables the documentation, verification and update of the parts used on each service call (Incident). The Verify Incidents option is used in conjunction with the **Verify Inventory** option on the **Inventory Reports** menu to update the inventory database, and in conjunction with the **Auto Replenish** option on the Inventory main menu to issue replacement inventory (see: Fastrax Inventory Update and Restocking System).

 As each service call is completed, the inventory used to complete the job is entered into the system when the work order is Closed, or Approved with the **Close/Approve an Incident** screen. This data entry event links the inventory to the service call and to the technician, and results in inventory draw down or depletion of stock from the relevant inventory Locations, and from the inventory database. The Verify Inventory report enables the warehouse personnel to print an itemized list of all parts used by each technician on each service call. The Verify Inventory report is printed after each service call in a given time period is Closed or Approved, but prior to running the Verify Incidents function. **Note:** Inventory draw down can be set to take place at either the time the job is **Closed**, or **Approved**, with the **Inventory Control** option located on the **Database Security** menu.

The itemized parts list generated with the Verify Inventory function, enables the technicians to verify and/or update the number and type of parts used on each job. The warehouse personnel can then use the updated parts list to accurately update inventory levels as parts are used. And, together with the **Auto Replenishment** option, Verify Incidents enables the generation of purchase orders, and/or field transfers that automatically include only the parts necessary to restore original levels of stock at each location. The Verify Incidents function can be used to verify inventory with or without a flat rate system, however, it is an optional feature that is generally used when the Fastrax **Tasking** system is activated. This enables each technician to verify and make adjustments to the number and type of parts actually used for each Task they have performed, which can vary from the parts list entered in the Task definition.

Note: Verify Incidents must be activated with the **Inventory Control** option on the **Database Security** menu. Select the Inventory Control option to open the Inventory Control screen and set the **Verify Inventory Required** field to **Yes**. If your company is using the Fastrax Tasking system, set the **Drawdown Status** field to **Closed**, if the Tasking system is not used, set the Drawdown Status field to **Approved** (Please refer to the section in the Fastrax manual on Database Security menu options).

1.1 Verifying Incident (Service Call) Inventory – After the Verify Inventory report has been run for each technician's truck location, and the technicians have updated the actual inventory used on each service call, select the Verify Incidents option on the Inventory menu and enter the employee number of the technician whose service calls you wish to verify. If the employee number is not known, select the **F2** function key and enter the employee's name to perform a search for the employee number. This will generate a list of all inventory for all

service calls performed since the employee's last inventory verification. Alternatively, you can enter an Incident Number or Work Order number to verify and update the inventory for an individual service call.

Once the inventory list is displayed, compare the items listed in the Verify Incidents screen with the parts listed on the technician's Verify Inventory report. To change the Part Number or Quantity of any part line item, Enter the letter **S** and the **Sequence Number** of the line item you wish to update (the **(S#)**eq function on the lower screen menu). This will place the cursor on the specified line item, use the arrow keys to space over to the field you wish to change, key in the updated information and enter the letter **F**, or select the **F11** function key to save the new information. To delete a line item completely, Enter the letter **D** and the sequence number of the line item you wish to delete (the **(D#)**elete function on the lower screen menu). Enter the letter **F**, or select the **F11** function key to save all changes.

Lower menu options on the Verify Incidents screen:

- **(N)**ext – Enter the letter **N** to clear the Verify an Incident screen and enter the next technician number for verification.

- **(S#)**eq – The (S#)eq command enables you to make changes to the parts listed by entering the letter S and the Sequence Number of the line item you wish to change.

- **(D#)**elete – The (D#)elete command enable you to delete an entire part from the Verify an Incident screen by entering the letter D and the sequence number of the part.

- **(F)**ile – Enter the letter F to file any changes made in the Verify an Incident screen. Alternatively, you can select the **F11** function key to file the information.

- **(A)**udit – Enter the letter A to select the Audit function and display a list of every action that has taken place regarding the currently selected service call. The Audit list also displays the name of the user responsible for each action.

- **(V)**iew – Select the View command to display a list of all service calls performed at the location of the currently selected service call.

- **(T)**ask – Select the Task command to display all tasking information associated with the currently selected service call.

2. Field Transfer

The Field Transfer screen enables you to transfer stock to and from the Locations defined in the Fastrax inventory system. Inventory can be transferred from the warehouse Location to any truck Location, from truck Locations to the warehouse Location, and from one truck Location to another truck Location.

2.1 Making a Field Transfer – Select the Field Transfer option from the Inventory main menu. Press the **Enter** key to bypass the **Order #** field, the system will automatically assign the Field Transfer number. All Field Transfer numbers begin with the letter F, followed by the last digit of the year, a two digit month, a two digit day and the number of the Field Transfer for that day. For example, F903013 would indicate the third Field Transfer performed on March 1, 1999. Alternatively, the Order # field can be used to enter an existing Field Transfer number for orders that are shipped at a later date, and for Field Transfer review and/or updating purposes.

If the Field Transfer is not for a specific service call, press the Enter key to bypass the Incident field. If the inventory transfer is for a specific service call, enter the service call Incident Number in the Incident field. If the Incident Number is unknown, press the **F2** function key to bring up the **Customer Call Locator** screen to search for the service call information. Select and Enter the Sequence Number of the appropriate service call to load the information into the Field Transfer screen.

In the case of Field Transfers intended for a specific service call, enter the **Priority Code** of the call, (see Priority Codes in the Database section of the Fastrax manual) if the transfer is for general truck stock, enter your companies default Priority Code, in most cases this will be the code for Diagnosis and Repair. If the Priority Code is not known, select the **F2** function key to bring up a list of Priority Codes defined in your system, use the keyboard up or down arrow keys to highlight the appropriate code and press the enter key to select the highlighted code.

Enter the **Location ID** of the Location the inventory will be transferred from, and the Location ID the inventory will be transferred to (see Locations under the Inventory Update menu descriptions in this section of the Fastrax user's manual). If the Location ID's are unknown, select the **F2** function key and enter the description of the Location to search for the ID, Enter the Sequence Number of the appropriate Location to enter the information into the Field Transfer screen.

After the Location information is entered, the cursor will advance to the lower order entry portion of the screen. Begin preparing the Field Transfer content by entering the part number(s) of the item(s) to be transferred, if the part number is unknown, enter a name or brief description of the part to bring up a list of parts fitting the name or description of the part you entered. Select and load the appropriate part into the Field Transfer screen by entering the Sequence Number of the part from the resultant search list. Enter the quantity of parts to be transferred and any comment regarding the part or transfer. After the information is entered, the cursor will advance to the next line ready the next part entry.

After the information is entered for all the inventory to be transferred on the current Field Transfer, select the **Enter** key, or the **F3** function key to exit the order entry screen and bring up the lower screen menu. Enter the letter **F**, or select the **F11** function key to file the transfer. If you plan to fill and ship the physical order at the time of Field Transfer preparation, **Enter** the letter **S** to ship the transfer and update the inventory database (the **(S)**hip function on the lower screen menu). The order is now ready to be filled and delivered. If the order is to be filled and delivered at a later date, save the order and select the **F3** function key to exit the Field Transfer screen, do not select the **(S)hip** function at this time. When the order is to be physically shipped, bring up the Field Transfer screen and enter the Field Transfer Number in the **Order #** field to load the order information and select **(S)hip** function at this time. If the Order Number is not known, select the **F2** function key to search for the Field Transfer by the **Ship to Name**, the **Ship to ID**, the **Ship from ID**, the service call **Incident Number** or the **Status** of the Field Transfer. The Status search parameter enables you to search by **All** Field Transfers, or by Field Transfers in **Open** status. When the Field Transfer order number is found in the resultant search list, Enter the Sequence Number of the order to load the information into the Field transfer screen.

Lower menu options on the Field Transfer screen:

- **(N)**ext – Select the Next function to clear the Field Transfer screen and prepare the next field transfer.

- **(#)** to Change – The (#) to Change function is used to edit the Location and/or demographic information located in the upper half of the Field Transfer screen. To update a field or item, enter the field number of the item you wish to change or edit in the **Rep** field located in the lower left hand corner of the screen. This will place the cursor into that field enabling you to make changes. Be certain you enter the letter **F**, or select the **F11** function key to save all changes.

- **(S#)**equence – The (S)equence function is used to edit the order information entered into the lower half of the Field Transfer screen. To edit the order information, Enter the letter **S** and the **Sequence Number** of the part, this will place the cursor on that line item enabling you to change the existing information. Enter the letter **F**, or select the **F11** function key to save all part updates.

- **(D#)**elete – The (D#)elete function is used to delete specific part entries from the Field Transfer. To delete a part from the list, Enter the letter D and the Sequence number of the part to be deleted. Enter the letter **F**, or select the **F11** function key to save all changes.

- **(D)**elete – The (D)elete function is used to cancel and close a Field Transfer and delete the Transfer from the Inventory database.

- **(S)**hip – Enter the letter **S** to ship, or transfer the parts listed in the Field Transfer from the source to the recipient location.

- **(F)**ile – Enter the letter **F** to file the Field Transfer. Alternatively, you can select the **F11** function key to file.

- **(P)**rint – Enter the letter **P** to print a hard copy of the Field Transfer.

- **(C)**omments – Enter the letter **C** to bring up the comments screen. The comments screen provides data entry fields for customer and for company related comments.

- **(A)**udit – Enter the letter **A** to display an audit screen that lists all actions applied to the selected Field Transfer.

3. Purchase Order

Select the Purchase Order option to generate vendor specific PO's for purchase of company stock, or for the purchase of parts for individual service calls. The Purchase Order screen provides a quick and easy means to locate all vendors and all parts entered into your inventory database.

3.1 Generating a Purchase Order – Select the Purchase Order option from the Inventory main menu to open the Purchase order entry screen. Select the Enter key to bypass the **PO Number** field, the system will automatically assign the PO number. All Purchase Order numbers begin with the letter P, followed by the last digit of the year, a two digit month, a two digit day and the number of the Purchase Order for that day. For example, P902103 would indicate the third Field Transfer performed on February 10, 1999. Alternatively, the PO Number field can be used to enter an existing PO number for review and/or updating purposes.

If the Purchase Order is not for a specific service call, press the Enter key to bypass the Incident field. If the Purchase Order is for a specific service call, enter the service call **Incident Number** in the **Incident field**. If the Incident Number is unknown, press the **F2** function key to bring up the **Customer Call Locator** screen to search for the service call information. Select and Enter the Sequence Number of the appropriate service call in the search result list to load the customer information into the Purchase order screen. The system will then prompt you for either the **(S)ite Address**, or the **(L)ocation Address**. If you wish to have the Purchase Order linked to and display the customers address, Enter the letter **S** for Site Address. In addition to the customer's address, the system will also display the truck Location ID of the technician performing the service call. If you wish to have the Purchase Order linked to the truck Location of the technician only, Enter the letter **L** for Location Address. The system will display the technician's truck Location ID and description.

Enter the vendor ID number in the **Vendor** field. If the vendor ID number in not known, enter the vendor name in the Vendor field and the system will bring up a search list of vendors from your inventory database that match the name you entered. Enter the Sequence Number of the vendor from the search list to load the vendor name and demographic information into the Purchase Order screen. **Note:** vendors that are not listed in the inventory database must be entered into the system with the Vendors option located on the Inventory Update menu.

If the PO is not intended for a specific service call, enter the ID of the Location the parts are being purchased for, i.e., warehouse, service truck, etc. in the Location field. If the Location ID is not known, select the **F2** function key to search for the Locations created in your system and select the appropriate Location by entering the Location Sequence Number from the search list. The **Contact**, **Comments**, **Freight** and **Tax** fields are options for record keeping

purposes only, if you do not wish to enter this information, select the Enter key to bypass these fields.

After you enter the last field in the demographic portion of the screen, the cursor will advance to the lower order entry portion of the screen. Begin by entering the part number of the item to be purchased, if the part number is unknown, enter a name or brief description of the part to bring up a list of parts fitting the name or description of the part you entered. Select and load the appropriate part into the Purchase Order screen by entering the Sequence Number of the part from the resultant search list. Enter the quantity of the part to be ordered and any comment regarding the part or the order. After the part information is entered, the cursor will advance to the next line ready the next part entry.

After the information is entered for all the inventory to be ordered on the current Purchase Order, select the **Enter** key, or the **F3** function key to exit the order entry screen and bring up the lower screen menu. Enter the letter **F**, or select the **F11** function key to file the PO. If the inventory will be received from the vendor at the time the Purchase Order is entered, **Enter** the letter **R** to Receive the order (the **(R)eceive** function on the lower screen menu). Enter the letter **R** a second time to zero out the balance due and enter the order in the inventory database. If the order is to be received at a later date, save the order and select the **F3** function key to exit the Purchase Order screen, do not select the **(R)eceive** function at this time. When the order is actually received, bring up the Purchase Order screen and enter the PO Number in the **PO Number** field to load the order information and select the **(R)eceive** function at this time. If the PO Number is not known, select the **F2** function key to search for the Purchase Order by the **Ship to Name**, the **Ship to ID**, the **Ship from ID**, the service call **Incident Number** or the **Status** of the Field Transfer. The Status search parameter enables you to search by **All** Purchase Orders, or by Purchase Orders in **Open** status. When the Purchase Order number is found in the resultant search list, Enter the Sequence Number of the PO to load the information into the Purchase Order screen.

Lower menu options on the Purchase Order screen:

- **(N)ext** – Select the Next function to clear the Purchase Order screen and prepare the next PO.

- **(A)udit** – Enter the letter **A** to display an audit screen that lists all actions applied to the selected Purchase Order.

- **(#)** to Change – The (#) to Change function is used to edit the Location and/or vendor information located in the upper half of the Purchase Order screen. To update a field or item, enter the field number of the item you wish to change or edit in the **Rep** field located in the lower left hand corner of the screen. This will place the cursor into that field enabling you to make changes. Be certain you enter the letter **F**, or select the **F11** function key to save all changes.

- **(S#)eq** – The (S)equence function is used to edit the order information entered into the lower half of the Purchase Order screen. To edit the order information, Enter the letter **S** and the **Sequence Number** of the part, this will place the cursor on that line item enabling you to change the existing information. Enter the letter **F**, or select the **F11** function key to save all part updates.

- **(D#)elete** – The (D#)elete function is used to delete specific part entries from the Purchase Order. To delete a part from the list, Enter the letter D and the Sequence number of the part to be deleted. Enter the letter **F**, or select the **F11** function key to save all changes.

- **(R)eceive** – Enter the letter **R** to Receive the parts listed on the selected Purchase Order. Remember to enter the letter R a second time to clear the Purchase Order balance and update the inventory database.

- **(C)ancel** – The (C)ancel function is used to cancel and close a Purchase Order and delete the order from the Inventory database.

- **(F)ile** – Enter the letter **F** to file the Field Transfer. Alternatively, you can select the **F11** function key to file.

- **(V#)iew Last Price** – Enter the letter V and the Sequence Number of a part listed on the purchase order to view the last price charged for the part by all vendors who supply the part.

- **(P)rint** – Enter the letter **P** to print a hard copy of the Field Transfer.

4. Purchase Order Returns

The Purchase Order Returns function enables you to quickly and easily return unnecessary or overstocked items to a specific vendor. Inventory can be returned on an individual service call, or individual part basis.

4.1 Preparing a Purchase Order Return – Select the Purchase Order Returns option from the Inventory main menu to open the Purchase Order Return screen. Select the Enter key to bypass the **Order #** field, the system will automatically assign the Purchase Order Return number. All Purchase Order Return numbers begin with the letter R, followed by the last digit of the year, a two digit month, a two digit day and the number of the Purchase Order for that day. For example, R902101 would indicate the first Purchase Order Return performed on February 10, 1999. Alternatively, the Order # field can be used to enter an existing Purchase Order Return number to facilitate a later date shipment, and for document review and/or updating purposes.

If the Purchase Order Return does not involve a specific service call, select the enter key to bypass the **Incident** field. If the Purchase Order Return does involve parts ordered for a specific service call, enter the service call Incident Number in the Incident field. If the Incident Number is unknown, press the **F2** function key to bring up the **Customer Call Locator** screen to search for the service call information. Select and Enter the Sequence Number of the appropriate service call in the search result list to load the customer information into the Purchase Order return screen.

In the case of Purchase Order Returns involving a specific service call, enter the **Priority Code** of the call, (see Priority Codes in the Database section of the Fastrax manual) if the return is for overstocked items at various company Locations, enter your companies default Priority Code, in most cases this will be the code for Diagnosis and Repair. If the Priority Code is not known, select the **F2** function key to bring up a list of Priority Codes defined in your system, use the keyboard up or down arrow keys to highlight the appropriate code and press the enter key to select the highlighted code.

Enter the **Location ID** of the Location the inventory will be returned from in the **From** field, and the ID number of the vendor the inventory will be returned to in the **Vendor** field. If the Location or the vendor ID numbers are unknown, select the **F2** function key while the cursor is in the appropriate field and enter the description of the Location and/or the vendor to search for the ID. Enter the Sequence Number of the appropriate Location and/or vendor to enter the information into the Purchase Order Return screen.

After the Location and Vendor information is entered, the cursor will advance to the lower order entry portion of the screen. Begin by entering the part number of the item to be returned, if the part number is unknown, enter a name or brief description of the part to bring up a list of parts fitting the name or description of the part you entered. Select and load the appropriate part into the Purchase Order Return screen by entering the Sequence Number of the part from the resultant search list. Enter the quantity of parts to be returned and any comment regarding the part or the return. After the information is entered, the cursor will advance to the next line ready the next part entry.

After the information is entered for all the inventory to be returned on the current Purchase Order Return, select the **Enter** key, or the **F3** function key to exit the order entry screen and bring up the lower screen menu. Enter the letter **F**, or select the **F11** function key to file the return. **Enter** the letter **S** to ship and update the inventory database (the **(S)**hip function on the lower screen menu). The return is now ready for delivery to the vendor. If the return is to be delivered at a later date, save the order and select the **F3** function key to exit the Purchase Order Return screen, do not select the **(S)**hip function at this time. When the return is ready to be delivered, bring up the Purchase Order Return screen and enter the Purchase Order Return Number in the **Order #** field to load the inventory return information and select the **(S)**hip function at this time. If the Purchase Order Return Number is not known, select the **F2** function key to search for the return by the **Ship to Name**, the **Ship to ID**, the **Ship from ID**, the service call **Incident Number** or the **Status** of the Field Transfer. The Status search parameter enables you to search by **All** Purchase Order Returns, or by Purchase Order Returns in **Open** status. When the Purchase Order Return Number is found in the resultant search list, Enter the Sequence Number of the order to load the information into the Field transfer screen.

Lower menu options on the Field Transfer screen:

- **(N)**ext – Select the Next function to clear the Purchase Order Return screen and prepare the next return.

- **(#)** to Change – The (#) to Change function is used to edit the Location and/or vendor demographic information located in the upper half of the Purchase Order Return screen. To update a field or item, enter the field number of the item you wish to change or edit in the **Rep** field located in the lower left hand corner of the screen. This will place the cursor into that field enabling you to make changes. Be certain you enter the letter **F**, or select the **F11** function key to save all changes.

- **(S#)**equence – The (S)equence function is used to edit the order information entered into the lower half of the Purchase Order Return screen. To edit the return information, Enter the letter **S** and the **Sequence Number** of the part, this will place the cursor on that line item enabling you to change the existing information. Enter the letter **F**, or select the **F11** function key to save all part updates.

- **(D#)elete** – The (D#)elete function is used to delete specific part entries from the Purchase Order Return. To delete a part from the list, Enter the letter D and the Sequence number of the part to be deleted. Enter the letter **F**, or select the **F11** function key to save all changes.

- **(D)elete** – The (D)elete function is used to cancel and close a Purchase Order Return and delete the return from the Inventory database.

- **(S)hip** – Enter the letter **S** to ship the parts listed in the Purchase Order Return screen.

- **(F)ile** – Enter the letter **F** to file the Purchase Order Return. Alternatively, you can select the **F11** function key to file.

- **(P)rint** – Enter the letter **P** to print a hard copy of the Purchase Order Return.

- **(C)omments** – Enter the letter **C** to bring up the comments screen. The comments screen provides data entry fields for customer and for company related comments.

- **(A)udit** – Enter the letter **A** to display an audit screen that lists all actions applied to the selected Purchase Order Return.

5. Auto Replenishment

The **Auto Replenishment** feature is an integral part of the Fastrax Inventory Update and Restocking system. Auto Replenishment is a restocking function that is used to generate purchase orders, and/or field transfers that include only the inventory necessary to restore the original stocking levels for each inventory Location, as indicated by the list of Recommended Spares for each Location. The Auto Replenishment function is driven by the inventory draw down that occurs when the inventory used to complete a service call is entered into the system, either when the service call is closed, or when the work order is approved. Inventory draw down is set to occur at either closing or approval with the **Inventory Control** screen on the **Database Security** menu. The accuracy of the Auto Replenishment restocking feature, and the accuracy of the inventory data base are greatly improved when the **Verify Incidents** and the **Verify Inventory** options are used prior to initiating an Auto Replenishment event (see Verify Incidents and Verify Inventory in this section of the Fastrax user manual). Prior to using the Auto Replenishment function, your inventory system must be initialized by entering all company Locations that will carry inventory, and the list of Recommended Spares, or the inventory that will be stocked at each Location, into the Inventory database (see **Locations** and **Recommended Spares** in the Inventory Update section of the Fastrax manual).

Note: The Auto Replenishment function includes only those parts that are in the current inventory restocking system as reflected by the Recommended Spares list for each Location. Any part not included in the inventory restocking system must be ordered separately with the Purchase Order function, or added to the purchase orders generated with the Auto Replenishment function. Adding the part to the appropriate Recommended Spares list will include the part in the next Auto Replenishment cycle. Parts are added to the Recommended Spares list with the Recommended Spares option located on the Inventory Update menu.

<u>**Auto Replenishment of Inventory Locations**</u> – Select the Auto Replenishment option on the Inventory main menu. If you are restocking a service truck Location from the company warehouse Location, Enter the letter **F** for **Field Transfer** in the **Order Type** field. If you are restocking the warehouse Location, or restocking a service truck Location from a vendor, Enter the letter **P** for **Purchase order** in the Order Type field.

If Purchase Order is selected, enter the vendors ID number in the **Default Vendor** field. If the vendor's ID number is not known, select the **F2** function key to bring up the vendor search screen. Enter the vendor's name and make your selection by entering the Sequence Number of the appropriate vendor. After the vendor ID has been entered, Enter the ID of the Location you are restocking in the **Location** field. If the Location ID is not known, select the **F2** function key to search for the Location, make your selection from the search list by entering the Sequence Number of the appropriate Location.

If Field Transfer is selected, the Default Vendor field will be bypassed and the cursor will advance to the **Replenish From** field. Enter the ID of the Location the inventory will be transferred from in the Replenish from field and Enter the ID of the Location to be restocked in the Location field. If the Location ID's are not known, select the **F2** function key to

perform a search. After the restocking information has been entered, select the **F11** function key to generate the Purchase Order or Field Transfer. The system will then display the number of the new Purchase Order, or Field Transfer and, if auto print has been set up, the order will print on the designated default printer. Please note the Purchase Order, or Field Transfer number generated by the system. If it becomes necessary to review, or make any adjustments or updates to the order, the order number will enable you to quickly locate the order in the system and make the necessary changes.

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6. Create Overstock Returns

It is common in the service industry to have technicians purchase parts that are not included in their standard service truck inventory for a particular service call. In some cases the parts turn out to be unnecessary and, over time these extraneous parts accumulate and take up valuable space on the companies service trucks. The **Create Overstock Returns** option is used periodically to identify and list overstocked items at each inventory Location. The list of overstocked items created with the Create Overstock Returns function is generated, or driven by the actual number of parts used on each service call that are entered into the system at the time of job closing or work order approval. The accuracy of the Create Overstock Returns function is greatly improved by having each technician indicate actual inventory usage with the **Verify Inventory** report. The Verify Inventory report is then used to update the inventory database with actual part usage by using the **Verify Incidents** feature (see Verify Inventory and Verify Incidents in this section of the Fastrax user manual). Once it is entered into the inventory database, the information provided by the Verify Inventory report enables the system to compare the number and type of parts actually used from an inventory Location, with the number and type of parts issued to the Location. The number and type of parts issued to a Location is determined by the **Recommended Spares** list created for the Location, and by the individual purchase orders issued to the Location. This system enables companies that maintain an internal inventory system to identify unused parts that were obtained outside of the companies inventory system with a purchase order. Additionally, the Create Overstock Returns function, when used with the Fastrax Tasking system, enables the warehouse personnel to easily identify and remove the parts listed in a task definition that were not needed on the service call where the task was implemented.

Create Overstock Returns is also used to identify unnecessary inventory when a stocking Location's list of Recommended spares is changed, or in the case of multiple lists of Recommended Spares created for a single Location. The creation of multiple lists of Recommended Spares for a single Location is most prevalent in the heating and air service industry where truck inventory undergoes a seasonal change. In this case it is common to have two lists of Recommended Spares created for each service truck Location, one for heating repair and one for air conditioning repair. After the Recommended Spares update has been performed by entering the new Recommended Spares list in the Location Update screen, the Create Overstock Returns function will generate two lists, one for the inventory to be removed from the service truck Location, and one for the inventory to be added.

Creating an Overstocked Returns Inventory List – Select the Create Overstock Returns option from the Inventory main menu. Enter the ID of the Location the overstocked items will be returned to in the **Return to Location** field, and the ID of the Location the overstocked inventory will be returned from in the **Location** field. If the Locations ID's are not known, select the **F2** function key to bring up a search screen and enter a description of the Location. Make you selection by entering the Sequence Number of the Location in the resultant search list. After the identification for each Location has been entered, select the **F11** function key to generate the list of overstocked items.

If the Create Overstock Returns is being run to replace seasonal truck stock, or change inventory levels to reflect a revised Recommended Spares list, be certain that you enter the new list of Recommended Spares in the relevant Location Update screen.

7. On Hand by Location

The On Hand by Location option is an information screen that enables the warehouse personnel to quickly determine the location and quantities of inventory at all company Locations. When you select On Hand by Location and enter a part number, the system will display the availability, demand and order status of the part for all Locations defined in the inventory system.

Reviewing Parts On Hand by Location – Select the On Hand by Location option from the Inventory main menu and Enter the part number of the item you wish to review. If the part number is not known, Enter a description of the part in the part field to bring up a list of parts fitting the entered description. Select and enter the part into the **Part Inventory Inquiry** screen by entering the Sequence Number of the part. If there is more than one page of entries, select the Enter key to advance one page. To back up one page Enter the minus (-) symbol (the **(CR)** to Page Forward and **(-)** to Page Back on the lower screen menu). To review the company Locations of another part without exiting the Part Inventory Inquiry screen, Enter the letter **N** into the Rep field located in the lower left hand corner of the screen to clear the screen, and then enter the next part number (the **(N)**ext option on the lower screen menu).

8. Part by Location

The Part by Location option is another information screen that enables the warehouse staff to review in greater detail the availability, order status and the demand for a given part at individual Locations. For each part assigned to each Location that has been entered into the Inventory database, the Part by Location function displays the quantity of the specified part on hand, the demand for and the number of parts allocated, the number of parts on purchase order or field transfer, and the number of parts on backorder.

Reviewing Parts by Location – Select the Part by Location option from the Inventory main menu and enter the part number and Location ID into their respective fields. If the part number or Location ID are not know, enter a description of the part and/or the Location into the proper field to bring up a list of items fitting the entered description. Select and enter the information into the Part Detail Update screen by entering the Sequence Number of the appropriate information. To back up one page Enter the minus (-) symbol (the **(CR)** to Page Forward and **(-)** to Page Back on the lower screen menu). To review the details of another part without exiting the Part Detail Update screen, Enter the letter **N** into the Rep field located in the lower left hand corner of the screen to clear the screen, and then enter the next part number (the **(N)**ext option on the lower screen menu).

Lower menu options on the Purchase Order screen:

- **(N)**ext – Select the Next function to clear the Part Detail Update to review the next part.

- **(L)**oaner – Enter the letter L to display a list of all parts and equipment currently on loan to a specific Location.

- **(C)**ustomer Stock –

- **(A)**llocations – Select the Allocations function to review a list of all company Locations that currently have the selected part allocated to their Location.

- **(#)** to Change -

- **(F)**ile – Enter the letter **F** to file the part information. Alternatively, you can select the **F11** function key to file.

9. View Part Serial

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FASTRAX
INVENTORY UPDATE MODULE

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FASTRAX INVENTORY UPDATES OVERVIEW

General: The options on the Inventory **Updates** menu are used to enter, delete or modify the records, or information stored in the company inventory database tables, and the codes used to organize the inventory database. The inventory database tables are used to store all the information pertaining to your companies inventory system. Any changes made to the inventory database tables, or the codes used to organize the database, will affect the overall inventory system and the integrity of your companies data. Therefore, changes to existing data through the **Inventory Updates** menu should not be attempted without a complete understanding of the **Inventory Update** procedures.

To Add a New Record or Code: Select the relevant **Inventory Update** menu option. Follow the screen prompts to enter the description and relevant information in the data screen. Enter **F11** to file the new information.

To Modify a Record or Code: Select the relevant **Inventory Update** menu option. Select the **F2** function key at the initial prompt to search for the record you wish to modify. Once you have located the correct record, make the necessary changes in the data screen and select **F11** to file your changes.

1. Commodity Codes
Commodity Codes are then used to organize inventory into categories for reporting and physical inventory accounting purposes. The Commodity Codes created for your system can alpha, numeric, or both and they can be as specific or as general as necessary to accommodate the inventory system employed at your company. Some examples of Commodity Codes are: PL, for plumbing parts; M, for material, or CF for copper fittings.

2. NOCHARGE TASK CODES
The Nocharge Task Codes Update is an integral part of the Fastrax Tasking system. Nocharge Task Codes are used at the time of service call closing to designate all Tasks performed without a receivable attached, such as warranty work or recall work.

3. LOCATIONS
The Locations Update is an integral part of the Fastrax Inventory Update and Restocking System. The Locations Update is one of the functions used to initialize the inventory system by creating an identification code and the description of all company areas, or locations that will be carrying inventory. Once the Location ID has been created for each inventory Location, it can be used to track inventory usage at specific Locations, and to issue replacement stock for each Location.

4. PARTS
The Parts Update screen is used to assign and enter the part ID number, the part description and the details for every part maintained in your companies inventory system. The details that can be entered into the Parts Update screen include vendor, pricing, purchasing and inventory control information specific to each part. Although the Parts Update screen can be used to enter your parts database in its entirety, in the majority of cases, the parts data base is transferred from a legacy, or previous database, which greatly reduces the amount of data entry required to set up the inventory system. However, even in cases where inventory data transfer has been used to build your companies parts database, the Parts Update screen is used extensively to enter new parts into the inventory system, and to update existing part information.

5. TASKS
If your company employs a tasking, or a flat rate system, the Tasks Update screen is used to enter the designation code and description of all Tasks, or services offered by your company. The Task description includes any permits that may be required to perform the task, all charges for labor and parts, any service fees, any warranties included with the service and any commissions paid. A second Materials screen is provided to list all parts needed to perform the task, and the price to be charged for each part. The system then calculates, based on the information entered, the total amount charged for the task in Preferred, Standard and Emergency billing categories.

6. VENDORS
The Vendors Update screen is used to enter information regarding all vendors your company does business with. The Vendor Update screen provides data entry fields for vendor

demographic, tax and company GL account information. **Note:** The GL account information, when included with the vendor description, allows for automatic posting to the specified GL account when the vendor is paid with the Fastrax Accounts Payable module.

7. RECOMMENDED SPARES

The Recommended Spares Update is an integral part of the Fastrax Inventory Update and Restocking system. The Recommended Spares Update is used to initialize the inventory system by creating the lists of parts to be stocked at each company Location. After the list of Recommended Spares, or inventory is created for a given Location, it is assigned an ID or **Spare Number**, and a description. The Spare Number is then, in turn, entered as an integral part of the Location description. The list of Recommended Spares, once entered, can be used to track inventory usage at specific Locations, and to issue replacement stock for each Location (see Locations in this section of the Fastrax users manual).

8. PART ADJUSTMENT

The Part Adjustment Update screen enables the warehouse staff to make adjustments to the number of parts on hand, the number of parts allocated, the number of parts ordered and the number of parts backordered for each stocking Location throughout the company.

9. PART PRICE MARKUP

The Part Price Markup Update screen is used to enter the markup factor, or selling multiplier to be used for part price markup in a specified price range for both standard and discount markup factors.

1. Commodity Codes

The Commodity Codes Update is an integral part of the Fastrax Inventory Control System. Commodity Codes are created by designated company personnel and are used to assign parts to a category, or group based on the specific use or type of part. The Commodity Codes are then used to organize inventory into categories for reporting and physical inventory accounting purposes. The Commodity Codes created for your system can alpha, numeric, or both and they can be as specific or as general as necessary to reflect the level of part organization and the level of inventory control employed at your company. Some examples of Commodity Codes are: PL, for plumbing parts; M, for material, or CF for copper fittings.

Creating a Commodity Code – Select the Commodity Codes option from the Inventory Updates menu. Begin by entering the code you have chosen to designate a particular part category in the **Enter Commodity** field. The Commodity Code can be alpha, numeric, or alpha-numeric and should reflect the inventory organization system employed by your company. For example, if your company stocks both electrical and plumbing parts, you may wish to create the code PF for plumbing fittings and a EF code for electrical fittings. If you employ an inventory value or weighting system, the Fastrax Inventory System provides data entry fields in the Parts Update screen for value categories 1-9. In this case a code can be created such as PF1 to designate plumbing fittings in the first value category.

After the code has been entered, enter a brief description of the code, up to twenty five characters, in the Description field and select the letter **F** to file the new code and description, or select the **F11** function key to file. After saving, the Commodity Codes data entry screen will clear enabling you to enter the next code.

To Modify an Existing Commodity Code – Select the Commodity Codes option from the Inventory Update menu. Select the **F2** function key at the **Enter Commodity** prompt and use the arrow keys to select the Problem Code from the selection list. After the code is found, select the Enter key to load the Commodity Code into the Commodity Code update screen and make any necessary changes to the code description. After making any changes, be certain you **Enter** the changes by selecting the **Enter** key. Changes that are keyed in without selecting the **Enter** key will not be recognized by the system. After the modifications have been made, select the **F11** function key to save all changes.

To Delete a Commodity Code – Select the Commodity Codes option from the Inventory Update menu. Select the **F2** function key at the **Enter Commodity** prompt and use the arrow keys to select the Code from the selection list. Select the **F3** function key, or **<CTRL> X** (depress the Control key simultaneously with the X key) and then select **(D)**elete from the menu located at the top of the Commodity Codes window. Enter the letter Y at the **Are You Sure?** Prompt to complete the deletion process.

2. Nocharge Task Codes

The Nocharge Task Codes Update is an integral part of the Fastrax Tasking system. Nocharge Task Codes are used at the time of service call closing to designate all Tasks performed without a receivable attached, such as warranty work or recall work.

Creating a Nocharge Task Code – Select the Nocharge Task Codes option from the Inventory Updates menu. Enter the code you have chosen to designate a particular Nocharge Task category in the **Enter Nocharge** field. The Nocharge Task Code can be alpha, numeric, or alpha-numeric. After the code has been entered, enter a brief description of the code, up to twenty five characters, in the **Description** field and select the letter **F** to file the new code and description, or select the **F11** function key to file. After saving, the Nocharge Task Codes data entry screen will clear enabling you to enter the next code.

To Modify an Existing Nocharge Task Code – Select the Nocharge Task Codes option from the Inventory Update menu. Select the **F2** function key at the **Enter Nocharge** prompt and use the arrow keys to select the Nocharge Task Code from the selection list. After the code is found and highlighted, select the Enter key to load the Nocharge Task Code into the update screen and make any necessary changes to the code description. After you key in your changes, be certain you **Enter** the changes by selecting the **Enter** key. Changes that are keyed in without selecting the **Enter** key will not be recognized by the system. After the modifications have been made, select the **F11** function key to save all changes.

To Delete a Nocharge Task Code – Select the Nocharge Task Codes option from the Inventory Update menu. Select the **F2** function key at the **Enter Nocharge** prompt and use the arrow keys to select the Code from the selection list. Select the **F3** function key, or **<CTRL> X**   (depress the Control key simultaneously with the X key) and then select **(D)**elete from the menu located at the top of the Commodity Codes window. Enter the letter Y at the **Are You Sure?** Prompt to complete the deletion process.

3. Locations

The Locations Update is an integral part of the Fastrax Inventory Update and Restocking System. The Locations Update is one of the functions used to initialize the inventory system by creating an identification code and a description of all company areas, or Locations, including service trucks, that will be carrying inventory. Once the Location ID has been created for each inventory Location, it can be used to track inventory usage at specific Locations, and to issue replacement stock for each Location.

3.1 Creating an Inventory Location – Select the Locations option from the Inventory Update menu and enter a Location ID code in the **Location ID** field. The Location ID can be alpha, numeric or alpha-numeric up to ten characters. Although the Location ID is an arbitrary designation, it should reflect the stocking location it is being created for. For example, the Location ID created for a truck Location could be the truck license plate number, or some other designation your company uses to identify individual service trucks. After the Location ID has been entered, enter a description of the Location in the Description field.

If the Location is a company warehouse, enter the Location address in the appropriate fields, and enter the ID number of the list of parts, or Recommended Spares created for this location in the **Spare #** field (see **Recommended Spares** in this section of the Fastrax manual). Enter the Sector designation for the Location in the Sector field (see **Sectors** in the database section of the Fastrax manual) and the Employee Number of the employee assigned to the Location.

If the Location is a service truck, enter the make, model and license number in the appropriate fields. If you are using the Fastrax Fleet Management System, enter the approximate odometer readings for each of the service checkup categories. Next, Enter the letter **V** to access the **(V)**ehicle option on the lower screen menu and Enter the mileage of the last **Tune Up**, **Oil Change**, **Lube** and **Tire Rotation** in the appropriate fields. If you wish to keep a record of the fuel used by the service truck, Enter the letter S and the number 1 in the Rep field. This will place the cursor on the first line of the **Fuel Consumption Log** enabling you to enter the **Quantity** of fuel purchased, the **Mileage** at the time of purchase and the **Cost**. Alternatively, if you need to edit a prior entry made in a fuel consumption log, Enter the letter **S** and the **Sequence Number** of the entry to place the cursor on that line item allowing changes to be made to that entry. After all the Location information has been keyed in, Enter the letter **F**, or select the **F11** function key to file the Location record.

3.2 Updating an Inventory Location
Select the Locations option from the Inventory Update menu and enter the Location ID code in the **Location ID** field. If the ID in not known, select the **F2** function key and enter the description of the Location in the Location Finder screen. Select and load the Location information by entering the **Sequence Number** of the Location from the search list. After the Location is loaded into the Location Update Screen, Enter the field number of the item you wish to change in the **Rep** field located in the lower left hand corner of the screen (the **(#)** to

Change option on the lower screen menu). This will place the cursor into the designated field enabling you to update the information. After all your updates have been keyed in, Enter the letter **F**, or select the **F11** function key to file the update.

Lower menu options on the Location Update screen:

- **(N)**ext – Selecting the Next function by entering the letter **N** into the **Rep** field will clear the Location Update screen enabling you to enter or edit the next Location description.

- **(#)** to Change – The (#) to Change function is used to edit the information in the Location Update screen. To update a field or item, enter the field number of the item you wish to change or edit in the **Rep** field located in the lower left hand corner of the screen. This will place the cursor into that field enabling you to make changes. Be certain you enter the letter **F**, or select the **F11** function key to save all changes.

- **(D)**elete – The (D)elete function is used to delete the Location description from the Inventory database. To delete a Location description, Enter the letter **D** in the **Rep** field, the system will prompt you with "**You are about to delete this record. Are you sure?**", Enter the letter Y to complete the deletion process.

- **(F)**ile – Enter the letter **F** to file the Location description. Alternatively, you can select the **F11** function key to file.

- **(V)**ehicle – If the Location you are working with is a service truck Enter the letter **V** to bring up the vehicle maintenance and Fuel Consumption Log for that truck.

Lower menu options on the (V)ehicle Location Update screen:

- **(#)** to Change – The (#) to Change function is used to edit the information in the vehicle maintenance and fuel consumption logs. To update a field or item, enter the field number of the item you wish to change or edit in the **Rep** field located in the lower left hand corner of the screen. This will place the cursor into that field enabling you to make changes. Be certain you enter the letter **F**, or select the **F11** function key to save all changes.

- **(S#)**equence – The (S)equence function is used to edit the information entered into the Fuel Consumption Log. To edit a log entry, Enter the letter **S** and the **Sequence Number** of the entry, this will place the cursor on that line item enabling you to change the existing information. Enter the letter **F**, or select the **F11** function key to save all part updates.

- **(D#)**elete – The (D#)elete function is used to delete entries in the Fuel Consumption Log. To delete an entry, Enter the letter **D** and the Sequence number of the entry, or line item to be deleted. Enter the letter **F**, or select the **F11** function key to save all changes.

4. Parts

The Parts Update option is used to enter, review, update or delete information regarding the parts you use in your service business, including vendor information. The Parts update screen is also used to set the pricing parameters for a given part and to define the inventory status of the part.

4.1 Entering New Part Information – To create a new part record in your *Fastrax* database, select the **Parts** option from the **Inventory Updates** menu and enter the following information:

- **Part Number** – Enter the part number your company will use to reference the part.

- **Prime Vendor** – Enter the name of the primary vendor of the part.

- **Description** – Enter a brief description of the part. **Note:** The part description will be used for reporting purposes, therefore it is recommended that your descriptions be as short and concise as possible.

- **Manufacturer** – Enter the name of the primary manufacturer of the part.

- **Commodity** – Enter the **Commodity Code** that best describes the part application category, i.e., plumbing parts, electrical parts, miscellaneous parts, etc. The part Commodity Code system enables you to define part categories that are tailored to your companies inventory system. **Note:** The commodity codes are also used to drive inventory reporting and accounting functions. Commodity Codes are defined with the Commodity Codes option on the **Inventory Update** menu.

- **Unit of measure** – Enter the unit of measure applicable to the part. The available choices are **(E)**ach, for parts priced individually, **(F)**eet for parts or material sold by the foot, **(C)**100 for price per 100 parts and **(M)**1000 for price per 1000 parts.

- **Manufacturer's Part #** - You can enter up to five different manufacturer's part numbers. If you enter the manufacturer's part number, the *Fastrax* system will enable you to reference the part by the part number you have assigned, and by the manufacturer's part number.

- **Base Price** – Enter the price your company pays for the part.

- **Reimbursement Price** – Enter the dollar amount you will reimburse your technicians for the part.

- **Sell Multiplier** – Enter the mark-up factor for the standard selling price of the part. Note: The Sell Multiplier must be entered as a direct numerical multiplier, not as a percentage figure. For example, enter 1.25 to mark up the part 25%, 1.50 for a 50% mark-up, 2.0 for a 100% mark-up etc.

- **Disc Multiplier** – Enter the mark-up factor for the discount selling price of the part. Again, enter the discount multiplier as a direct numerical multiplier.

- **Selling price** – The Selling price of the part is automatically calculated based on the base price and the sell multiplier. However, the system enables you to override the calculated selling price in this field to accommodate unique situations.

- **Discount price** – The Discount Price of the part is automatically calculated based on the base price and the discount multiplier. However, you can override the discount price.

- **Min Order Qty** – Enter the minimum number of parts per order. The Minimum Order Quantity field is for reference only. Stock levels are set at the Location level by the list of Recommended Spares created for the Location.

- **Inventory** – Set the **Inventory?** field to Yes if you want this part to be counted during physical inventory. This setting also drives the generation of inventory count sheets that will include the part.

- **Value Code** – The Value Code is an information field used to indicate the level of part usage. A part that is used very frequently would be assigned a value of 1, whereas a part in your data base that is currently not used would be assigned a value of 9.

- **Bin Location** – If your company maintains a parts warehouse, enter the BIN number for the part. The BIN location field defines the BIN location at the part level and forces every location to use the same BIN number.

- **Serialized?** – Set to yes if you want a part serial number included every time a part is obtained or used. This field is used for major parts such as A/C units, water heaters, etc., which allows tracking of the part for warranty purposes.

- **Commission?** – Set this option to **Yes** if the technician is to receive commission on the sale of the part.

- **Consumable?** – Set this option to **No** if the part is company equipment and you bill your customers for its use, such as a plumbing snake. This option also tracks the transfer of the equipment from the warehouse to other locations.

After the above part information has been keyed in, enter the letter **F**, or select the **F11** function key to file the part record. If you need to make any corrections to the part information, enter the field number of the item you wish to change into the **Rep** field ((#) **to Change** function from the lower screen menu). This will place the cursor in the designated

field allowing you make changes. If you need to access the lower screen menu functions while you are in the editing process, select the **F3** function key to bring up the lower screen menu.

4.2 Editing Existing Part Records – To edit or update existing part records, open the Parts Update screen and enter the Part Number into the appropriate field. This will load the part record into the Part Update screen enabling you to edit the part information as described in the above paragraph. Be certain to save all updates by entering the letter F, or selecting the F11 function key.

Lower menu options on the Parts Update screen:

- **(N)ext** – The (N)ext option clears the current information from the Part Update screen enabling you to enter or edit the next part. Enter the letter **N** in the **Rep** field to clear the current information from the Part Update screen.

- **(#) to Change** – The (#) to change function is used for editing or updating part information. Enter the field number of the item you wish to change into the **Rep** field to place the cursor on that field.

- **(D)elete** – Select the **(D)elete** option to delete the current part record. **Caution:** The **(D)elate** function will remove the part information from the database permanently. Therefore, be certain when using the **(D)elete** function. It is advisable to grant rights to this function only to employees serving in a warehouse or upper management capacity. **Note:** Employee rights are assigned with the **Users** option on the **Database Security** menu. Please refer to the Database Security section of this manual for a complete discussion of assigning user rights in the **Fastrax** system.

- **(D#)elete** – Select the **(D#)elete** option to delete manufacturer part numbers in field number six. Enter the letter **D** and the line number of the specific manufacturer part number to delete it.

- **(V)iew Last Price** – Select the **(V)iew Last Price** option to review the price and vendor history for the part. This option is also available on the Purchase Order screen.

5. Tasks

If your company employs a tasking, or a flat rate system, the Tasks Update screen is used to enter the designation code and description of all Tasks, or services offered by your company. The Task description includes any permits that may be required to perform the task, all charges for labor and parts, any service fees, any warranties included with the service and any commissions paid. A second Materials screen is provided to list all parts needed to perform the task, and the price to be charged for each part. The system then calculates, based on the information entered, the total amount charged for the task in Preferred, Standard and Emergency billing categories.

5.1 Creating a Task Description

Select the Tasks option from the Inventory Update menu to bring up the Task Update screen. Begin by entering a ID or designation code for the Task. The designation code can be alpha, numeric, or alpha-numeric up to fifteen characters in length. Next, enter the Task description in the Description field, and then enter the following Task related information:

- **Skill Area**- Enter the **Skill Area Code** that best describes the skill required to complete the Task (see Skill Area Codes in the Database section of the Fastrax manual). If the Skill Area Code is not known, select the **F2** function key to bring up a selection list of the Skill Area Codes in your database, use the up and down cursor keys to highlight your selection and accept the selection by depressing the Enter key.

- **Labor Hours** – Enter the time required to complete the Task. The Labor Hours should be entered in half hour increments with a two place decimal format indicating a half hour, i.e., one half hour is entered as 0.5., one and one half hour is entered as 1.5. Complete hour increments can be entered as a single place number.

- **Labor Amount** – The Labor Amount is automatically calculated based on the amount of time entered into the Labor Hours field, and the rate assigned to the Skill Area Code entered into the Skill Area field.

- **Permit** – Enter the cost of any permits required to complete the Task.

- **Service Fee** – Enter the amount of any service fee charged for the Task.

- **Miscellaneous** – Enter any miscellaneous charges to be included with the Task.

- **Tax** – Enter the amount of tax required with the Task.

- **Warranty** – Enter the letter Y for yes if a warranty can be sold with this Task.

- **Warranty Commission** – If commissions are paid on warranties sold, enter the commission rate.

- **Spiff Commission** – Enter the commission rate for any spiffs paid out for the Task.

To enter a detailed description of the Task, select the **(T)**ask Description option from the lower screen menu by entering the letter **T** in the **Rep** field. After you have entered the Task description, select the **F3** function key to return to the main Task Update screen.

After the Task information in fields 1-12 is keyed in, the Task pricing breakdown information will be automatically calculated and displayed in Preferred, Standard and Emergency pricing categories and the cursor will be located in the Rep field located in the lower left hand corner of the screen. Enter the letter **M** to select the **(M)**aterial option from the lower screen menu, this will bring up the **Material Description** screen enabling you to enter the parts required for the Task along with the amount to be charged for each part.

Begin creating the Task parts list by entering a part number in the **Material/Description** field. If the part number is unknown, enter a description of the part to bring up a parts search list. Select the appropriate part by entering the Sequence Number of the part from the resultant search list. Next, enter the quantity of the part required, the amount to be charged for the part(s) will load automatically based on the pricing information entered into the Parts Update screen. After the quantity has been entered, the cursor will advance to the next line ready to accept the next part. When the last part is entered, select the **Enter** key again to bring up the lower screen menu editing functions. To update a parts list entry, place the cursor on the line item to be edited by entering the letter **S** and the **Sequence Number** of the line item you wish to edit (the **(S#)**eq Number option on the lower screen menu). To delete an entry on the parts list, enter the letter **D** and the Sequence Number of the line item you wish to delete (the **(D#)**elete Number option on the lower screen menu).

After all the Task information has been entered, select the **F3** function key to return to the Task Update main screen. If you need to make corrections to the information entered for the Task, enter the field number of the item to be corrected in the Rep field located in the lower left hand corner of the screen (the (#) to Change option on the lower screen menu). This will place the cursor in the designated field enabling you to update the field. After the Task information has been reviewed, enter the letter **F**, or select the **F11** function key to file the Task.

5.2 Editing Existing Task Information – To edit or update existing Task description, open the Tasks Update screen and enter the Task Number into the appropriate field. This will load the Task record into the Task Update screen enabling you to edit the part information as described in the above paragraphs. Be certain to save all updates by entering the letter **F**, or selecting the **F11** function key.

Lower menu options on the Tasks Update screen:

- **(N)**ext Task – The (N)ext Task option clears the current information from the Task Update screen enabling you to enter or edit the next Task.

- **(L)**oad Task –

- **(M)**aterial – The Material function is used to create the list of parts associated with a Task. Select the Material function by entering the letter M in the Rep field located in the lower left hand corner of the Task Update screen.
- **(#)** to Change – The (#) to change function is used for editing or updating Task information. Enter the field number of the item you wish to change into the **Rep** field to place the cursor in that field.

- **(T)**ask Description – The Task Description option is used to enter a detailed description of a Task. Selecting the Task Description option by entering the letter T into the Rep field will open a free form text entry screen.

- **(D)**elete – Select the **(D)**elete option to delete the current Task record. **Caution:** The **(D)**elate function will remove the Task information from the database permanently. Therefore, be certain when using the **(D)**elete function. It is advisable to grant rights to this function only to employees serving in a warehouse or upper management capacity. **Note:** Employee rights are assigned with the **Users** option on the **Database Security** menu. Please refer to the Database Security section of this manual for a complete discussion of assigning user rights in the **Fastrax** system.

Lower menu options on the Tasks Update Material screen:

- **(S#)**equence – The (S)equence function is used to edit the information entered into the Task parts list. To edit a part entry, Enter the letter **S** and the **Sequence Number** of the entry, this will place the cursor on that line item enabling you to change the existing information.

- **(D#)**elete – The (D#)elete function is used to delete entries in the Task parts list. To delete an entry, Enter the letter **D** and the Sequence number of the entry, or line item to be deleted.

6. Vendors

The Vendors Update screen is used to enter information regarding all vendors your company does business with. The Vendor Update screen provides data entry fields for vendor demographic, tax and company GL account information. **Note:** The GL account information, when included with the vendor description, allows for automatic posting to the specified GL account when the vendor is paid with the Fastrax Accounts Payable module.

6.1 Entering a Vendor Record – Select the Vendors option from the Inventory Update menu and begin by entering the Vendor ID number, or code in the **Enter Vendor** field. The ID number or code is created by your designated company personnel and is used to identify the Vendor throughout the Fastrax inventory and accounting database. Do not enter the Vendor name in this field. Enter the Vendor demographic information in the appropriate fields, and enter any general information regarding the Vendor in the Comments section.

Enter the Vendor's Federal Tax ID number in the **Federal ID** field and enter the Vendor classification as 1) **Phone Company**, 2) **Warehouse** or 3) **No validation** required in the **Type** field. If the Vendor is paid a set amount periodically as an independent contractor, enter the amount in the **1099 Amt** field. Enter the number of days until the Vendors invoices are due in the **Days til Due** field and any discount factors provided by the Vendor in the **Disc Percent** field. Enter the GL account number the Vendor's payments will be posted to in the GL Account field. **Note**: Entering a GL account for the Vendor will enable the system to automatically post the Vendors payments to the General Ledger when the Vendor is paid with the Fastrax Accounts Payable system.

To edit the information in the Vendor Update screen, use the up and down arrow keys to move the cursor to the appropriate field and key in the changes. After the Vendor information has been entered, select the **F11** function key to file the Vendor record.

6.2 Editing an Existing Vendor Record – To edit or update existing Vendor record, select the Vendor Update option and enter the Vendor ID Number into the Enter Vendor field. If the Vendor ID number is not known, select the **F2** function key to open a search screen and enter the Vendor name. Select the Vendor from the search list by entering the Sequence Number of the Vendor into the Rep field. This will load the Vendor record into the Vendor Update screen enabling you to edit the Vendor information as described in the above paragraphs. Be certain to save all updates by selecting the **F11** function key.

Deleting a Vendor Record – Select the Vendors Update option from the Inventory Updates menu and load the Vendor information into the Update screen as described above. Select the **F3** function key, or **<CTRL> X** (depress the Control key simultaneously with the X key) and then select **(D)**elete from the menu located at the top of the Vendor Update screen. Enter the letter **Y** at the **Are You Sure?** Prompt to complete the deletion process. **Caution:** The **(D)**elate function will remove the Vendor information from the database permanently. Therefore, be certain when using the **(D)**elete function. It is advisable to grant rights to this

function only to employees serving in a warehouse or upper management capacity.

7. Recommended Spares

The Recommended Spares Update is an integral part of the Fastrax Inventory Update and Restocking system. The Recommended Spares Update is one of the most critical functions used to initialize the inventory system, by creating the lists of parts to be stocked at each company Location. After the list of Recommended Spares, or inventory is created for a given Location, it is assigned an ID or **Spare Number**, and a description. The Spare Number is then, in turn, entered as an integral part of the Location description. The entry of the Recommended Spares ID number into the Location definition, describes all of the inventory at that Location, and links that inventory to the Location. The Recommended Spares function also enables the warehouse personnel to quickly and easily change the inventory to be stocked at a given Location, simply by changing the Recommended Spares ID number in the Location Update Screen. The list of Recommended Spares, once entered, can be used to track inventory usage at specific Locations, and to issue replacement stock for each Location (see the sections on **Locations** and the Fastrax **Inventory Update and Restocking System** in the Service Inventory section of the Fastrax users manual).

7.1 Creating a List of Recommended Spares – Select the Recommended Spares option on the Inventory Update menu to open the Recommended Spares Update screen. Enter an ID number or code you will use to identify the list of Recommended Spares in the **Spare #** field. The Spare Number can be alpha, numeric or alpha numeric up to three characters in length. Next, enter a description for the Recommended Spares list in the **Description** field. The description can be up to thirty characters in length.

After the description has been entered, the cursor will advance to the parts list section of the Recommended Spares Update screen. Begin creating the list by entering the part number of the first item on the list. If the part number is not known, enter the part name or description in the **Part** field to bring up a search list. Select the appropriate part by entering the part **Sequence Number** into the **Rep** field located in the lower left hand corner of the Part Finder screen. If you are adding a part to a Recommended Spares list that has not yet been entered into your parts database, enter the letter **A** to select the (**A**)dd function from the lower screen menu. This will bring up the **Master Part Update** screen enabling you to add the part to the inventory database OTF (on the fly).

To edit entries in the Recommended Spares list, activate the (**S#**)eq option on the lower screen menu by entering the letter **S** and the Sequence Number of the line item to be edited. The (S#)equence option will place the cursor on the designated line item enabling you to make any changes. To delete an entry, activate the (**D#**)elete function from the lower screen menu by entering the letter **D** and the Sequence Number of the line item to be deleted. After all the parts to be stocked at a given Location are entered into the Recommended Spares list, enter the letter **F**, or select the **F11** function key to save the list.

7.2 Editing Existing Lists of Recommended Spares – Select the Recommended Spares option from the Inventory Update menu and enter the Recommended Spares ID number in the

Spare # field. If the Spare number is not known, select the **F2** function key to bring up a list of the Recommended Spares lists in your database. Use the up and down arrow keys to highlight the Recommended Spares designation and select the Enter key to load the list into the Recommended Spares Update screen. After the designated list of Recommended Spares has been loaded into the Recommended Spares Update screen, perform edit the part entries using the editing functions described in the above paragraph.

Lower menu options on the Recommended Spares Update screen:

- **(N)**ext – Select the Next function to clear the Recommended Spares screen and prepare the next list.

- **(#)** to Change – The (#) to Change function is used to edit the **Recommended Spares Description** field located in the upper portion of the screen. To update the Description field, enter the number 1 in the **Rep** field located in the lower left hand corner of the screen. This will place the cursor into the Description field enabling you to make changes. Be certain you enter the letter **F**, or select the **F11** function key to save the updated screen.

- **(S#)**equence – The (S)equence function is used to edit the parts entered into the Recommended Spares list. To edit the Recommended Spares list, Enter the letter **S** and the **Sequence Number** of the part entry you wish to update, this will place the cursor on that line item enabling you to change the existing information. Enter the letter **F**, or select the **F11** function key to save all part updates.

- **(D#)**elete – The (D#)elete function is used to delete specific part entries from the Recommended Spares list. To delete a part from the list, Enter the letter D and the Sequence number of the part to be deleted. Enter the letter **F**, or select the **F11** function key to save all changes.

- **(D)**elete – The (D)elete function is used to remove the entire list of Recommended Spares from the inventory database. **Caution:** The (D)elate function will remove the list of Recommended Spares from the database permanently. Therefore, be certain of what you are doing when using the (D)elete function. It is advisable to grant rights to this function only to employees serving in a warehouse or upper management capacity.

- **(F)**ile – Enter the letter **F** to file the Recommended Spares list. Alternatively, you can select the **F11** function key to file.

- **(S)**ort Queue – Enter the letter **S** to Sort the list of Recommended Spare spares by alphabetical and/or numerical order.

- **(CR)** Page Fwd and **(-)** Page Back – For lists of Recommended Spares involving several pages of part entries, select the Return (Carriage Return or CR) key to scroll forward

through the pages. Select and Enter the minus (-) key to scroll backward through the pages.

- **(L)**ocate Part –

8. Part Adjustment

The Part Adjustment Update screen enables the warehouse staff to make changes to the inventory database with respect to the number of parts on hand, the number of parts on order, the demand for a part and the number of parts that have been allocated to specific Locations. The Part Adjustment Update is particularly useful in adjusting the parts database after physical inventory.

Making Part Adjustments – Select the Part Adjustment option from the Inventory Update menu to access the **Part Detail Update** screen. Enter the part number and the ID number of the inventory Location in the **Part Number** and **Location** fields. If the part number and/or Location ID are not known, enter a description of the part or Location in the appropriate field to access a search list of items fitting the description, and make your selection by entering the Sequence Number of the correct part or Location ID number.

After the Part Number and Location ID have been entered, the Part Detail Update screen will display the number of parts **On Hand**, the number of parts **Allocated**, the **Demand** for the part, the number of parts on **Field Order** and **Purchase Order**, and the number of parts that are **Backordered**. To change the number of parts in each of the above categories, place the cursor in the part category field by entering the field number of the category in the **Rep** field located in the lower left hand corner of the Part Detail Update screen (the **(#)** to Change option on the lower screen menu). After all the part updates have been made, enter the letter **F**, or select the **F11** function key to save all changes.

Lower menu options on the Part Adjustment screen:

- **(#)** to Change – The (#) to Change function is used to edit the number of parts in each of the inventory categories in the Part Detail Update screen. To update the number of parts in a particular category, enter the category field number in the **Rep** field located in the lower left hand corner of the screen. This will place the cursor into the designated field enabling you to make changes. Be certain you enter the letter **F**, or select the **F11** function key to save the updated screen.

- **(F)**ile – Enter the letter **F** to file the part adjustments. Alternatively, you can select the **F11** function key to file

- **(D)**elete – The (D)elete function is used to remove the selected part from the inventory database. **Caution:** The **(D)**elate function will remove the part information from the database permanently. Therefore, be certain of what you are doing when using the

(**D**)elete function. It is advisable to grant rights to this function only to employees serving in a warehouse or upper management capacity.

9. Part Price Markup

The Part Price Markup Update screen is used to enter the markup factor, or selling multiplier to be used for part markup in a specified price range for both standard and discount markup factors. The Part Price Markup function enables you to establish an over ride price markup factor based on the value of the part. This can be useful if you wish to establish an individual markup factor for expensive parts or big ticket items such as water heaters, air conditioning and heating units. Once the price range and markup factor have been establish, the Part Price Markup screen provides an option that enables you to update every part in the inventory database that falls into the entered price categories.

Setting Part Price Markup Factors – Select the Part Price Markup option from the Inventory Update menu. If you wish to have the mark up factor update the inventory database, enter **Y** for yes in the **Update Parts File** field. Enter the dollar value, or the purchase price cutoff for parts you wish to be affected by the selling multiplier. Next, enter the standard multiplier in the Selling Multiplier field, and enter the multiplier you will use for discounted parts in the **Discount Multiplier** field. After the cursor advances to next line, enter the dollar value for the next purchase price cutoff and the multipliers that will affect parts in this price range. After the price ranges and the respective multipliers have been entered, select the F11 function key to save the information.

To Modify Existing Part Price Multipliers – Select the Part Price Markup option from the Inventory Update menu and enter Yes in the Update Parts File if you wish the update to adjust the inventory database. Select the **Enter** key to advance the cursor to the appropriate field and make any necessary changes to the cutoff part prices and the respective selling multipliers. After making any changes, be certain you **Enter** the changes by selecting the **Enter** key. Changes that are keyed in without selecting the **Enter** key will not be recognized by the system. After the modifications have been made, select the **F11** function key to save all changes.

To Delete Existing Part Price Multipliers – Select the Part Price Markup option from the Inventory Update menu. Select the **F3** function key, or **<CTRL> X** (depress the Control key simultaneously with the X key) and then select (**D**)elete from the menu located at the top of the Parts Pricing Update screen. Enter the letter Y at the **Are You Sure?** Prompt to complete the deletion process. **Caution:** The (**D**)elate function will remove the pricing multipliers from the database permanently. Therefore, be certain of what you are doing when using the (**D**)elete function. It is advisable to grant rights to this function only to employees serving in a warehouse or upper management capacity.

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ORDER REPORTS MODULE

Order Reports Menu Options

1. Open Orders
2. Back Orders
3. Shipments
4. PO's Received

Description of Menu Options

1.OPEN ORDERS
Select the Open Orders report option to review all open **Purchase Orders**, **Field Transfers** and **Purchase Order Returns**. The information in the Open Order reports can be sorted by **Part Number**, **Open Date** or by **Inventory Location**. To generate an Open Orders report, select the Open Orders option from the Order Reports Menu and select the **F2** function key to bring up a selection list of report sorting options. Using the up and down arrow keys on your keyboard, highlight either Part Number, Open Date or Location and select the **Enter** key to accept the choice. Alternatively you can enter your choice directly by entering the letter **P** for Part Number, the letter **O** for Open Date or the letter **L** for Location, directly into the **Report By** field.

Next, enter the **Priority Code** that corresponds to the service call the order(s) was generated for or, Enter the letter **A** for **All Priorities**. The Priority Code enables you to generate the Open Order Reports by category of importance (see **Priority Codes** in the **Database Codes** section of the Fastrax manual). If the Priority Code is not known, select the **F2** function key to bring up a list of Priority Codes. After the above information has been entered, select the printer option to either print the report to the terminal screen, or to the designated printer, and select the **F11** function key to print the report.

The information in the Open Orders report includes the **Part Number and Part Description**, the **Quantity** of parts ordered, the **Order Number**, the **Location From ID** and the **Location To ID** in the case of Field Transfers, the **Vendor From ID** and the **Location To ID** in the case of Purchase Orders, the **Priority Code** of the order and the order **Open Date**.

2. BACK ORDERS
Select the Back Orders report option to review all orders in Back Order status. The information in the Back Order reports can be sorted by **Part Number**, **Open Date** or by **Inventory Location**. To generate a Back Orders report, select the Back Orders option from the Order Reports Menu and select the **F2** function key to bring up a selection the list of report sorting options. Using the up and down arrow keys on your keyboard, highlight either Part Number, Open Date or Location and select the **Enter** key to accept the choice. Alternatively you can enter your choice directly by entering the letter **P** for Part Number, the letter **O** for Open Date or the letter **L** for Location, directly into the **Report By** field.

Next, enter the **Priority Code** that corresponds to the service call the order(s) was generated for or, Enter the letter **A** for **All Priorities**. The Priority Code enables you to generate the Back Orders Report by category of importance (see **Priority Codes** in the **Database Codes** section of the Fastrax manual). If the Priority Code is not known, select the **F2** function key to bring up a list of Priority Codes. After the above information has been entered, select the printer option to either print the report to the terminal screen, or to the designated printer, and select the **F11** function key to print the report.

The information in the Back Orders report includes the **Part Number and Part Description**, the **Quantity** of parts ordered, the **Order Number**, the **Location From ID** and the **Location To ID** in the case of Field Transfers, the **Vendor From ID** and the **Location To ID** in the case of Purchase Orders, the **Priority Code** of the order and the order **Open Date**.

3. SHIPMENTS
Select the Shipments report option to review all orders that have shipped in a specified date range. The information in the Shipments report can be sorted by **Part Number**, **Open Date** or by **Inventory Location**. To generate a Shipments report, select the Shipments option from the Order Reports Menu and select the **F2** function key to bring up a selection list of report sorting options. Using the up and down arrow keys on your keyboard, highlight either Part Number, Open Date or Location and select the **Enter** key to accept the choice. Alternatively you can enter your choice directly by entering the letter **P** for Part Number, the letter **O** for Open Date or the letter **L** for Location, directly into the **Report By** field.

Next, enter the date range for the report in the **Start Date** and **End Date** fields. After the above information has been entered, select the printer option to either print the report to the terminal screen, or to the designated printer, and select the **F11** function key to print the report.

The information in the Shipments report includes the **Part Number and Part Description**, the **Quantity** of parts shipped, the **Order Number**, the **Location From ID** and the **Location To ID** in the case of Field Transfers, the **Vendor From ID** and the **Location To ID** in the case of Purchase Orders, the **Priority Code** of the order and the order **Ship Date**.

4. PO's RECEIVED

Select the PO's Received report option to review all Purchase Orders that have been submitted in a specified date range. The information in the PO's Received report can be sorted by **Part Number**, **Open Date** or by **Inventory Location**. To generate a PO's Received report, select the PO's Received option from the Order Reports Menu and select the **F2** function key to bring up a selection list of report sorting options. Using the up and down arrow keys on your keyboard, highlight either Part Number, Open Date or Location and select the **Enter** key to accept the choice. Alternatively you can enter your choice directly by entering the letter **P** for Part Number, the letter **O** for Open Date or the letter **L** for Location, directly into the **Report By** field.

Next, enter the date range for the report in the **Start Date** and **End Date** fields. After the above information has been entered, select the printer option to either print the report to the terminal screen, or to the designated printer, and select the **F11** function key to print the report.

The information in the PO's Received report includes the **Part Number and Part Description**, the **Quantity** of parts ordered, the **Purchase Order Number**, the **Vendor From ID** and the **Location To ID** and the order **Received Date**.

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Inventory Reports Menu Options

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5. Task Pricing Book
6. Task Analysis Report
7. Transaction Listing
8. Maintenance Check List
9. Vehicle Mileage Report
10. Vehicle Maintenance Report
11. Part Serial Report
12. Usage Summary
13. Twelve Month Usage
14. No Usage Report

Description of Report Options

1. VERIFY INVENTORY
The Verify Inventory Report is an integral part of the Fastrax Inventory Update and Restocking System that enables the warehouse staff to generate a checklist of the inventory used on all service calls that have been Closed, or Approved since the last Verify Inventory report was generated. Note: Inventory draw down can be set to occur either at the time of service call Closing, or at the time of Work Order Approval with the Inventory Control screen located on the Database Security menu. The Verify Inventory report is then used by the technicians to verify and/or update the actual inventory used on each service call. The updated Verify Inventory report can then be used by the warehouse staff to update the inventory database with the inventory actually used, and to generate orders to restock company Locations with only the inventory required to restore each Location to its original stocking level, as indicated by the list of Recommended Spares for that Location. In cases where the Fastrax Tasking system is employed, the Verify Inventory report provides a quick and easy method for inventory update in cases where the actual inventory used deviates from the inventory listed in the Task description.
Note: The Inventory Verification System is activated with the Inventory Control screen located on the Database Security menu by setting the Verify Inventory field to Yes.

To generate the Verify Inventory Report, select the Verify Inventory option from the Inventory Reports menu and Enter the Employee Number of the technician you are generating the report for in the Employee field, or Enter the letter A to generate the report for All employees. If the Employee Number is not known, select the F2 function key to access the Employee Finder screen and Enter the employee's last name. To make your selection, Enter the Sequence Number of the designated employee in the Rep field located in the lower left hand corner of the screen. After the above information has been entered, select the printer option by Entering the letter T in the Printer Option field to print the report to the (T)erminal screen, or by Entering the letter L to print the report to the (L)ine Printer. Select the F11 function key to print the report.

2. INVENTORY VALUE
The Inventory Value Report enables the warehouse staff to quickly determine the value of the inventory stocked at all company Locations. To generate the Inventory Value Report, select the Inventory Value option from the Inventory Reports menu and enter the letter S for a Summary report, or the letter D for a Detailed report. The Summary report list only the value of the inventory at each location, whereas the Detailed report lists the Part Number and Description, the Cost of each part, the number of each part On Hand and the total value of all parts on hand. Next, Enter the inventory Location you are generating the report for in the Location field, or enter the letter A for All Locations. If the Location ID is unknown, select the F2 function key to bring up a selection list of every Location in your companies inventory database, use the up and down arrow keys to highlight a the designated Location and accept it by depressing the Enter key. After the above information has been entered, select the printer option by entering the letter T to print the report to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

3. STOCK BY LOCATION BY BIN
The Stock by Location by Bin report lists the quantity and the value of inventory on hand at each inventory Location. The information in the Stock by Location by Bin report can be sorted by Part Number, part Description or by Manufacturer. To generate the report, select the Stock by Location by Bin option from the Inventory Reports Menu and select the F2 function key to bring up a selection list of report sorting options. Using the up and down arrow keys on your keyboard, highlight either Part Number, Description or Manufacturer and select the Enter key to accept the choice. Alternatively you can enter your choice directly by entering the letter P for Part Number, the letter D for Description or the letter M for Manufacturer, directly into the Report By field. Next, Enter the inventory Location ID you are generating the report for in the Location field, or enter the letter A for All Locations. If the Location ID is unknown, select the F2 function key to bring up a selection list of every Location in your companies inventory database. After the above information has been entered, select the printer option by entering the letter T to print the report to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

The information on the Stock by Location by Bin report includes Part Number and Description, the number of parts On Hand at each Location, the Cost of each part, the number of parts on Purchase Order and the number of parts on Field Transfer. The Total Value of the inventory at each Location is listed in the summary section at the end of each report.

4. PRICE LISTING

The Price Listing report option is used to print a list of all parts on hand along with the manufacturer's price and the companies selling price for each part. The report is organized by the inventory Commodity Code assigned to each part and can be generated by an individual Commodity Code, or by All Commodity Codes (see Commodity Codes in the Inventory Update section of the Fastrax manual). To generate the Price Listing report, select the Price Listing option from the Inventory Reports Menu and enter the Commodity Code for the inventory category you are generating the report for in the Commodity field, or Enter the letter A to generate the report for all Commodities. If the Commodity Code is not known, select the F2 function key to bring up a selection list of the Commodity Codes in the inventory database and, using the up and down arrow keys on your keyboard, highlight the code and select the Enter key to accept the choice. After the Commodity Code has been entered, select the printer option by entering the letter T to print the report to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

The information on the Price Listing report includes Part Number and Description, the Manufacturer's price for each part, and the companies selling price for each part.

5. TASK PRICING BOOK

If your company has elected to use the Fastrax Tasking System, the Task Pricing Book option is used to review and print either a Detailed or Summary copy of your companies Task Book. Note: The company Task Book is a summary of the individual services your company provides and, in the majority of cases, it represents a fairly massive printing task. Although the Task Book can be printed in its entirety, to make the printing of the Task Book a more manageable and organized undertaking, the Fastrax system enables you to print the book by individual Skill Area (see Skill Area Codes in the Database Codes section of the Fastrax manual).

To print a copy of your companies Task Book, select the Task Pricing Book option from the Inventory Reports menu and, if you are printing the book by Skill Area, enter the Skill Area Code in the Skill Area field. If you are printing the book for All skill areas, enter the letter A in the Skill Area field. If the Skill Area Code is not known, select the F2 function key to bring up a selection list of the Skill Area Codes in the inventory database and, using the up and down arrow keys on your keyboard, highlight the code and select the Enter key to accept the highlighted code. Next, Enter the letter S to print a Summary version, or Enter the letter D to print a Detailed version of the Task Book. After the above information has been entered, select the printer option by entering the letter T to print the Task Book to the (T)erminal, or the letter L to print to the (L)ine Printer. After the printer selection has been made, the system will prompt you with the following warning: "This is an extensive report. Make sure your printer is set for the correct font, Press Return." This is your last opportunity to check the printer for a sufficient amount of the correct paper before initiating the Task Book print job. Select the F11 function key to print the book.

The information in the Summary version of the Task Price Book includes the Task Number and description along with the Preferred, Standard and Emergency rates for each Task. The Detailed version includes the above information along with a cost breakdown of each Task

into Labor Amount, Permit fees, Service fees, Miscellaneous charges, Rental charges and Tax Amount. The detailed Task Book also includes a list of all parts required to perform the task. The parts list includes the Part Number and Description, the Quantity of each part, the Selling Price and Cost of each part.

6. TASK ANALYSIS REPORT

The Task Analysis report option provides a concise tabulation of all the Tasks performed by your company in a specified time period. The report lists, for each Task, the Task Number and Description, the number of times the Task was performed in Preferred (P), Standard (S) or Emergency (E) billing categories, and the number of times the Task was performed under Warranty (W) and as a No Charge (NC). An individual Task Analysis report can be generated for each employee, or the report can be generated for all employee to provide a company wide analysis. To generate the Task Analysis report, select the Task Analysis report option from the Inventory Reports Menu and Enter the Employee Number of the technician you are evaluating in the Employee field or, if you are doing a company wide Task analysis, Enter the letter A for All employees. If the Employee Number is not known, select the F2 function key to bring up the Employee Finder screen and Enter the employee's last name. Select the Employee Number from the resultant search list by Entering the Sequence Number of the appropriate employee in the Rep field located in the lower left hand corner of the locator screen. Next, Enter the date range for the Task Analysis report in the Start and End Date fields.

After the above information has been entered, select the printer option by entering the letter T to print the report to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

7. TRANSACTION LISTING

The Transaction Listing Report provides a detailed summary of every order, and the levels of inventory in every company transaction that involves inventory in a specified time period. The report can be sorted by, Part Number, by Part By Transaction By Date, By Date By Time, By From Location By Part By Date and by To Location By Part By Date. The order information on the Transaction Listing Report includes, Transaction Type, the Document used to make the transaction (PO or Field Transfer), the Quantity of parts involved in the transaction and the Date and Time of the transaction. The inventory information on the Transaction Listing report includes, the transaction Type and Location the transaction originated From, and the inventory levels Before and After the transaction. The same information is included for the destination the transaction was shipped To.

8. MAINTENANCE CHECK LIST

The Maintenance Check List option is an integral part of the Fastrax Fleet Management System that is used to print a detailed check list for vehicle maintenance and inspection. The Maintenance Check List is a generic document printed for each company vehicle that provides a means of physical record keeping, and a means to simplify entering vehicle maintenance data in the Location Update screen. To print a Maintenance Check list, select the option from the Inventory Reports menu and select the printer option by entering the

letter T to print the check list to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

9. VEHICLE MILEAGE REPORT

The Vehicle Mileage Report is an integral part of the Fastrax Fleet Management System that provides a detailed mileage and service call summary for each service truck in a specified date range. The information on the Vehicle Mileage Report includes, the service call Incident Number, the Work Order Number, the City the service call is located in, the Dispatch Date and Time and the Mileage involved in performing the service call.

To generate a Vehicle Mileage Report, select the option from the Inventory Reports menu and, in the case of multiple companies being managed from a single location, Enter Y for Yes in the Combine all Companies field to generate a report for all companies. If you are generating the report for a single service truck, Enter the Employee Number of the technician assigned to the truck Location in the Employee field or, enter the letter A for All employees if you are generating a report for the entire company. If the Employee Number is not known, select the F2 function key to bring up the Employee Finder screen and Enter the employee's last name. Select the Employee Number from the resultant search list by Entering the Sequence Number of the appropriate employee in the Rep field located in the lower left hand corner of the locator screen. Next, Enter the date range for the report in the Start and End Date fields and, select the printer option by entering the letter T to print the report to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

10. VEHICLE MAINTENANCE REPORT

The Vehicle Maintenance Report is an integral part of the Fastrax Fleet Management System that provides a detailed report of the date and mileage that maintenance has been performed on each service truck. To generate the Vehicle Maintenance Report, select the option from the Inventory Reports menu and Enter the service truck Location ID in the Location field or, if you are generating reports for all trucks, enter the letter A for All Locations. If the Location ID is unknown, select the F2 function key to bring up a selection list of every Location in your companies inventory database, use the up and down arrow keys to highlight a the designated Location and accept it by depressing the Enter key. After the above information has been entered, select the printer option by entering the letter T to print the report to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

11. PART SERIAL REPORT

The Part Serial Report is used to generate a listing of all inventory that is tracked by serial number. To generate the Part Serial Report, select the option from the Inventory Reports Menu and begin by entering the Part Number in the Part field or, if you wish to have the report include all serialized parts, Enter the letter A for All. If the Part number is not known, select the F2 function key to bring up a selection list of all parts in the inventory database and, using the up and down arrow keys on your keyboard, highlight the Part and select the Enter key to accept the choice. Enter the Model Number of the item in the Model Number field, or enter the letter A if you are generating the report for All serialized inventory. Select

the printer option by entering the letter T to print the report to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

12. USAGE SUMMARY

The Usage Summary option is used to prepare an itemized report that details the inventory used in a specified time period at a company wide level. To generate the Usage Summary, select the option from the inventory database and enter the Part Number of the part to be evaluated in the Part field or, if you are generating the summary for every part in the inventory database, enter the letter A for All parts. If the part number is unknown, select the F2 function key to bring up a parts selection list. At the Sort By field, select the F2 function key to bring up a selection list and highlight either Part Number to sort the Usage Summary by Part Number, or Descending Total to sort the summary in a descending order of parts usage starting with the most frequently used parts. Alternatively, you can Enter the letter P into the Sort By field for Part Number, or Enter the letter D for Descending Total.

If you are generating the summary for parts in a specific Usage Value group, Enter the Value designation (1-9) in the Value field (see Parts Update in the Inventory Update section of the Fastrax manual for a discussion of Part Value). If the Usage Summary is for every part in the inventory database, Enter the letter A in the Value field for All parts. If you want the summary to include only parts that are used frequently, Enter the frequency of part usage you want as a cutoff in the Cutoff Average field. To include parts that are rarely or never used, Enter a zero in the Cutoff Average field. Enter the time period you want the summary to include in the Starting and Ending Period fields in MM/YY format, and select the printer option by entering the letter T to print the report to the (T)erminal, or the letter L to print to the (L)ine Printer. Select the F11 function key to print the report.

13. TWELVE MONTH USAGE

The Twelve Month Usage option is used to prepare an itemized report of the inventory used over a twelve month period at the individual Location level, or at a company wide level.

14. NO USAGE REPORT