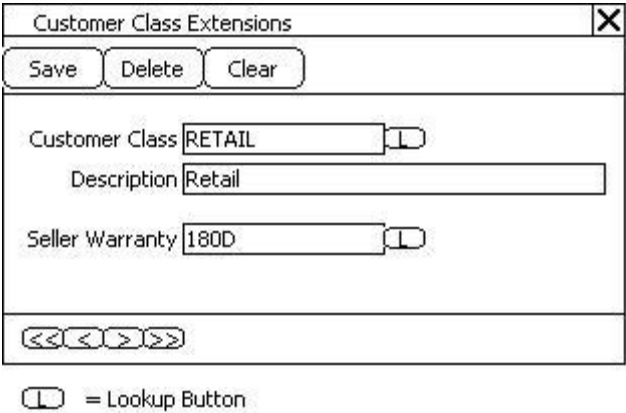


CHANGE REQUEST	
CR0000	SERVICE MODS
Description of Change	
<p>Change #1</p> <p>The service item extensions allow one Seller Warranty Code per item. When an equipment record (ER) is created, it is this Warranty Code that is assigned to the ER and used to calculate the Warranty Start and End dates. ACMECO needs the ability to assign a Warranty Code to a Customer Class, and have that assigned to ER and calculate the Start/End dates accordingly. If the SOP Invoice Customer ID is in a Customer Class that is not assigned a Warranty Code, then the default value from the Item Extensions should be used.</p> <div style="text-align: center; margin: 20px 0;">  </div> <p>This modification will be built into the Equipment Configuration Builder module in MfgPowerPack. When it builds ERs for components it will use the Warrant Code for the customer class (if present). The top-level ER is created by Service when the Invoice posts. The modification will loop-back after creating the component ERs and update the top-level ER with new Warranty Code information, if needed.</p> <p>Change #2</p> <p>ACMECO sells equipment to dealers, who in turn sell to the end-user (a customer not known to ACMECO). This results in ERs being assigned to the dealer customer, but returns (RMAs) will come from the end-user. The equipment, then, is assigned to the wrong Customer ID. Further complicating this is that if the ER is part of a configuration, the Service module will not let you change the Customer ID.</p> <p>RMA Line Serial Numbers. When the Equipment/Serial Number is entered, if the equipment belongs to a different customer, the user is presented with a warning that tells them the Customer ID the equipment belongs to.</p> <p>The user will can then open the Equipment Customer Change window from Extras >> Additional >> Equipment Customer Change. It will automatically pick-up the Item Number from the RMA Line Serial Numbers window.</p>	

X
Equipment Customer Change

Done Clear Change

Item Number

Description

Equip/Ser Number

Customer ID

Name

New Customer ID

Name

= Lookup Button

NOTE: GP Security can be set on this window to prevent some users from accessing it.

The user then enters the Serial Number. The Customer information will populate.

The user then selects or enters the "New Customer ID".

Changing the Customer ID will NOT be allowed if there is a Contract Line for the Equipment ID & Customer ID.

This window will also be accessed from Tools >>Utilities >> Inventory >> Equipment Customer Change, and from extras menus in the following locations:

- RMA Line Serial Numbers
- Equipment Maintenance