



ULTIMATE®

Basic features of Ultimate enterprise management software

ver. 5.7.0

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Description of metadata objects

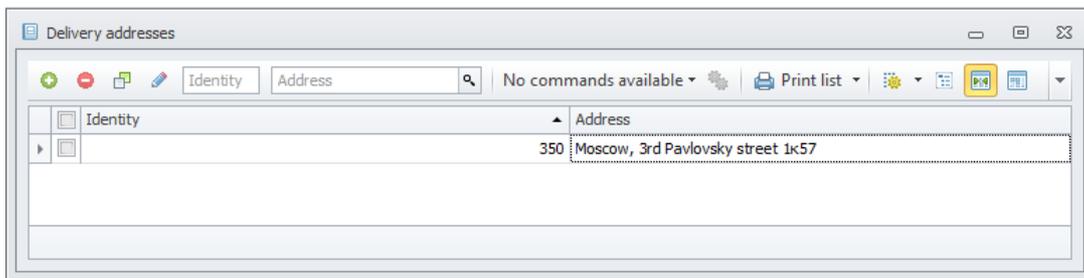
Dictionaries

Delivery

Delivery addresses

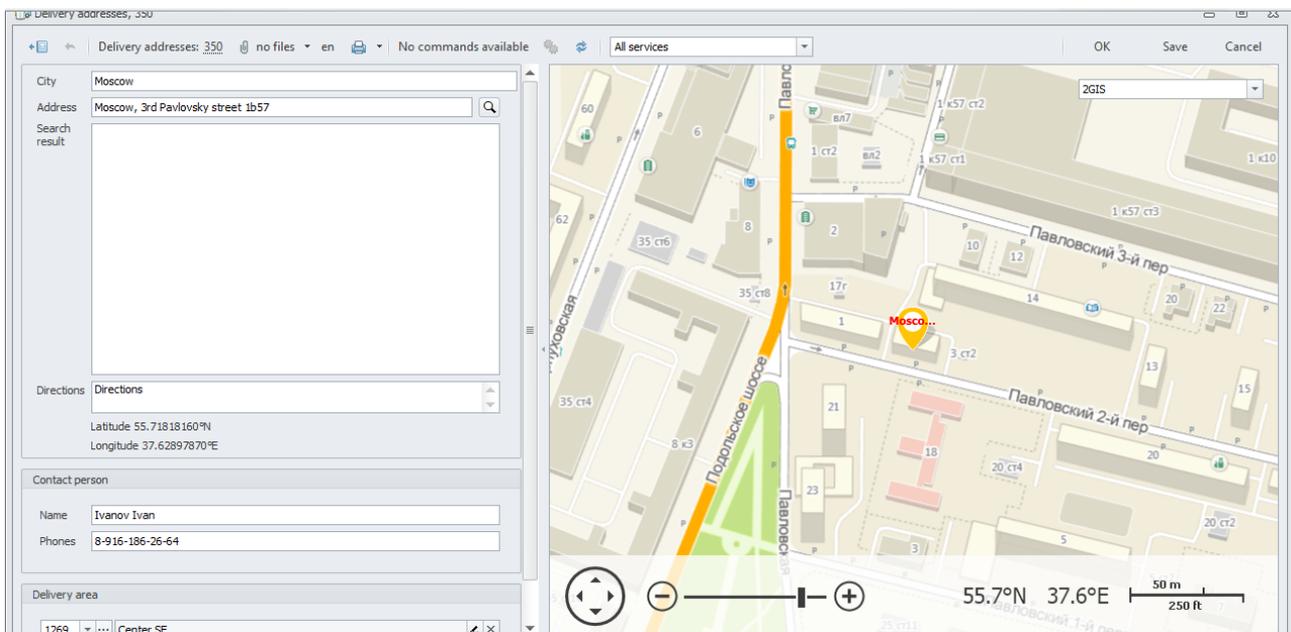


The Dictionary contains all addresses, to or from which articles can be delivered:

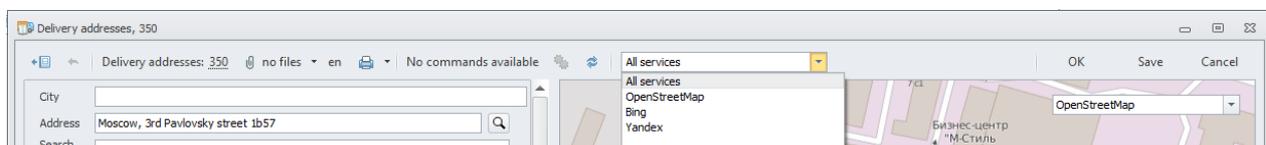


The delivery addresses can be fast-filtered by *Address*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):



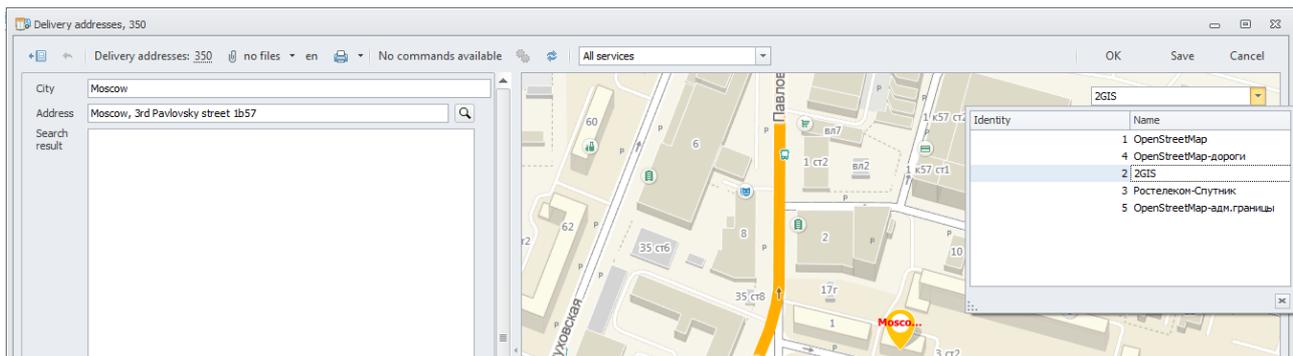
- **City** – a city, in which the address is looked for. The value specified in the field is stored, so the next time there will be no need to input the name of the *City*, when adding a new address (users usually add addresses in the same city);
- **Address** – address of delivery;
- **Search result** – results of searching for the *Address* in the *City*. The results are grouped by search services. If any search service seems to be more preferable, for instance, it delivers more relevant results, it can be selected as a preferable service in the edit form control panel. In this case, the system will hide the *Search results* of other services:



- **Directions** – information on how to find a contact person by the delivery address;

- latitude and longitude coordinates of the delivery address are added automatically.
- *Contact person* – a contact person, to whom the delivery is made:
 - **Name** – name of the contact person; for legal persons, it can be the name of an employee or the name of the legal person;
 - *Phones* – contact telephone numbers;
- *Delivery area* – an area of delivery (a [Delivery Areas](#) Dictionary record), where the address is located. When saving an address, the area is added automatically, if its coverage includes the address specified. The flag *Invalid* is checked automatically, when changing borders of the area that includes the address. When using the address for a next delivery or editing, the information on such area will be updated automatically.

In the top right corner, a list of presentation layers is displayed ([Map Tile Servers](#) Dictionary records). Choosing a layer changes the appearance of the map.



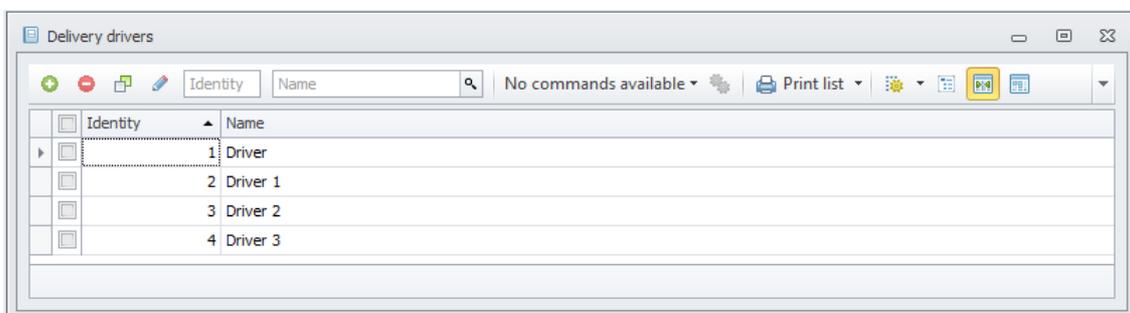
How to add a new delivery address:

- input desired *City*, *Address* and click the search button to the right. If the address is found, its automatically identified coordinates are marked on the map with a marker. If several addresses are found, they all get marked on the map and listed in *Search result*;
- or choose a point on the map manually by double clicking left mouse button. When doing this, nearest objects will get marked on the map and listed in *Search result*;
- An address that has been found by one of the above-mentioned ways can be selected by clicking left mouse button in *Search result*. Thus, its coordinates will be selected, and the *Address* field will be filled out automatically. Furthermore, the double click will place the marker of the selected address in the center of the map. Having this done, the *Address* itself can be amended, if necessary.

Drivers



The Dictionary contains a list of drivers who perform delivery of company's articles:



The drivers can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Employee** – an employee who works as a driver (an [Employees](#) Dictionary record);
 - **Name** – name of the driver;
 - **Driver license** – number of driver’s license;
 - **Phones** – driver’s contact phone number.
- The tab “Shifts” specifies unfinished driver’s shifts (future shifts and shifts of the current day):
- **Delivery means identity** – a [Delivery Means](#) Dictionary record;
 - **Delivery date** – date of performing the delivery;
 - **Time range identity** – a [Delivery Time Ranges](#) Dictionary record.

Delivery time ranges



The Dictionary contains delivery and gathering time ranges the agent can select among when you make delivery.

Identity	Name	From	To
5	Evening	7/1/2015 7:00:00 PM	8/31/2015 11:00:00 PM
6	Morning	7/1/2015 9:00:00 AM	8/31/2015 1:00:00 PM
7	Day	7/1/2015 1:00:00 PM	8/31/2015 7:00:00 PM

Delivery time ranges can be fast-filtered by **Name**.
 The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Name** – name of delivery time;
- **From (HH:MM)** – beginning of the time ranges;
- **To (HH:MM)** – the end of the time ranges;

Delivery locations



The Dictionary contains subnational entities wherein operation of the company is carried out. The Dictionary is organized in a tree-type structure:

Dictionary Records can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** mandatory for filling):

- **Name** is a Settlement Name;
- **Parent Location Identity** is a geographical object where a settlement is located, for example, a district or a region (the same Dictionary Record). If a property is not filled the settlement will be in the tree of the Dictionary list-oriented form at the top most level – *(All)*.

Delivery managers



The Dictionary contains a list of managers controlling deliveries:

Identity	Employee first name	Employee last name
3	Ivan	Ivanov

The edit form allows to choose an *Employee* (an [Employees](#) Dictionary record) who is supposed to accomplish the duty of delivery managing.

Logistic companies



The Dictionary contains a Logistic Companies list shipping the company providing services:

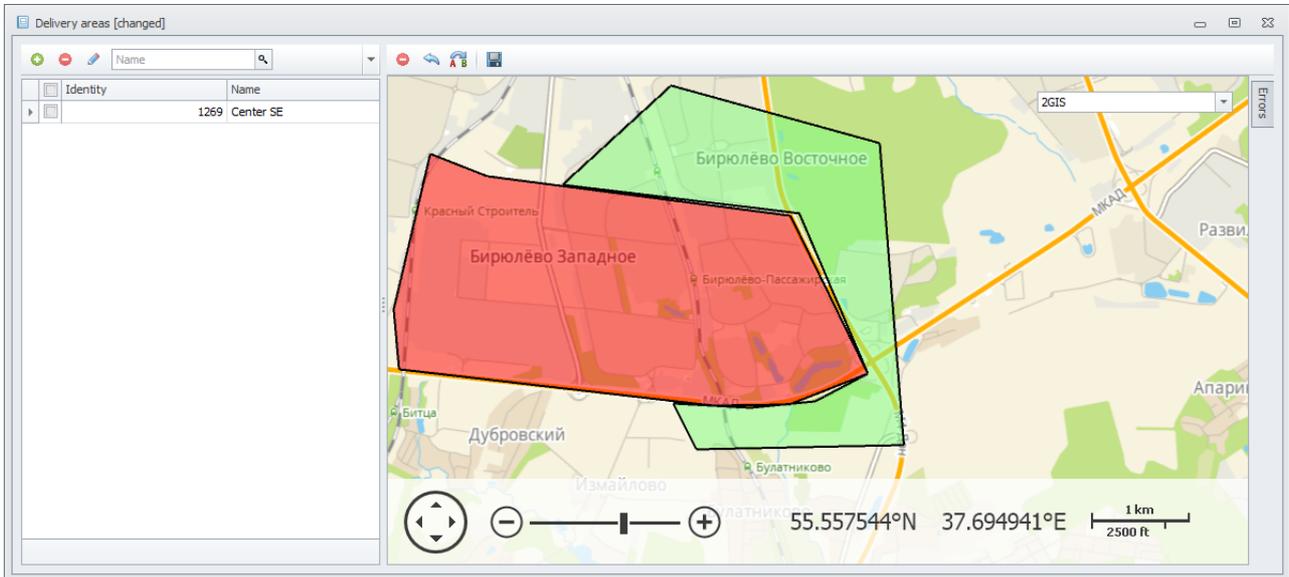
ID	Name
1	OOO "Turtle express"

The edit form allows to specify the only property of a Logistic Company – *Agent* which provides delivery services (Dictionary record [Agents](#)).

Delivery areas



The Dictionary defines a territorial division for rate-setting and delivery routing purposes and other logistics needs. The form is divided into two parts: a list of areas on the left and the map with drawn areas on the right:



The delivery areas can be fast-filtered by *Name*.

The areas present an aggregate of points (nodes) connected with each other by lines (segments).

The areas selected on the map or in the list to the left, as well as areas under the mouse pointer are highlighted in **yellow**. Selecting an area directly on the map by clicking left mouse button will result in selecting this area in the list to the left. Selecting an area in the list to the left will result in highlighting this area on the map (in so doing, the map scale does not adapt to fit the size of the area). For the area selected its connection points are shown. If hold the mouse pointer above an area for a little while, a tooltip with area's *Name* will appear.

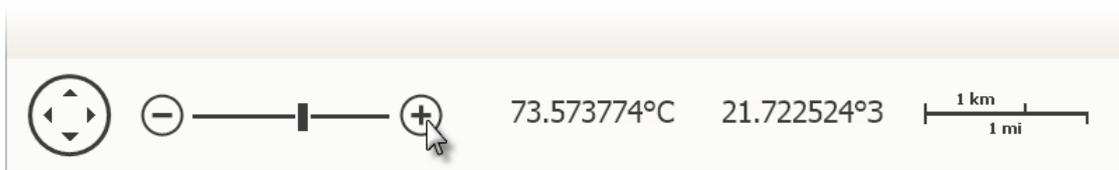
When handling the map, including creating and editing areas, the following functionality is available (partly realized in the toolbar below the map):

- in the top right corner, a list of presentation layers is displayed ([Map Tile Servers](#) Dictionary records). Choosing a layer changes the appearance of the map;
- The map can be dragged by holding left mouse button;
- Also, you can drag the map to the respective directions by clicking arrows in a sphere located in the toolbar:



- by using the mouse wheel the map can be zoomed in/out: wheel-forward zooms in, wheel-backward zooms out;

- Zooming also can be done by clicking the respective buttons “-” and “+” in the toolbar or dragging the slider between them by holding left mouse button:



- By moving the mouse pointer over the map, you can see coordinates (latitude and longitude) of a current point under the pointer displayed in the toolbar;
- The toolbar also contains a scale rule.

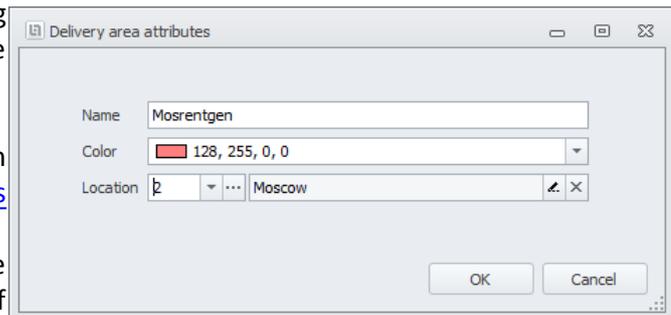
The toolbar above the map provides the following advanced (as compared with other dictionaries) features:

- – delete an area selected in the list or on the map (can also be done by clicking the key `Delete`). The deletion is completed by saving the action clicking the button ;
- - cancel all unsaved changes input to a newly created or edited area;
- - recreate an existing area. All points and segments of the recreated area (but not parameters – *Name, Color, Location*) will be removed, and the area can be drawn again;
- - save changes input to a newly created or edited area.

The creation and editing of areas is performed directly on the list form map.

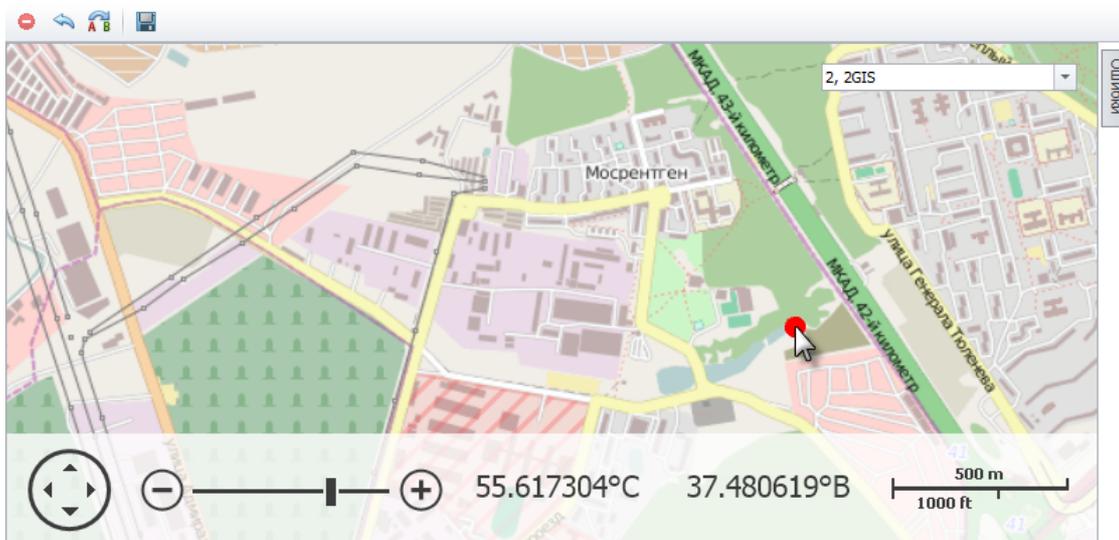
To create a new delivery area, click the button in the toolbar:

- a form will open, where the following parameters should be specified (all fields are mandatory):
 - *Name* – name of the area;
 - *Location* – a territorial formation, within which the area is located (a [Locations Dictionary](#) record);
 - *Color* – a color of the area, which can be changed, if necessary. By default, the color of new areas is **red**.

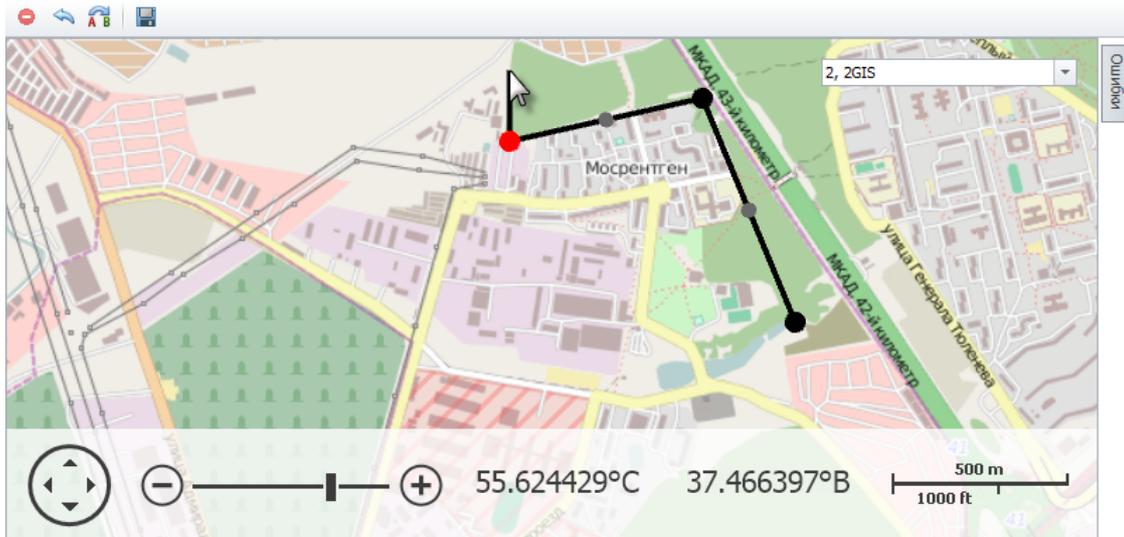


In the sequel, after saving the area, you can reopen this form by mouse double click on the area on the map;

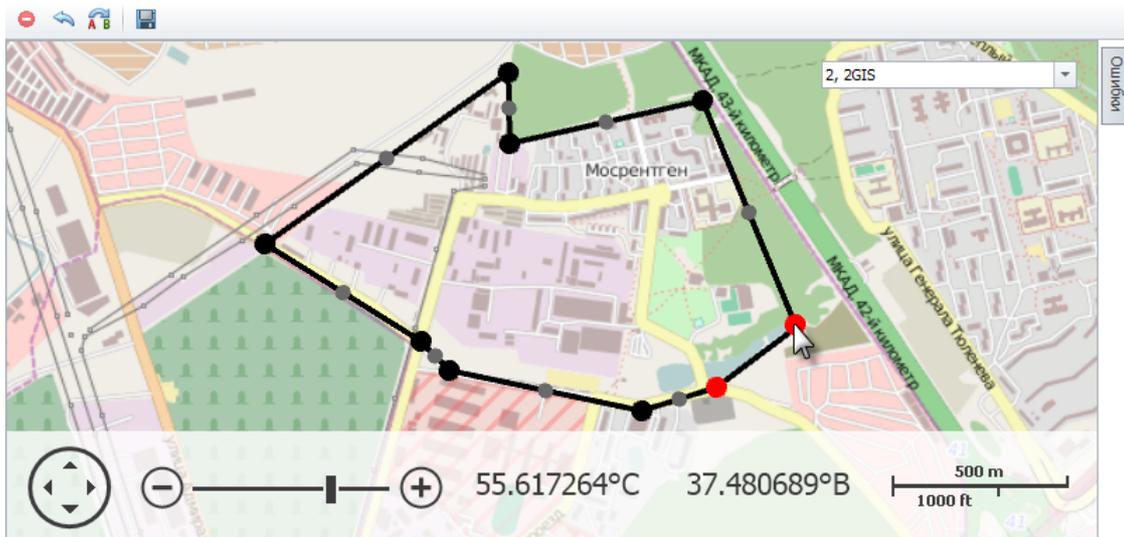
- After having clicked the “OK” button of the *Delivery area attributes* form, you can proceed to the drawing of the area. Every left-click on the map sets another point:



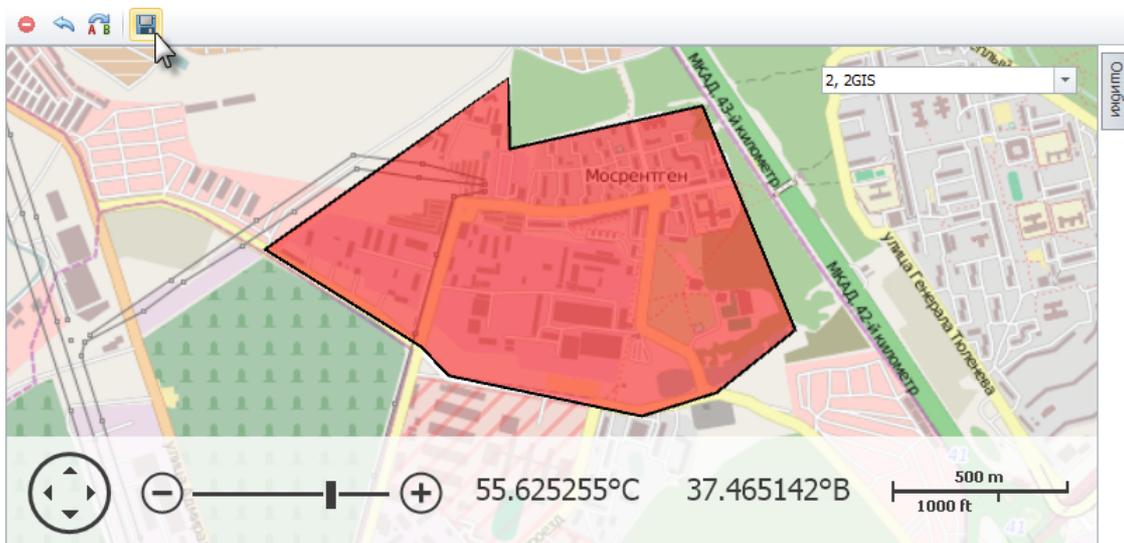
- When creating an area, the pointer draws a line. Every left-click on the map interrupts the line with a point forming another segment, and then the drawing continues:



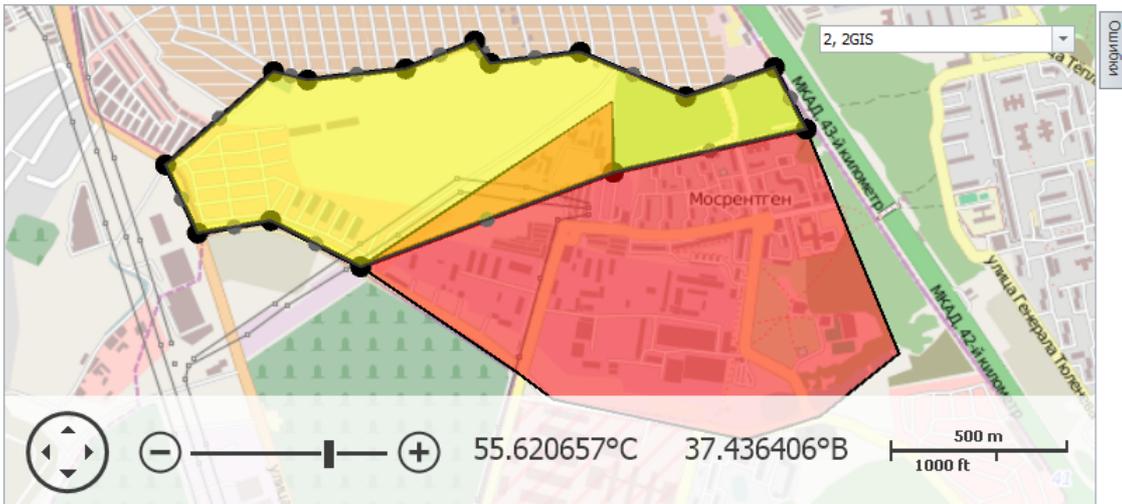
- To close the borders of the area set the pointer on the first point (in so doing, the point will be highlighted in red) and left-click it:



- the newly created area will be filled with a color you have chosen in the parameters' form:

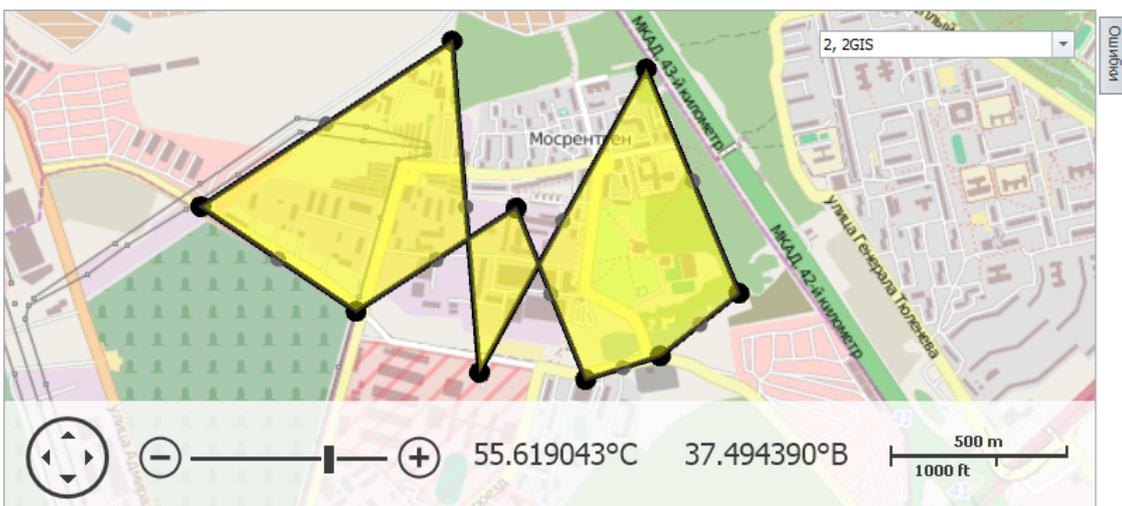


- to save the area, click the button  in the toolbar;
- You cannot place points inside the borders of another area – the areas should not intersect, so such an area will not be created:



At the same time, areas may have common borders and accordingly common points along such borders;

- Also, beware of crossing of segments of the same area – such area will not be created:

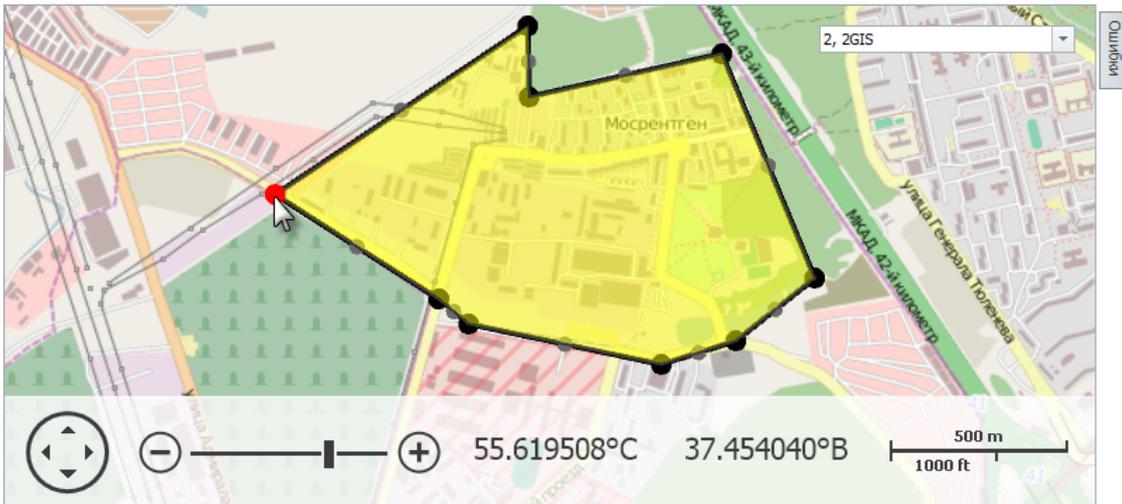


To edit an area, just select it and proceed to editing on the map. After that, save changes by clicking the button  in the toolbar.

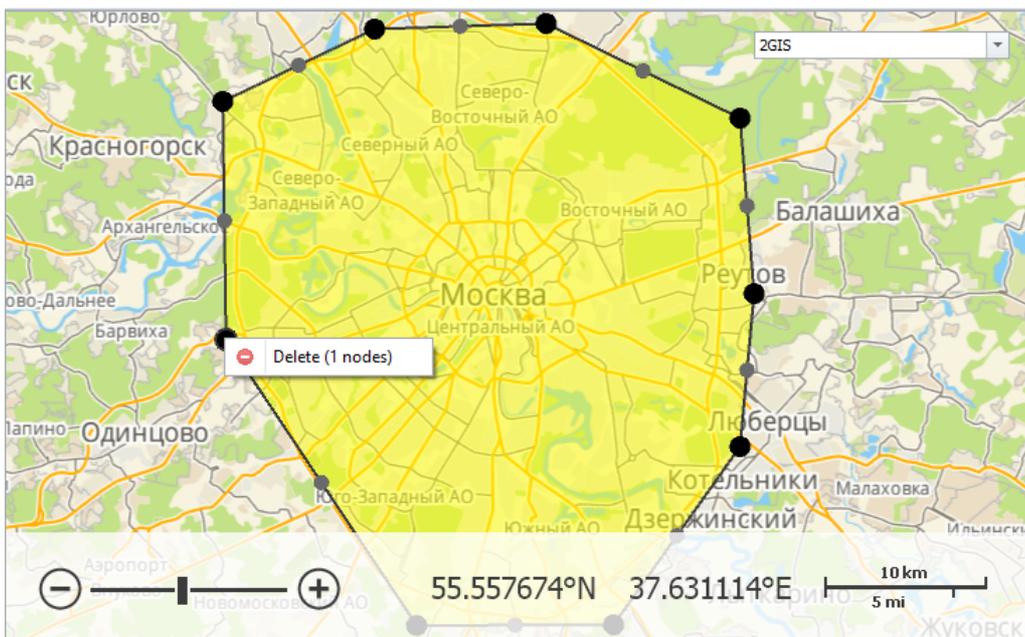
When creating or editing areas, the following functionality is available:

- moving and zooming of the map;

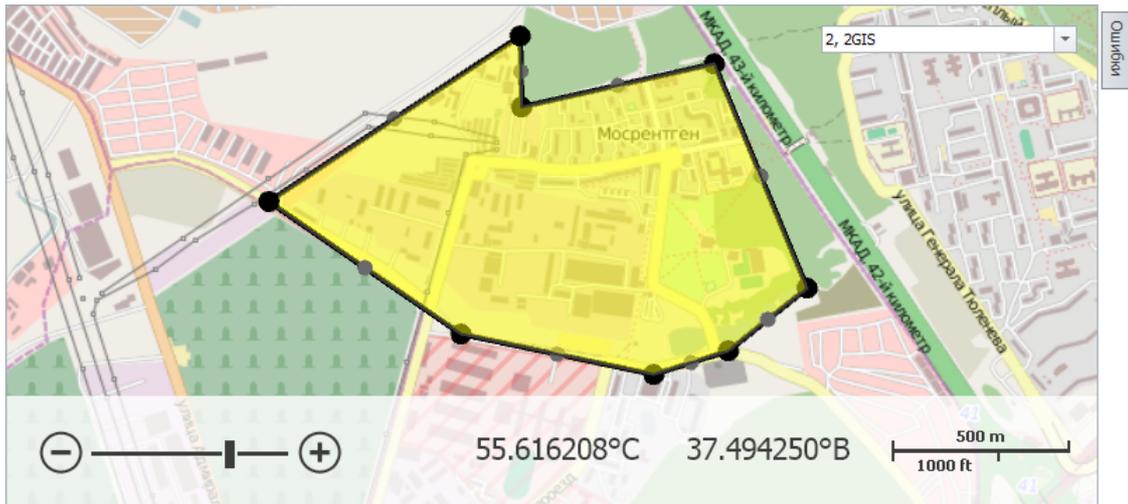
- when setting the mouse pointer on a point or a segment of a selected area, they are highlighted in **red**:



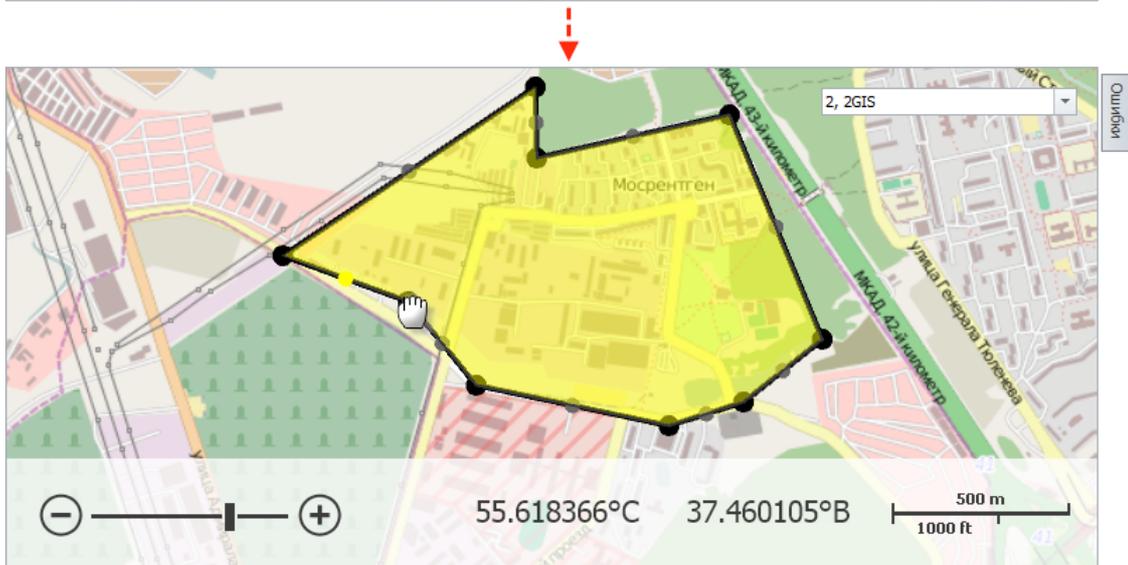
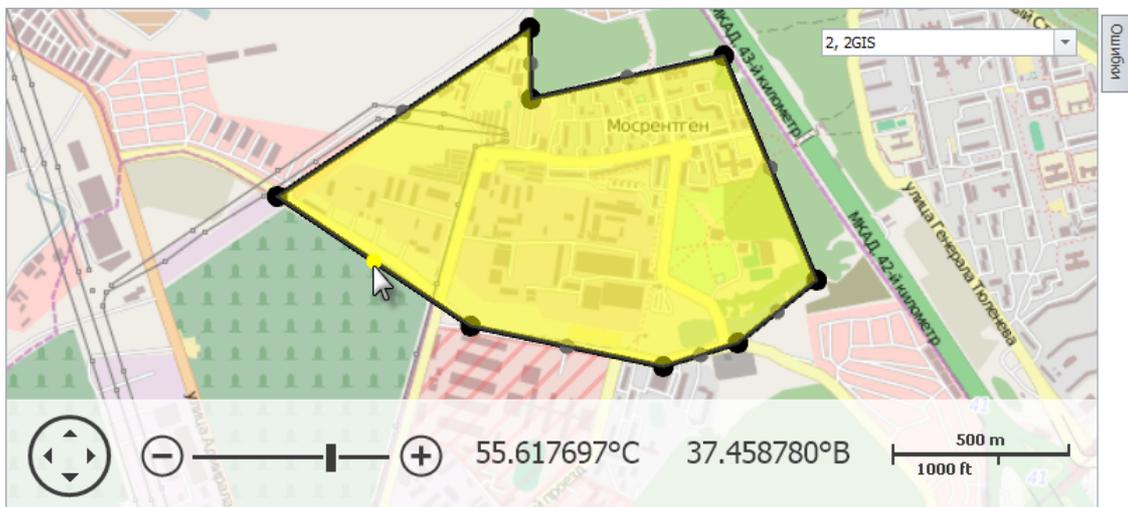
- dragging of a point by holding left mouse button;
- To delete a point, select it by left-click and press the key `Delete`. Deletion of a point can also be done by right click it and selecting *Delete nodes* of the contextual menu (a quantity of nodes subjected to deletion will be specified in brackets):



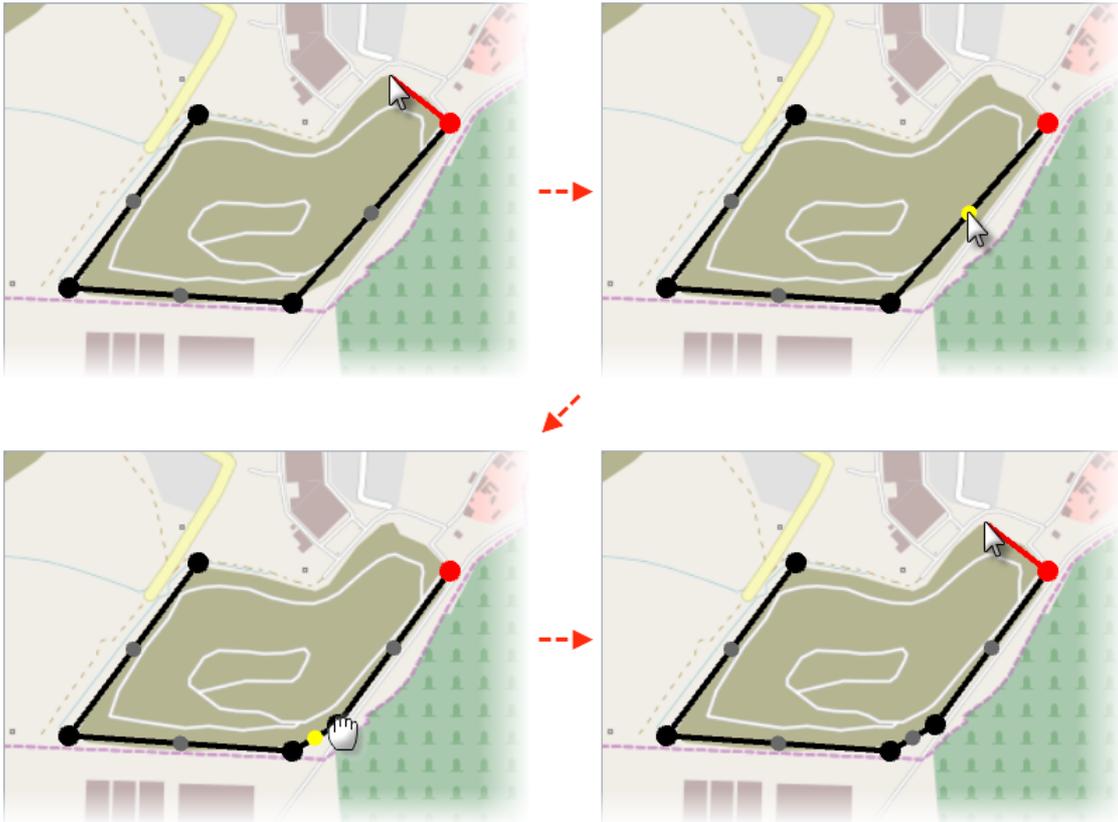
After the point has been deleted, a segment of the area will lay between its adjacent nodes:



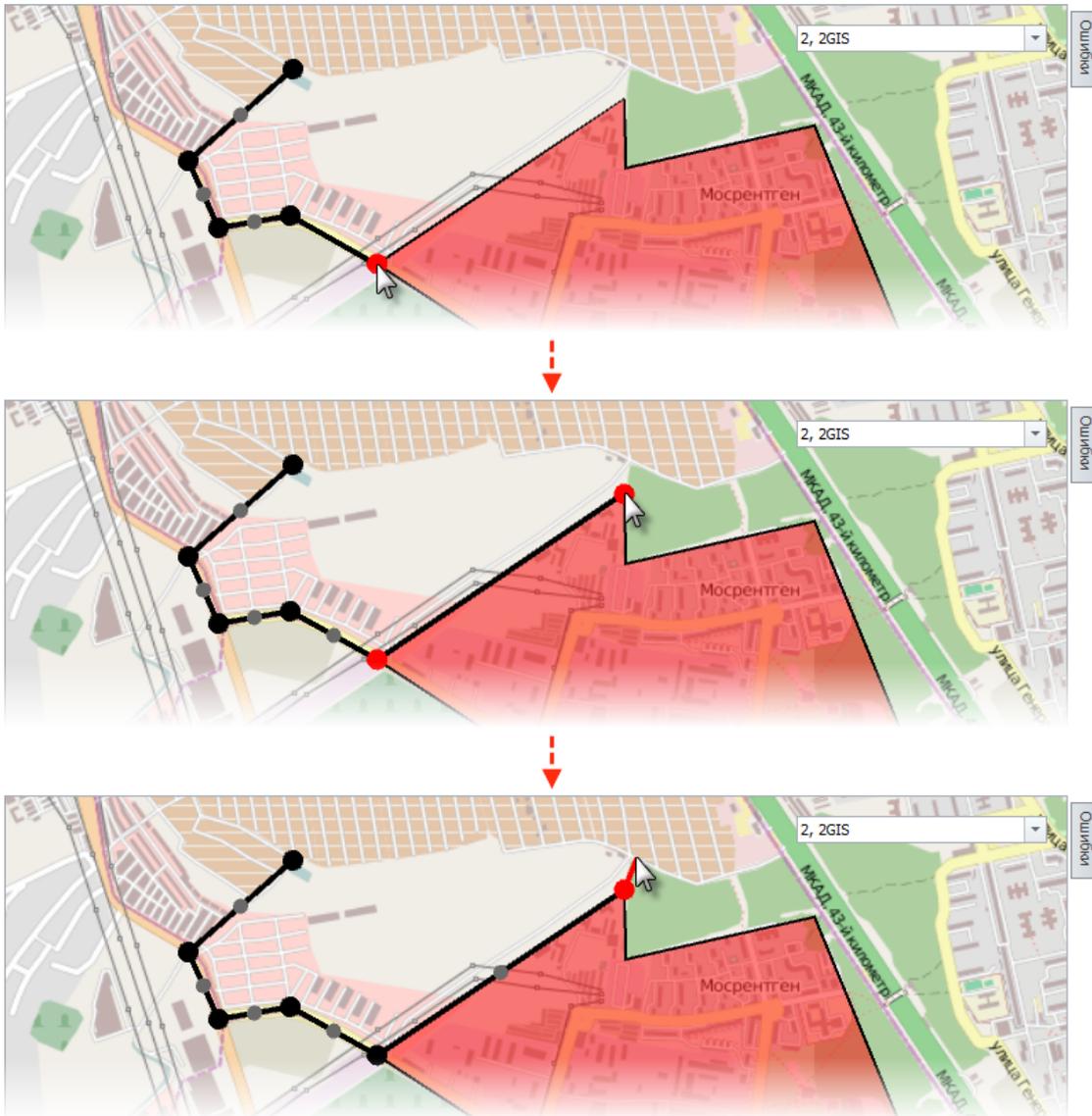
- by holding the key **Ctrl**, area's multiple points can be selected;
- adding a new point by breaking an existing segment in two parts. To do this, set the pointer on an auxiliary point at the center of the segment (auxiliary points are of smaller size than area's nodes and, when under the pointer, highlighted in **yellow**) and drag it, holding left mouse button:



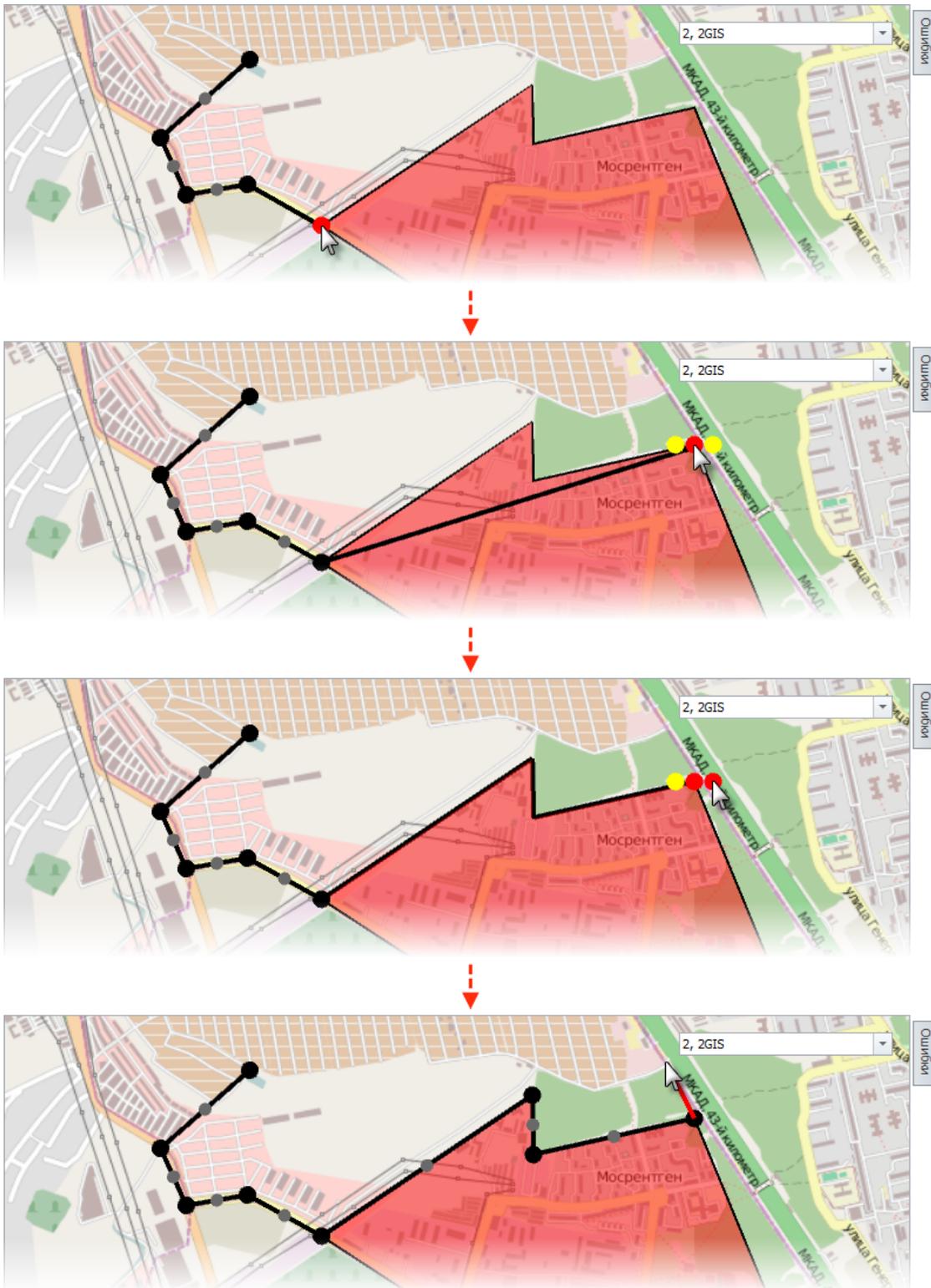
- to move points and break segments is also possible during the area creation process:



- areas may have common points and segments. When creating an area, just select a point belonging to an adjacent one (under the pointer highlighted in **red**) and left-click it; so this point will become a point of a newly created area. Selecting a next point will make the corresponding segment common for both newly created and existing areas:

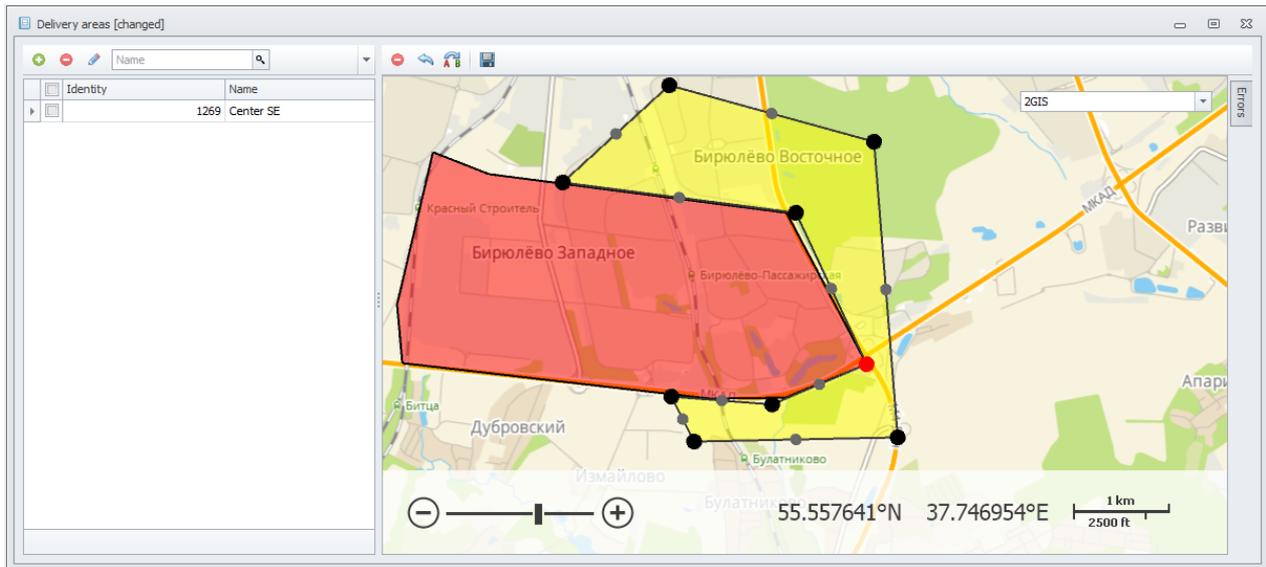


- If the next point you select is not the succeeding one of the existing area, after left click it you will have to choose how to circuit the borders of the existing area. Moving the pointer on one of the two **yellow** markers defining the runaround, the marker turns **red**; at the same time, the segments of the runaround suggested will turn **bold**. By left click on the runaround marker, you accept the choice it suggests:

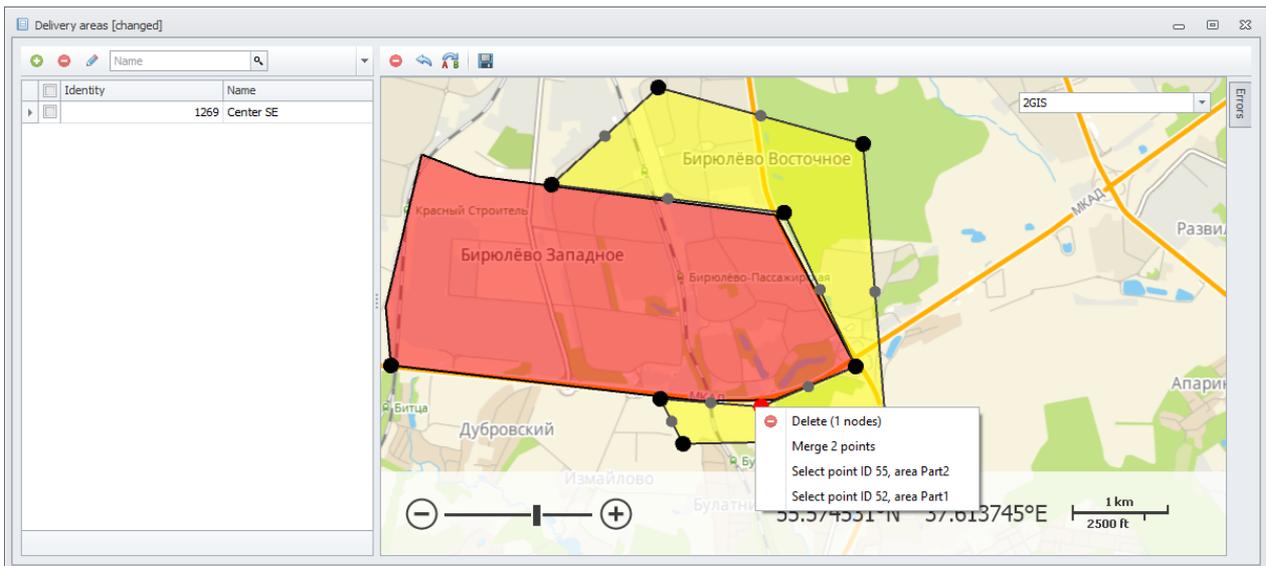


If you start creating a new area with a point of an existing area and then return to another point of the same area, after you select a runaround route the borders of the newly created area will close automatically;

- You can separate a point common for two or more areas by right click it and selecting *Separate all* from the contextual menu:

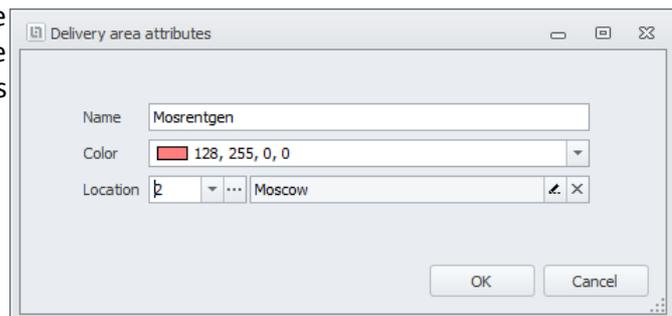


- Points lying closely together and belonging to different areas (two or more) can be joined into a single node. To do this, right-click the point you want to become common and select *Merge 2 points* from the contextual menu (a quantity of nodes subjected to joining will be specified in brackets):

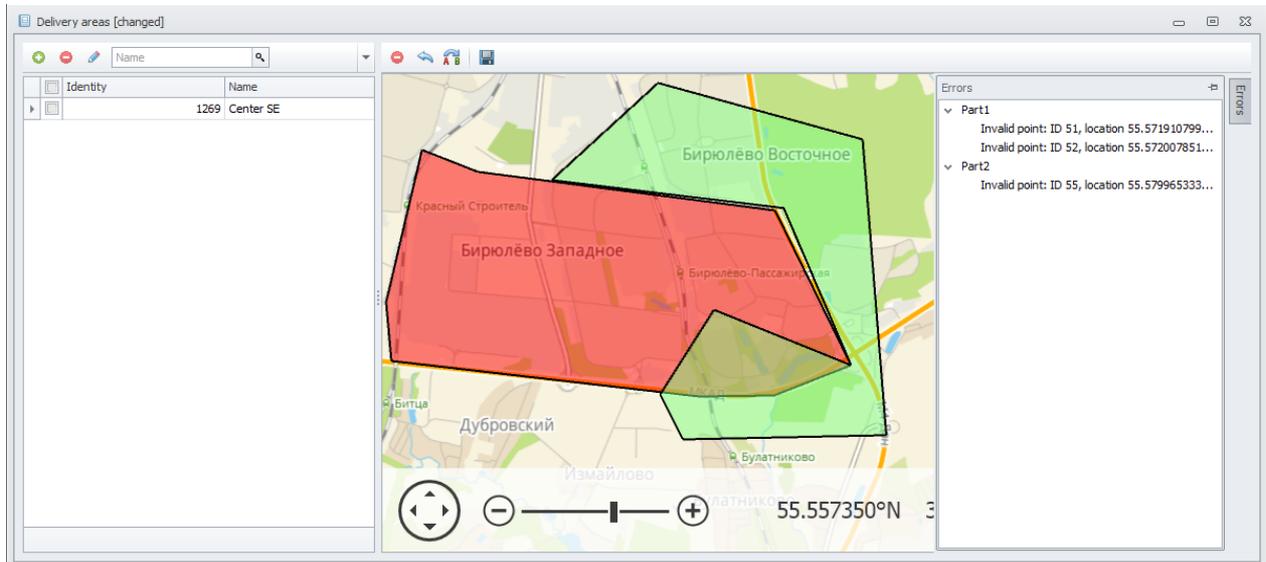


With the help of the same contextual menu you can select any of closely lying points by the name of the area, to which it belongs; this is convenient when points are so close that they touch each other. When selecting a point via menu, it will immediately start to move after the mouse pointer;

- When creating an area, the keypresses **Ctrl + Z** will delete the last set point of the area; pressing the keys again – the preceding one, and so on until only the first three points remain;
- By double left click on an area on the map, the form of the area's parameters will open, where you can change the *Name*, the *Color*, or its location (*Location*);



- To save all changes made to the parameters, click the button  in the toolbar;
- In the process of saving, the area is checked for intersections. Even if a single point of the area you save gets inside the borders of an already existing one, the area will not be saved, and the *Errors* window will automatically open in the right part of the map. The window also can be opened at any time using the *Errors* button in the top right corner of the map:

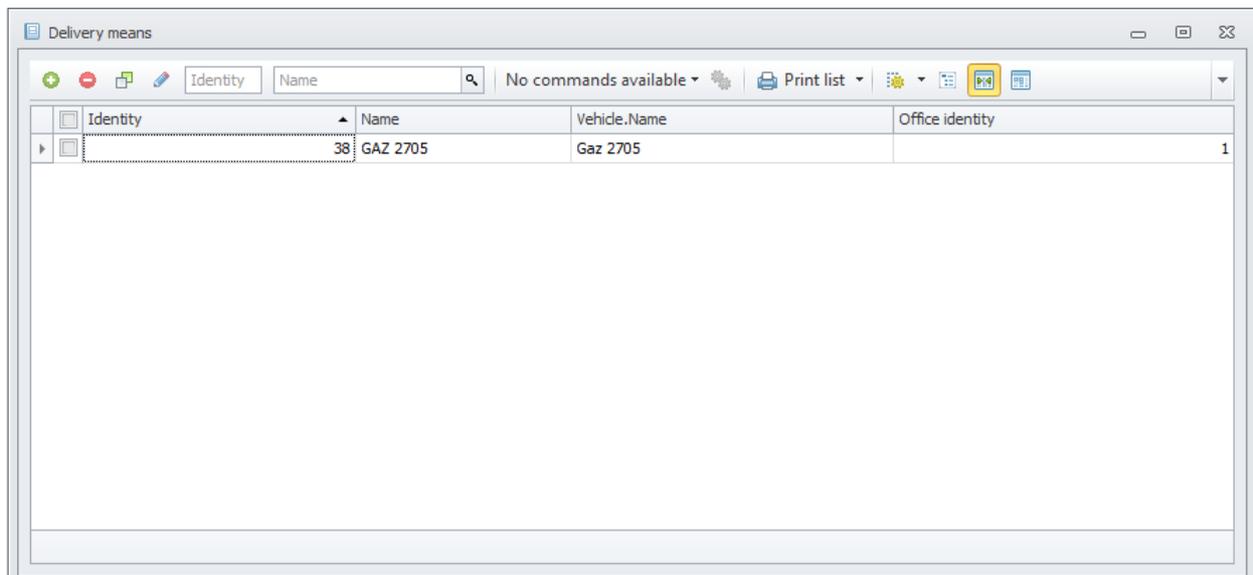


All inconsistent points will be grouped in the list by areas. Double left click on a node in this list will cause the map to focus on this node (the point will be displayed in the center of the map). Clicking on any place on the map will close the *Errors* window.

Delivery means

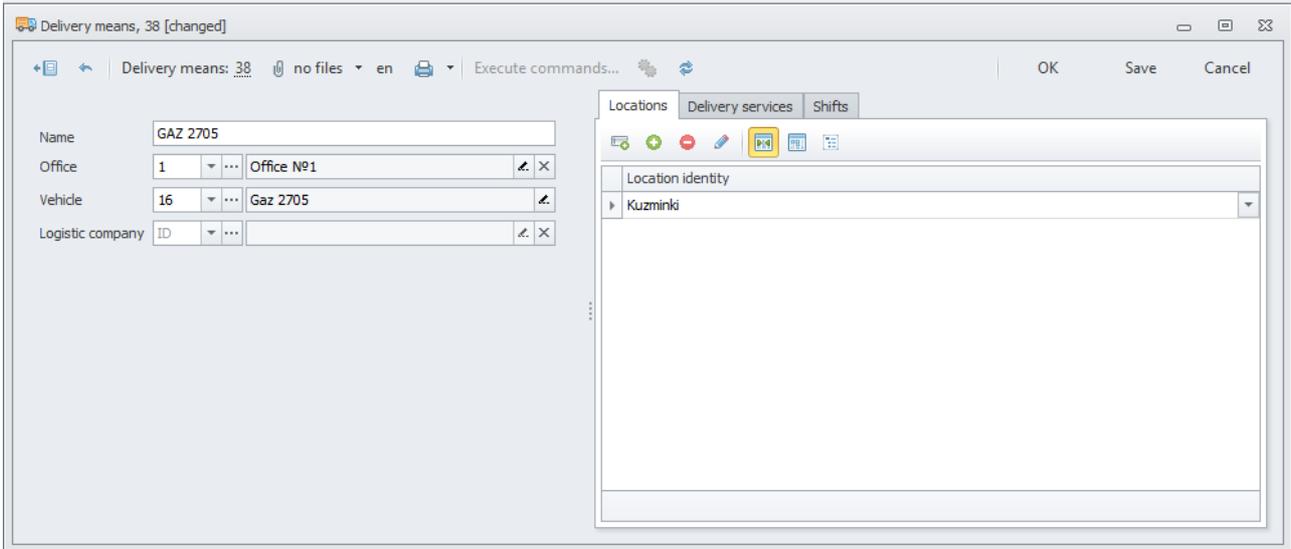


The Dictionary contains a list of means used by the company for delivering articles:



The delivery means can be fast-filtered by *Name*.

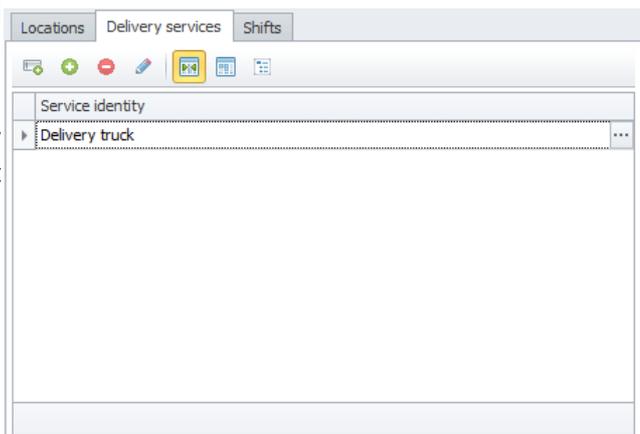
The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):



- **Name** – name of a delivery means;
- **Office** – an [Offices](#) Dictionary record;
- **Vehicle** – a transport vehicle used for delivering (a [Vehicles](#) Dictionary record);
- **Logistic company** – a logistic company that owns the delivery means (a [Logistic Companies](#) Dictionary record).

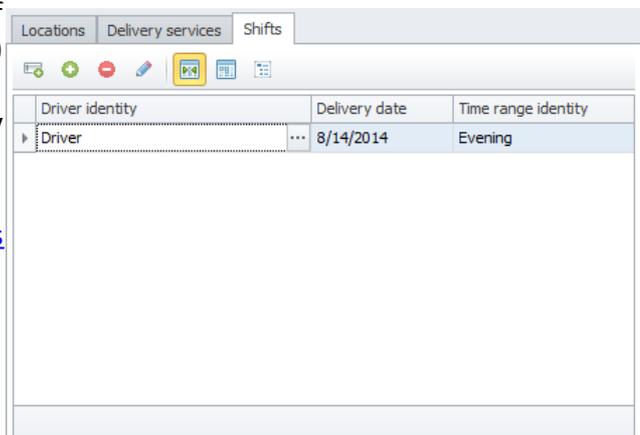
■ The tab “Locations” specifies territorial formations ([Locations](#) Dictionary records), within which the delivery means is used.

■ The tab “Delivery services” specifies delivery services ([Delivery Services](#) Dictionary records) that can be rendered by the delivery means.



■ The tab “Shifts” specifies unfinished shifts of drivers (future shifts and shifts of the current day) operating the delivery means:

- **Driver identity** – a [Delivery Drivers](#) Dictionary record;
- **Delivery date** – date of delivery;
- **Time range identity** – a [Delivery Time Ranges](#) Dictionary record.



 The *Delivery list* print form is used for printing deliveries related to the means on the *Delivery date* and, as an option, *Delivery range* specified (a [Delivery Time Ranges Dictionary](#) record):



Business Services
+7 495 5005050
141008, Moscow, Shipok str. 18c1

Delivery list#7 Nvember 2014 Time: 18:40 (GAZ 2105)

Client	Name	Phone	Num	Article	Deliver	Take from client	Balance	Weight	Volume	Box volume
627	K.Sidorov K.Konstantin	+74955552345	95751	603,48	300	903,48	0,00	0,40	0,18	0,20

Delivery address: Moscow, Red Square 3

Places: Cargo Name:

1 Took rub. Change rub

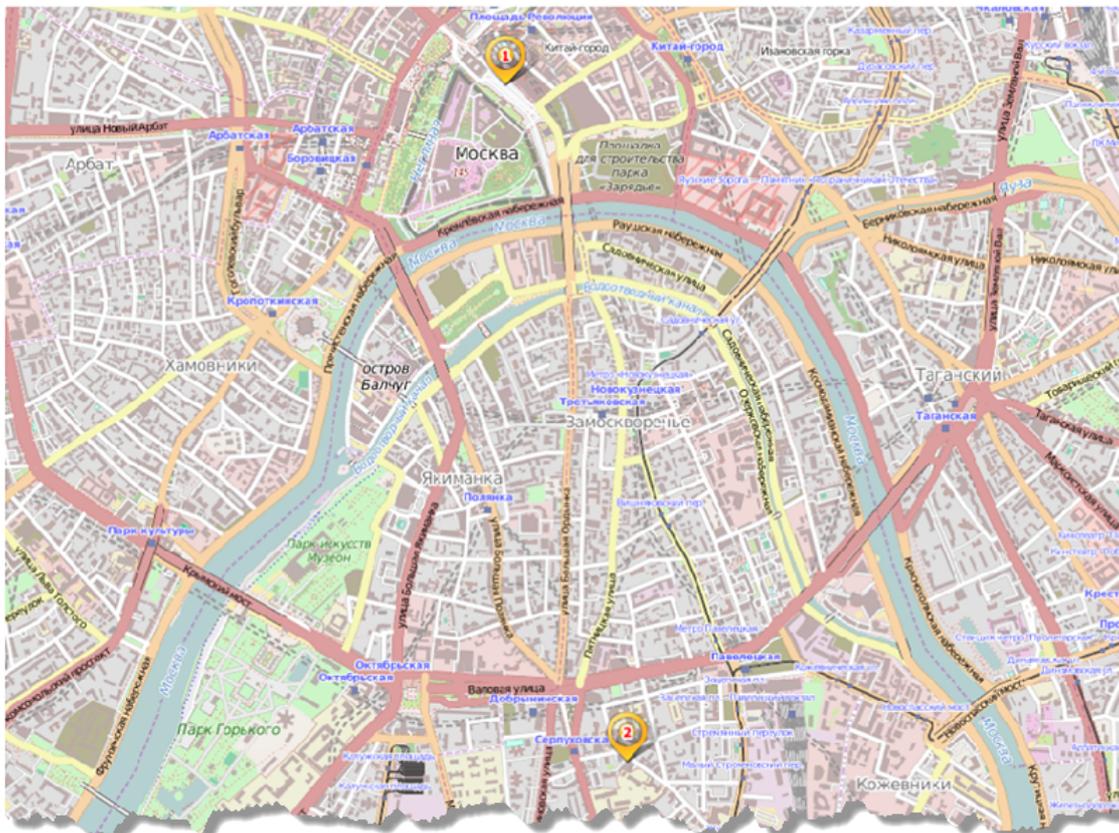
608	COOO Ultima Trading	+79031657761	95820	353,50	300	353,50	0,00	0,10	0,08	0,15
-----	------------------------	--------------	-------	--------	-----	--------	------	------	------	------

Delivery address: Moscow, Shipok 3

Places: Cargo Name:

Took rub. Change rub

Total in rout chart:					
956,98	600	1256,98	0,50	0,26	0,35



Delivery states



The Dictionary contains a list of possible states (status) of deliveries:

Identity	Name
1	Inactive
2	Routing
3	Routed
4	Shipped
5	Delivered
6	Failed

The states can be fast-filtered by *Names*.

The edit form allows to specify the only property of a delivery state – *Name*.

Countries



The Dictionary contains a Countries List all over the world:

Identity	Name
4	Afghanistan
8	Albania
10	Antarctica
12	Algeria
16	American Samoa
20	Andorra
24	Angola
28	Antigua and Barbuda
31	Azerbaijan
32	Argentina

Countries can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Name** is a Country Name;
- *Alpha2* is a 2 alphabetic abbreviation;
- *Alpha3* is a 3 alphabetic abbreviation;
- *ISO code* is a country code according to the ISO 3166 standard.

Delivery area points



The Dictionary contains a list of points specifying [Delivery Areas](#):

Identity	Latitude	Longitude
64	55.90	37.50
65	55.86	37.36
66	55.73	37.35
67	55.57	37.55
68	55.57	37.74
69	55.67	37.86
70	55.75	37.88
71	55.85	37.86
72	55.90	37.67

The delivery area points are generated automatically along with delivery areas; *Latitude* and *Longitude* coordinates are defined for each point.

Vehicles



The Dictionary contains a list of its vehicles of the company:

Identity	Name
5	GAZ 2705
7	BELAZ 7530
9	GAZ 2310

Vehicles can be fast-filtered by *Name*.

Edit form allows to specify the following properties (all fields are mandatory):

Vehicles: 16 | no files | en | No commands available | OK | Save | Cancel

Name: GAZ 2705 | License plate number: H480PK190

Model: 5 | GAZ 2705

Fuel rate: 12

Gross laden weight, kg: 2,500

Carrying capacity, kg: 1,500

Body volume, m³: 9.9522

Body dimensions, meters

Width: 1.9 x Length: 2.91 x Height: 1.8

- *Name* – vehicle name.
- *License plate number* – State registration number of the vehicle;
- *Model* – Dictionary record [Vehicle models](#);
- *Fuel rate* – a fuel rate of vehicle is in liters per 100 kilometers of a way;
- *Gross laden weight, kg* – admissible (maximum allowed) weight of vehicle in kilograms;
- *Carrying capacity, kg* – maximum cargo weight is in kilograms, which can be transported by the vehicle;
- *Body volume, m³* – vehicle body space is in cubic meters, which can be used for cargo transportation. It is calculated automatically as a production of its *Dimensions*;
- *Body dimensions, meters* – *Length*, *Width* and *Height* is in meters of the vehicle body, which can be used for cargo transportation.

Vehicle marks



The Dictionary contains a list of vehicle marks used by the company:

Identity	Name
3	GAZ
4	BELAZ

Vehicle marks can be fast-filtered by *Name*.

Edit form allows to specify the only property of vehicle mark – *Name*.

Vehicle models



The Dictionary contains a list of vehicle models used by the company:

Identity	Name	Make.Name	Type.Name
5	GAZ 2705	GAZ	Freight transport to 1 t
7	BELAZ 7530	BELAZ	Freight from 200 tons
9	GAZ 2310	GAZ	Freight transport to 1 t

Vehicle models can be fast-filtered by *Name*.

Edit form allows to specify the following properties (all fields are mandatory):

Vehicle models, 5

Vehicle models: 5 | no files | en | No commands available

Model make: 3 | GAZ

Type: 3 | Freight transport to 1 t

Name: GAZ 2705

- *Model make* – Dictionary record [Vehicle marks](#);
- *Type* – Dictionary record [Vehicle types](#);
- *Name* – vehicle model name.

Vehicle types



The Dictionary contains a list of vehicle types used by the company:

Identity	Name
3	GAZ
4	BELAZ

Vehicle types can be fast-filtered by *Name*.

Edit form allows to specify the only property of vehicle type – *Name*.

Delivery services



The Dictionary contains a list of delivery services:

Identity	Name
3	Delivery passenger vehicle
8	Delivery transport company
9	Delivery truck
10	Delivery purchase document
11	Delivery movement document
17	Delivery by courier application

The delivery services can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

Delivery services, 8

Delivery services: 8 | no files | en | No commands available | OK | Save | Cancel

Article identity: 1 | Delivery

Delivery predicate service identity: 8304 | DeliveryCarPredicate

Name: Delivery transport company

Price: 500.

Sort order: 99

Areas

Delivery area identity	Delivery price factor
Center SE	1.00

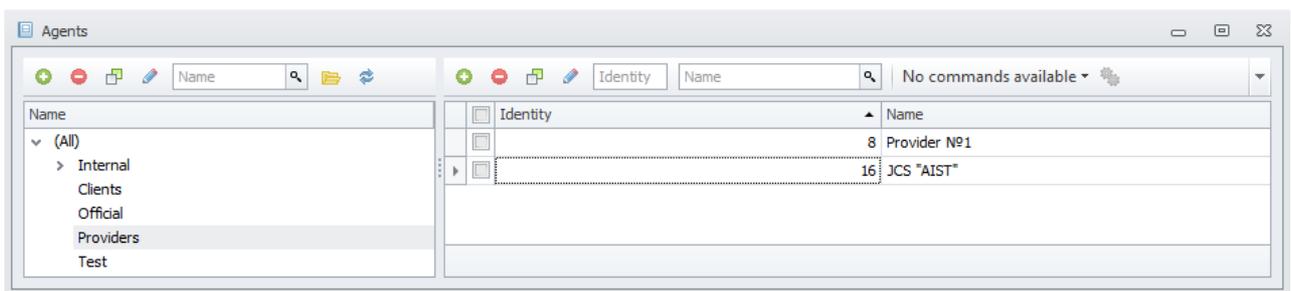
- **Name** – name of a delivery service;
- **Article identity** – an article associated with the delivery and added to the document while choosing an

- appropriate way to distribute the delivery amount (an [Articles](#) Dictionary record);
- **Delivery predicate service identity** – a predicate service that defines if the service can be rendered when delivering to a particular address (a *Services* system Dictionary record). The delivery predicate Services are developed by the application programmer and contain a list of conditions, under which the delivery service can be performed. The appropriateness of applying one or another predicate to a particular service is determined by the application programmer;
- **Price** – cost of delivery;
- **Sort order** – defines an order of priority of checking delivery services by the *Predicate service* to gage the possibility of performing it at a particular address. May be equal to integral values ≥ 0 . The lesser the value of the *Sort order*, the earlier the delivery will be checked for its realizability. The service the system will choose to perform first will be the one estimated by the *Predicate service* as realizable;
- **Areas** – this list determines relation between delivery area and delivery cost:
 - **Delivery area identity** – a [Delivery Areas](#) Dictionary record;
 - **Delivery price factor** – a factor, by which the *Cost* of the service is multiplied when delivering to the given *Area*. For areas not presented in the list, the *Factor* is equal to 1.

Agents

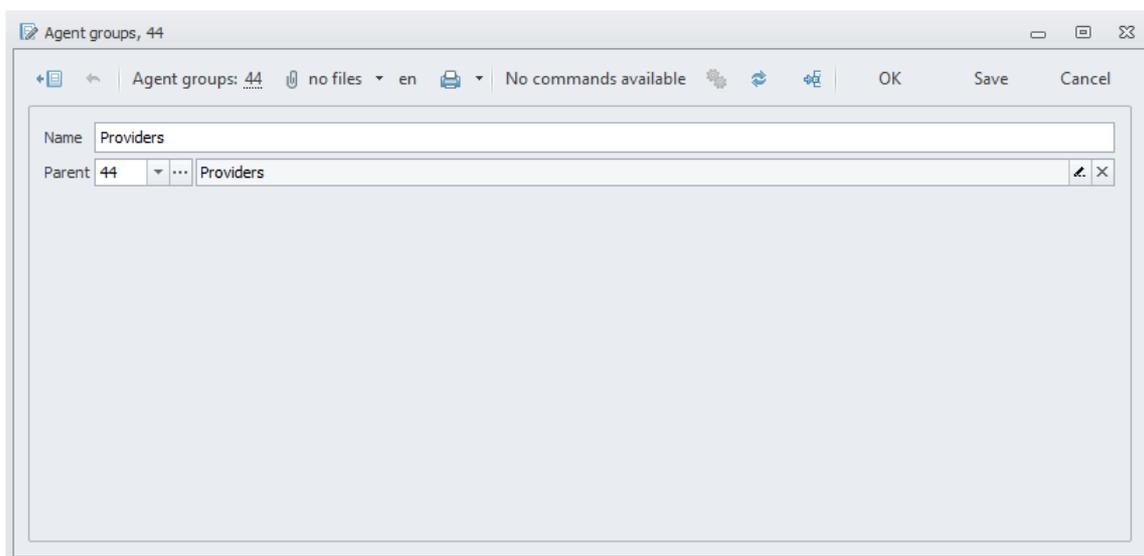


The Dictionary contains a list of all company’s agents except employees. The list form of the Dictionary is divided into two parts: to the left side, groups of agents are displayed in a tree-like structure (a *Groups Of Agents* Dictionary record), and to the right side, a list of agents from a group selected on the left:



The groups of agents can be fast-filtered by *Name*, and the agents by *Name*.

The *Agents Groups* edit form allows to specify the following properties (fields in **bold** are mandatory for filling):



- **Name** – name of a group;
- **Parent** – a group of agents that includes the current group (the same Dictionary record). When the property is not defined, the group of agents will be placed on the top of the list tree structure of the Dictionary – (All).

The *Agents* edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Name** – name of the agent;
- **Group** – a group, to which the agent belongs to (a *Groups Of Agents* Dictionary entry);
- **General agent** – a general agent incorporating several agents (the same Dictionary record);
- **Type** – an [Agent types](#) Dictionary entry. Depending on the selected type, an agent may have advanced properties located in respective tabs;
- **Private person / Legal body / Sole trader / Service** – the flag indicates whether the agent is a private or a legal body or a sole trader. Depending on the selected flag, the agent may have respective advanced properties specified in tabs of the same name;
- **Notes** – any notes in free form.

■ The tab “legal body” specifies advanced properties of the legal body (fields in **bold** are mandatory for filling):

- **INN** – Taxpayer Identification Number;
- **KPP** – Tax Registration Reason Code;
- **ARCPS** – All-Russia Classifier of National Economy Sectors;
- **OKPO** – All-Russia Classifier of Enterprises and Organizations;
- **Type** – a [Legal body types](#) Dictionary record;
- **Payment details** – a Payment details Dictionary record;
- **Legal address** – legal address of the agent;
- **Actual address** – postal address of the agent;
- **Post address** – address for correspondence;
- **Accounting phones** – Phone numbers of the accounting department;
- **Email** – Email address.

■ The tab “Sole trader” specifies advanced properties of the sole trader. These properties completely coincide with the legal body’s with the sole exception: the tab for sole trader does not specify the *Form of ownership*.

■ The tab “private person” specifies advanced properties of the private person (fields in **bold** are mandatory for filling):

- **Birth date** – date of birth;
- **Male / Female / Undisclosed** – sex;
- **Last name**;
- **First name**;
- Middle name;
- **INN**;
- **Identity data**;
- **Phone** – contact Phone number;
- **Email** – Email address;
- **Parent MLM** – an agent who got involved this private person in the cooperation (the same Dictionary record).

■ The tab “Customer” (available for the respective *Type Of Agent*) specifies advanced properties of the customer:

- **Price type** – a [Price types](#) Dictionary record;
- **Max reserve amount** – maximum amount, which can be reserved before purchase. By default, it is set equal to *MaxReserveAmount* (code 34243); can be changed;

- **Reserve lifetime** – length of time (in days), for which articles at a storehouse are kept reserved for the customer. By default, it is set equal to the *ReserveLifetime* constant (code 34240); can be changed;
- **Personal bonus** – information to be filled out in respect of an employee, who can get a personal bonus for purchasing from the company:
 - **Conversation, %** – a percentage of the personal bonus amount collected by the company;
 - **Agent** – an agent, who has purchased articles, for which he obtains the personal bonus (the same Dictionary record);

The tab “Supplier” (available for the respective *Agent type*) specifies advanced properties of the supplier:

• *Properties* – general properties of the supplier:

- *Juice* – a percentage added to supplier’s prices in a foreign currency. In this case, a price is calculated in accordance with the exchange rate set by the Central Bank + *Conversion percentage*;
- *Max credit amount* – a maximum amount of credit, at which the supplier can ship articles without prepayment;
- *Credit delay* – a deferment of credit payment (in days);
- *Price list owner* – an owner of the price list, in whose name supplier’s price list is loaded into the system (a [Price lists owners](#) Dictionary record);
- *Defect agent* – an agent, in whose name defect purchases from the supplier are documented (the same Dictionary record);
- *Overage agent* – an agent, in whose name Overage purchases from the supplier are documented (the same Dictionary record);
- *Purchase firm* – a firm, in whose name purchases from the supplier are documented by default a ([Firms](#) Dictionary record);

• *Warranty* – supplier’s properties associated with warranty services for the sold articles performed by the supplier:

- *Warranty agent* – an agent, in whose name warranty relationships with the supplier are documented (the same Dictionary record);
- *Can take claims* – when the flag is set, this means that the supplier can pickup warranty claims from the back hub division of the warranty department on his own;

• *Print form identity* – a list of accompanying forms specific for this particular supplier (*Print forms* and *Quantity* of their *copies* intended for printing), which are printed automatically when preparing claims for him.

The tab “Delivery addresses” specifies agent’s delivery addresses:

- *Active* – the delivery address is actual;
- *Delivery address identity* – a [Delivery Addresses](#) Dictionary record.

When clicking the button , a form to create a new [Address](#) will open.

The tab “Powers of attorney” available only for legal bodys specifies powers of attorney issued by the agent:

- *Issued to*– name, to whom the power of attorney has been issued;
- *Issue date* – date of issue of the power of attorney;
- *Valid until date* – expiration date of the power of attorney. Expired date will be set off in **red**.

Issue date	Valid until date	Issued to
6/11/2014	6/11/2017	Gurskiy Roman
6/11/2013	5/11/2014	Ivanov Konstanin

When clicking the button , a form to create a new [Power of attorney](#) will open.

Powers of attorney



The Dictionary contains power of attorney, issued by agents:

Identity	Issue date	Issued to	Valid until date
1	6/11/2014	Gurskiy Roman	6/11/2017
2	6/11/2013	Ivanov Konstanin	5/11/2014

Power of attorney can be fast-filtered by name of the person to whom it was *Issued*.

Edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

Agent: 16 JCS "AIST"
Type: 1 General
Issue date: 6/11/2014 **Valid until date**: 6/11/2017
Power of attorney number: 2231489/87
Issued to: Gurskiy Roman
Passport data: 4008 655898

- **Agent** – agent the legal entity on behalf of whom the power of attorney is issued (Dictionary record [Agents](#));
- **Type** – power of attorney type (Dictionary record [Power of attorney types](#));
- **Issue date** – Issue date of the power of attorney;
- **Valid until date** – the date, until and including which the power of attorney is valid;
- **Power of attorney number**;
- **Issued to** – a name on which the power of attorney is issued;
- **Passport data** – Identity data of the person to whom the power of attorney is issued.

Power of attorney types



The Dictionary contains types of powers of attorney, issued by agents:

Identity	Name
1	General
2	Special

Types of powers of attorney can be fast-filtered by *Name*.

Edit form allows to specify the only property – Power of attorney type *Name*.

Agent contacts



The Dictionary contains contact information for purposes of contacting persons from agent side:

Identity	Contact type.Name	Agent.Name	Value
1	Landline phone	Konstantin Konstantinov	+7 945 555 55 55

The contacts can be fast-filtered by *Value*.

The edit form allows to specify the following properties (all fields are mandatory):

Agent identity	34	Konstantin Konstantinov
Contact type identity	2	Landline phone
Value	+7 945 555 55 55	

- *Agent identity* – an [Agents](#) Dictionary record;
- *Value* – contact information per se;
- *Contact type identity* – a type of contact information: mobile phone, Email, etc. (a *Types Of Contact Data* Dictionary record).

Customer supply contracts



The Dictionary contains basic information on supply contracts with company's customers:

Identity	Name	Contract number
1	Contract No 120813/03	120813/03
2	Bump the Stump	130514/03

The contracts can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

Customer supply contracts: 1 en

Execute commands... OK Save Cancel

Name	<input type="text" value="Contract No 120813/03"/>	Credit amount	<input type="text" value="200,000."/>
Agent	<input type="text" value="16"/> JCS "AIST"	Grace period, days	<input type="text" value="3"/>
Contract number	<input type="text" value="120813/03"/>	<input type="checkbox"/> Soft copy obtained	
Contract date	<input type="text" value="9/29/2014"/>	<input type="checkbox"/> Hard copy obtained	

- **Name** – name of the contract;
- **Agent** – an agent, who signed the contract (an Agents Dictionary record);
- **Contract number** – number of the contract;
- **Contract date** – date of conclusion of the contract;
- *Credit amount* – an amount of credit, in which the company can ship articles to the *Agent*;
- *Grace period, days* – a payment deferment in days given to the *Agent* from the time of shipment;
- *Hard copy obtained* – the flag indicates that the originals of the contract are received by the company;
- *Soft copy obtained* – the flag indicates that the electronic version of the contract is received by the company.

Website logins



The Dictionary contains a list of logins which are set by users if operating on the company e-shop website:

Identity	Login	Private person agent.Name
2	andrew	Reznikov Andrew
3	kosty	Konstantin Konstantinov

Website Logins can be fast-filtered by *Login*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

Website logins, 2 [changed]

Website logins: 2 | en | Execute commands... | OK | Save | Cancel

Login: andrew
Private person agent: 18 | Reznikov Andrew
Creation date: 8/1/2014 | 6:00:00 AM
Password hash: gOs4z7q3Oh1FB2nreB|

- **Login** is Website Logins;
- **Private person agent** is an Agent-Person with whom *Login is associated* (Dictionary record [Agents](#));
- **Creation Date** is creation date of login on the website;
- **Password hash** is a password hash MD5.

Payment details



The Dictionary contains payment details of external agents for incoming and outgoing cashless payments:

Identity	Recipient name	Agent.Name
3	Provider	Provider №1

The payment details can be fast-filtered by *Recipient name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Agent** – an agent, to whom the given payment details are related (an [Agents](#) Dictionary record);
- **Recipient name** – name of payment details;
- **INN** – bank’s INN (Taxpayer Identification Number);
- **Payment purpose template** – a template used for filling in of the respective field in payment documents;
- **Comments** – any comments in free form.
- **Settlement account** – number of the bank settlement account;
- **BIC** – BIC (Bank Identification Code);
- **Bank name** – name of bank. Defined automatically, if the [Banks](#) Dictionary has a record with a number conforming to the number specified in the *BIC* field;
- **Bank location** – a city, where the bank is located. Defined automatically, if the [Banks](#) Dictionary has a record with a number conforming to the number specified in the *BIC* field;
- **Correspondent account** – bank’s correspondent account . Defined automatically, if the [Banks](#) Dictionary has a record with a number conforming to the number specified in the *BIC* field.

Agent types



The Dictionary contains a list of types of company’s agents.

Identity	Name
<input type="checkbox"/>	1 Customer
<input type="checkbox"/>	2 Supplier
<input type="checkbox"/>	3 General agent
<input type="checkbox"/>	4 Other
<input type="checkbox"/>	7 Bonus

The types of agents can be fast-filtered by *Name*.

The edit form allows to specify the only property of a type of agent – *Name*.

Legal body types



The Dictionary contains a Legal Body Type list for description of Agent Legal Bodies:

Identity	Name
6	Limited Liability Company (LLC)
9	Limited Liability Partnership (LLP)
10	Open Joint Stock Company (OJSC)
12	Closed Joint Stock Company (CJSC)

Legal Body Types can be fast-filtered by *Name*.

The edit form allows to specify the only property for the Legal Body Types – *Name*.

Agent social network accounts



The Dictionary contains a list of agents' accounts in social networks stated by users on the company's online shop:

Identity	Social code	Social identity	Agent.Name
1	facebook.com	andrey.reznikov	Reznikov Andrew
2	vk.com	id75896321	Петров

The Social Network Accounts can be fast-filtered by *Social code*.

The edit form allows to specify the following properties (all specified automatically):

Agent social network accounts, 1

Agent identity: 18 | Reznikov Andrew

Social code: facebook.com

Social identity: andrey.reznikov

- *Agent identity* – an agent, who signed the contract (an [Agents](#) Dictionary record);
- *Social code* – code of a social network. The code format is determined by developers of the online

shop.

- *Social identity* – an account in a social network. The code format is determined by developers of the online shop.

Website login legal bodies



The Dictionary contains a list of Legal Bodies who are associated with website users:

Identity	Agent.Name	Website login.Login	Website login.Private person agent.Name
1	Business Services	kosty	Konstantin Konstantinov
2	JCS "AIST"	andrew	Reznikov Andrew

The edit form allows to specify the following properties (all fields are mandatory):

Website login legal bodies, 2

Website login legal bodies: 2 | no files | en | No commands available | OK | Save

Agent identity: 35 | Business Services

Website login identity: 2 | andrew

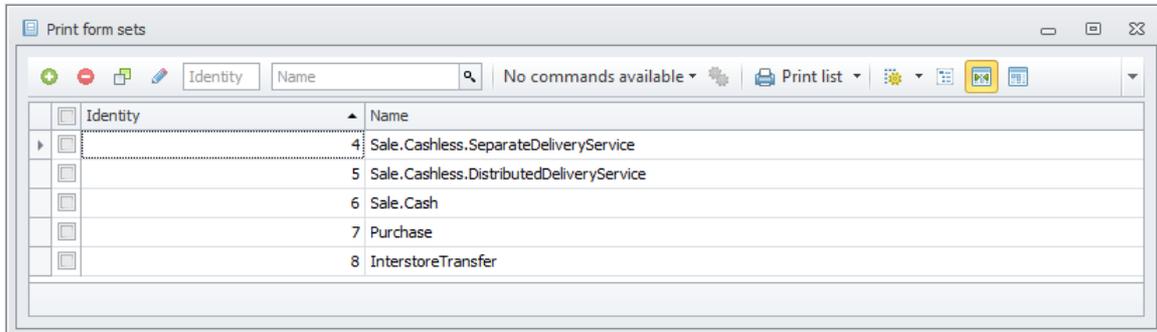
- *Agent identity* is an Agent-Legal Body with whom *Login* is associated (Dictionary record [Agents](#));
- *Website login identity* is Dictionary record [Website Login](#).

Settings

Printform sets

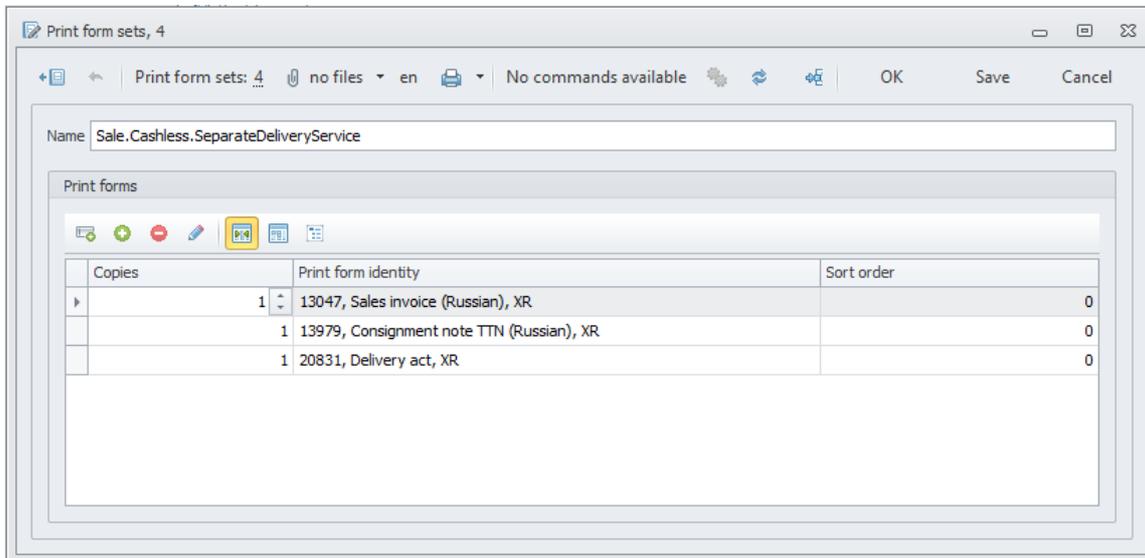


The Dictionary contains Print Form Sets used for the printing document sets:



Sets can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):



- **Name** is a Print Form Set Name;
- **Print Forms** is a Print Form Sets list:
 - *Print form identity* is a System Dictionary Record *Print Forms*;
 - *Copies* is a number of printed copies of a Print Form;
 - *Sort order* defines sequence of Print Forms in a document set – the less the earlier form is printed. It can be ≥ 0 .

Constants

ArticlePriceRecalculationThreadCount (code 31484) – defines the number of threads started for recalculation of prices.

Price recalculation time trackers



Errors occurring during price recalculation are registered in the official Dictionary.

Dictionary records have the following properties:

- *Application server* is an application server where there was an error when calculating the prices;
- *Error text* is an error text;
- *Time* is error time.

When a Price Recalculation Error it is sent to the email address defined in the constant *PriceRecalcFailEmail* (code 31033), if after sending the last letter it has been at least 10 minutes.

Price rounding rules



The Dictionary contains Price Rounding Rules applied in case of their calculation:

Identity	Type.Name	Max price	Round up value
16	Retail	100.00	0.50
17	Purchase	1,000,000,000.00	0.01
18	Retail	1,000.00	1.00
19	Retail	10,000.00	10.00
20	Retail	100,000.00	100.00
21	Retail	1,000,000,000.00	500.00

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

Price rounding rules, 18

Price type: **1** Retail

Max price: 1,000.

Round up value: 1.

- **Price Type** is a price type which rounding rules will be applied to (Dictionary record [Price Types](#));
- **Max price** is maximum price limit of the selected *Type* in basic currency (for Russia – Russian ruble) to which the Rounding Rule works;
- **Round up value** is rounding amount.

Price Rounding Rules are applied as follows (we will consider at the example of the rules given in the list-oriented form above):

- required quantity of different rounding rules applied in its price range can be set for each *Price Type*;

- the price range is set by the next *Maximum prices*. In the example these are ranges:
 - 0.00 – 10.00;
 - 10.01 – 100.00;
 - 100.01 – 1`000.00;
 - 1`000.01 – 50`000.00;
 - 50`000.01 – 1`000`000.00;
- the rounding rule works in each range (*Rounding up*) set for upper limit (*Maximum price*) of the range.

The rounding rule set by the value *Rounding up*, works as follows (we will consider on an example for each range):

- 0.10 – Rounding up 10 kopecks (for price range 0.00 – 10.00):
 - 7.64 = 7.60
 - 7.65 = 7.70
- 0.50 – Rounding up 50 kopecks (for price range 10.01 – 100.00):
 - 67.24 = 67.00
 - 67.25 = 67.50
- 1 – Rounding up 1 ruble (for price range 100.01 – 1`000.00):
 - 743.49 = 743.00
 - 743.50 = 744.00
- 10 – Rounding up 10 ruble (for price range 1`000.01 – 50`000.00):
 - 5`674.99 = 5`670.00
 - 5`675.00 = 5`680.00
- 100 – Rounding up 100 ruble (for price range 50`000.01 – 1`000`000.00):
 - 102`249.99 = 102`200.00
 - 102`250.00 = 102`300.00

Map tile servers



The Dictionary contains a Server list used as Map Tile which are needed in the edit form [Delivery addresses](#):

Identity	Name	URL
1	OpenStreetMap	http://{subdomain}.tile.openstreetmap.org/{z}/{x}/{y}.png
2	2GIS	http://tile{subdomainNum}.maps.2gis.com/tiles?x={x}&y={y}&z={z}
3	Rostelecom-Sputnik	http://{subdomain}.tiles.maps.sputnik.ru/{z}/{x}/{y}.png
4	OpenStreetMap-road	http://korona.geog.uni-heidelberg.de/tiles/roads/x={x}&y={y}&z={z}
5	OpenStreetMap-adm.border	http://korona.geog.uni-heidelberg.de:8007/tms_b.ashx?x={x}&y={y}&z={z}

Servers can be fast-filtered by *Name*.

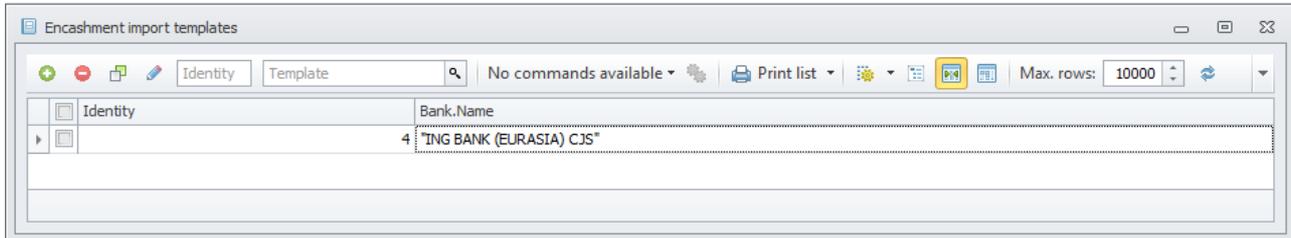
The edit form allows to specify the following properties (all fields are mandatory):

- *Name* is a Map Tile Server Name;
- *URL* is a Server address.

Encashment import templates

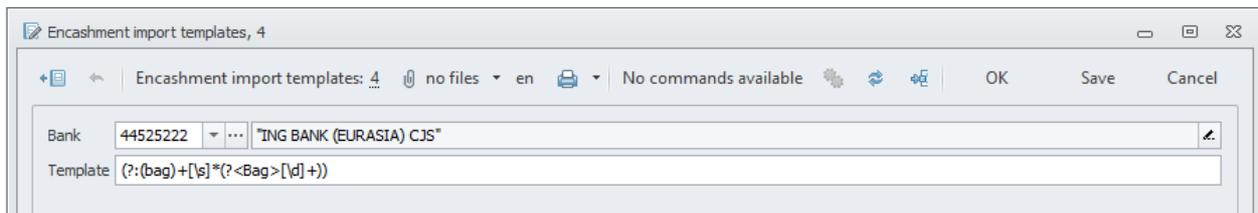


The Dictionary contains a list of encashment templates, used when importing the bank statement:



The templates can be fast-filtered by *Template*.

The edit form allows to specify the following properties (all fields are mandatory):



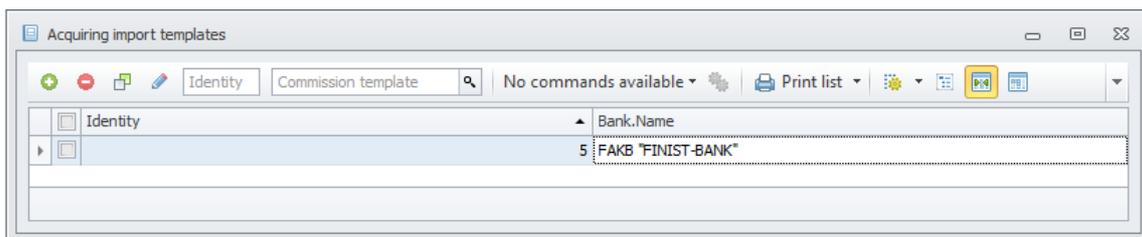
- *Bank* – the template will be applied to encashment documents of the bank when importing the bank statement (Dictionary record [Banks](#));
- *Template* – a template for identification of collector bag number. Setup of a template is described in details at the appropriate section. A concrete value depends on each bank, in particular, for Sberbank of Russia at the time of writing of the article it was equal to:

(?:(bag)+[\s]*(<?Bag>[\d]+))

Acquiring import templates

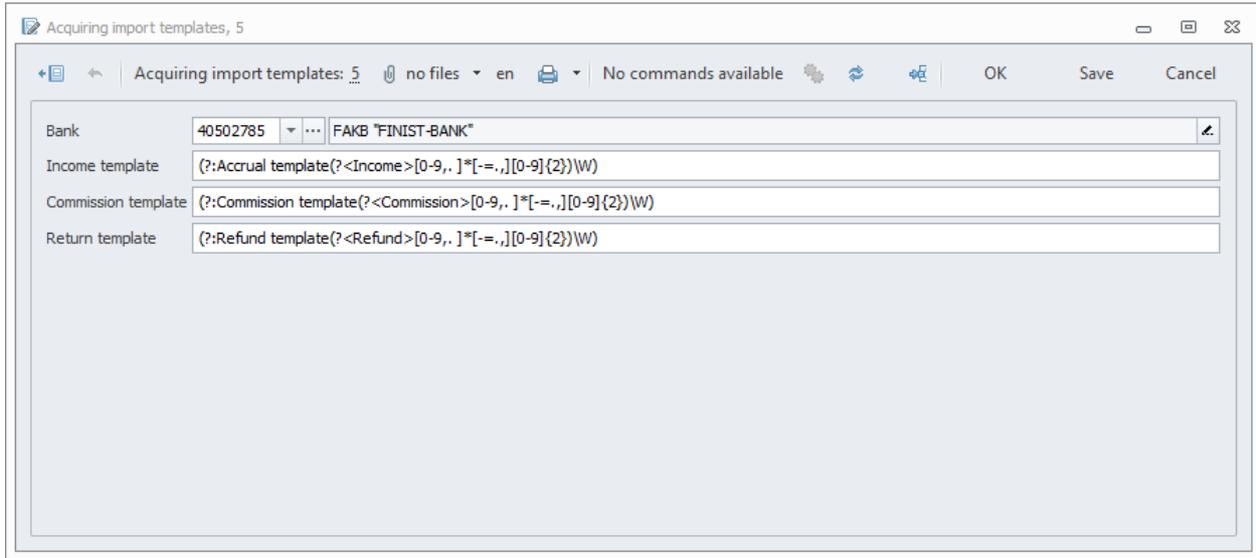


The Dictionary contains a list of acquiring templates used in importing of bank statements:



The templates can be fast-filtered by *Commission template*.

The edit form allows to specify the following properties (all fields are mandatory):

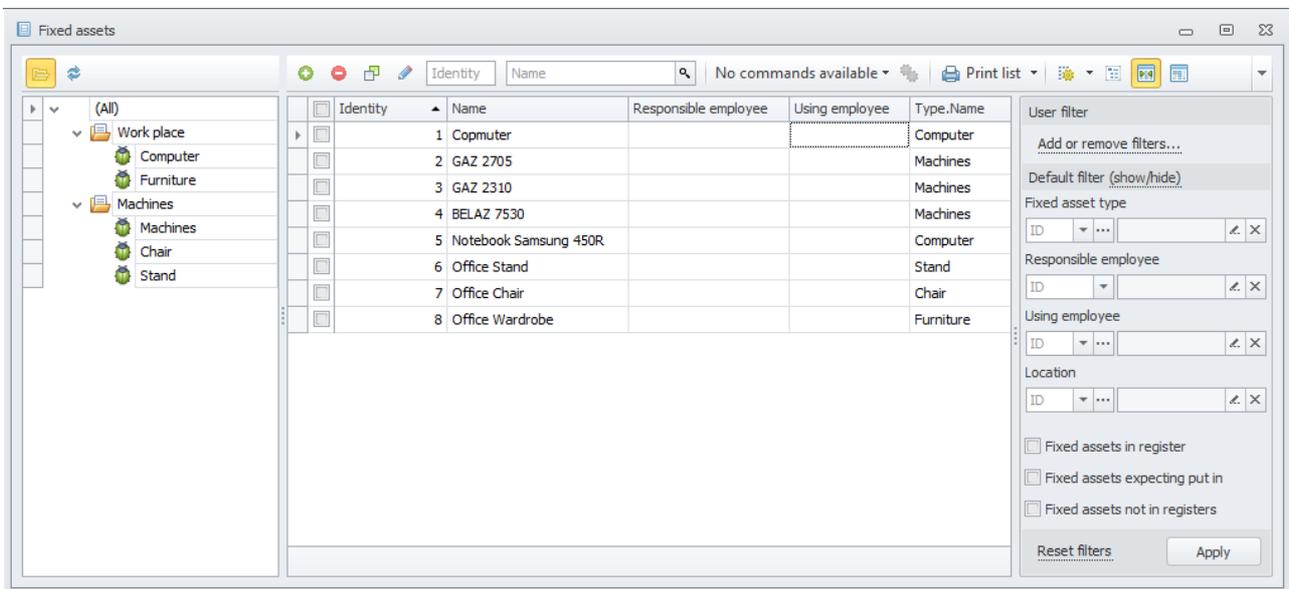


- *Bank* – a bank, to whose acquiring documents the template will be applied when importing a bank statement ([Banks](#) Dictionary record);
- *Income template* – a template for defining an acquiring sum accrued;
- *Commission template* – a template for defining a commission amount on acquiring;
- *Return template* – a template for defining an acquiring refund amount.

Fixed assets



The Dictionary contains a list of all fixed assets of the company:



Fixed assets can be fast-filtered by *Name*.

The following filter options are also available:

- a flag *fixed assets in register* – to show fixed assets put into the operation (including fixed assets which period of use is already ended, but they have not been written off yet);
- a flag *fixed assets expecting put in* – to show the fixed assets which are in process of putting into operation (added but are not put into the operation yet);

- a flag *fixed assets not in registers* – to show fixed assets which are already written off.

Edit form allows to specify the following properties (all fields are mandatory):

The screenshot shows a software window titled "Fixed assets, 4". It features a toolbar with icons for back, forward, and other actions, along with text like "Fixed assets: 4", "no files", "en", "No commands available", "OK", "Save", and "Cancel". Below the toolbar, there are two input fields: "Name" with the value "BELAZ 7530" and "Type identity" with the value "8" and a dropdown menu showing "Machines".

- *Type identity* – fixed asset types (Dictionary record [Fixed assets types](#));
- *Name* – name of the fixed asset.

Fixed assets types



The Dictionary contains fixed asset types and their general properties:

The screenshot shows a software window titled "Fixed asset types". It has a toolbar with icons for add, delete, and other actions, along with text like "Identity", "Name", "No commands available", "Print list", and "Select analytic columns". Below the toolbar is a table with two columns: "Identity" and "Name".

Identity	Name
(All)	(All)
8	Machines
14	Chair
10	Stand
15	Computer
16	Furniture

Fixed asset types can be fast-filtered by *Name*.

Edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Name** – name of the fixed asset types .
- **Group FA** – fixed assets group (Dictionary record *Fixed asset groups*);
- **Amortization method** – method of amortization of fixed asset type (Dictionary record *Amortization methods*);
- *Useful service* measured in months useful life of the fixed asset type.

Fixed asset locations



The Dictionary contains a list of location of the physical fixed assets :

Identity	Name
1	Saint-Petersburg office
2	Moscow office

Fixed assets locations can be fast-filtered by *Name*.

Edit form allows to specify an only property of fixed asset locations – *Name*.

Amortization methods

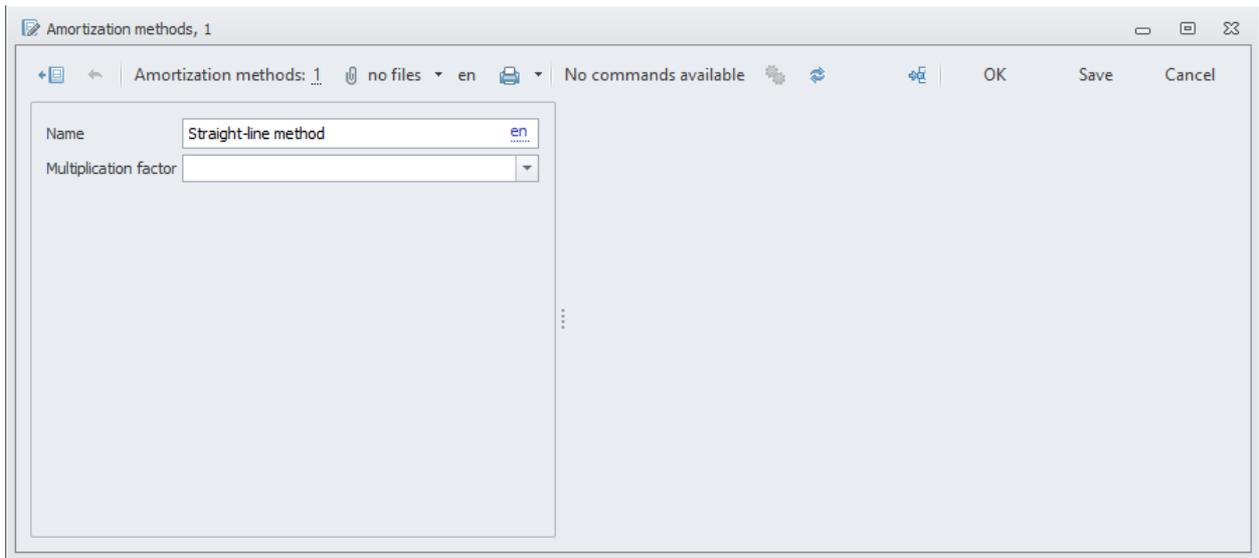


The Dictionary contains a list of system-supported methods of amortization of fixed assets. The system developers only can change the Dictionary contents.

Identity	Name
1	Straight-line method
2	Reducing balance method

The methods of amortization can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):



- **Name** – name of the amortization method;
- **Multiplication factor** – used in calculation by the reducing-balance depreciation method; default value is 1.

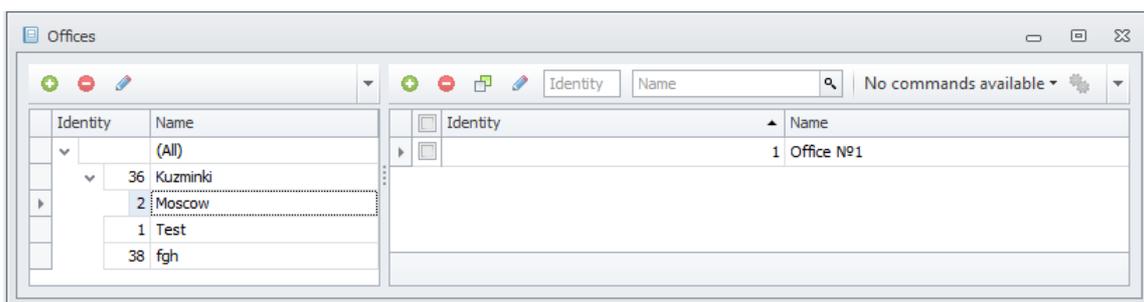
The methods of calculation of fixed assets amortization are as follows:

- *straight-line methods* – charges cost evenly throughout the useful life of a fixed asset.
- *declining balance* – charges cost depending on a depreciated value of a fixed asset at the beginning of each reporting year. It is mandatory also to specify the acceleration factor.

Offices



The Dictionary contains a list of company’s offices. The list form of the Dictionary is divided into two parts: Territorial formations are displayed to the left ([Locations](#) Dictionary records), a list of offices of the formation selected is displayed to the right:



The territorial formations and offices can be fast-filtered by *Name*.

The office edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

The screenshot shows a software window titled "Offices, 1". It has a menu bar with "Offices: 1", "no files", "en", and "No commands available". There are "OK", "Save", and "Cancel" buttons. The form is divided into two tabs: "General" and "Firms".

General Tab Fields:

- Name: Office №1
- Location: 2, Moscow
- Address: Moscow, Leninradskoe h., 16
- Hub: 4, TestStore
- Main store: 1, Moscow, Leningradskoe high...
- Fixed asset release point: 28, Release point 1
- Description release point: ID
- Delivery return point: 23, Return point
- Acceptance store: 1, Moscow, Leningradskoe high...
- Problem store: 1, Moscow, Leningradskoe high...
- Delivery address: 350, Moscow, 3rd Pavlovsky street 1...
- Price zone: 1, Global

Firms Tab Fields:

- Main firm: 1, Firm №1
- Cash firm: 1, Firm №1
- Cashless firm: 1, Firm №1
- Credit firm: 1, Firm №1
- Sale firm: 1, Firm №1
- Purchase firm: 1, Firm №1
- Fixed asset purchase firm: 1, Firm №1

The tab “General” specifies the properties:

- **Name** – name of an office;
- **Location** – a territorial formation, where the office is located (a [Locations](#) Dictionary record). For a newly created office, the location is defined automatically according to the territorial formation initially selected in the Dictionary list form.
- **Address** – address of the office;
- **Hub** – a storehouse serving as a source for articles replenishment at a *Store* of the office (a [Stores](#) Dictionary record). Can be selected only among stores relating to the given office;
- **Main store** – the main store, where articles sold by the office are kept (a [Stores](#) Dictionary record). Can be selected only among stores relating to the given office;
- **Fixed asset release point** – a place at the *Store* for releasing of fixed assets ordered by the office (a [Store Release Point](#) Dictionary record). The field is mandatory, if a *Store* is selected for the office. Can be selected only among release points relating to the selected *Store*;
- **Description release point** – a place at the *Store* for releasing articles moved for description purposes (a [Store Release Point](#) Dictionary record). Can be selected only among release points relating to the selected *Store*;
- **Delivery return point** – a point where drivers unload returned articles (an [Unloading Points](#) Dictionary record). The field is mandatory, if an *Acceptance store* is selected for the office. Can be selected only among unloading points relating to the selected *Acceptance store*;
- **Acceptance store** – a store, where articles are accepted (a [Stores](#) Dictionary record). The field is mandatory, if a *Store* is selected for the office. Can be selected only among stores relating to the given office;
- **Problem store** – a store, where problem (e.g. defective) articles are handled (a [Stores](#) Dictionary record). Can be selected only among stores relating to the given office;
- **Delivery address** – address for delivery to the office (a [Delivery Addresses](#) Dictionary record);
- **Price zone** – a [Price Zones](#) Dictionary record;

■ The tab “Firms” specifies legal bodies associated with the office ([Firms](#) Dictionary records), all fields are mandatory:

- **Main firm** – the main legal body;
- **Cash firm** – a legal body for cash payments;
- **Cashless firm** – a legal body for payment on account;

- *Credit firm* – a legal body for operating credits;
- *Sale firm* – a legal body for sales;
- *Purchase firm* – a legal body for procurements;
- *Fixed asset purchase firm* – a legal body for procurements of fixed assets.

■ The tab “Warranty” specifies warranty facilities:

- *Front office* – a front office division of the warranty *Department* located in the office (a [Front Office](#) Dictionary record) and a *Release point* at a *Store* for articles and cargoes released to the department (a [Store Release Point](#) Dictionary record);
- *Back-hub* – a Back-hub division of a warranty *department* located in the office (a [Back-hub](#) Dictionary record) and a *Release point* at a *Store* for articles and cargoes released to the department (a [Store Release Point](#) Dictionary record).

Front-office	
Department	6 TestBackHub
Release point	28 Release point 1

Back-hub	
Department	10 TestFrontOffice
Release point	28 Release point 1

Claims



The Dictionary contains a Claims List – customer complaints to the Company Warranty Department in cases of guarantee maintenance of Articles:

Identity	Claimant	Description	Comments	Creation date
38	Konstantin Konstantinov	Claims (Request) #38, 3/27/2016		3/27/2016 12:58:25 PM
85	ZAO "Digital Technology"	Claims (Processed) #85, 4/11/2016		4/11/2016 11:01:58 PM
166	ZAO "Digital Technology"	Claims (Processed) #166, 5/4/2016		5/4/2016 10:02:09 PM
169	ZAO "Digital Technology"	Claims (Processed) #169, 5/4/2016		5/4/2016 10:37:58 PM
172	ZAO "Digital Technology"	Claims (Processed) #172, 5/4/2016		5/4/2016 10:52:08 PM
175	ZAO "Digital Technology"	Claims (Processed) #175, 5/4/2016		5/4/2016 10:59:40 PM
179	ZAO "Digital Technology"	Claims (Processed) #179, 5/4/2016		5/4/2016 11:05:58 PM

Claims can be fast-filtered by *Package Contents*.

The Claims edit form allows to specify the following properties:

On the *Common* tab there are properties (fields in **bold** are mandatory for filling):

- **Scan a barcode:**
 - **Serial number** is Dictionary record [Barcodes](#). Claim Serial Number is a barcode of *Articles under the warranty for Articles charged according to unique Barcodes*. Barcode Labels glued on a Claim are used in other cases. *The Serial Number* can be entered by scanning of Article Barcode if the cursor is set in entry field *Scan a Barcode* (by default when opening a Claim Card);
- **Properties:**
 - **Article** is an Article accepted under warranty (Dictionary record) [Articles](#));
 - **Claimant** is a client upon whose application a claim is made (Dictionary record [Agents](#));
 - **Outcome Document** is a document whereby the Article was implemented to an *Claimant* (for example, Document of Journal [Sales of Articles](#)). If the single document was found, it is selected automatically. Otherwise *the Account document* selection is carried out by right-click. In the opened form *Document selection* all documents are listed by which Claim Article was implemented to an *Claimant* (if the Article is recognized by unique Barcodes additional filtering by Claim Serial number, which is at the same time the Article Barcode) is made:

ID	Description	Office	Supplier	Price
150	Purchases (Took on charge) #150, 4/29/...	3, TestSimpleOffice	16, JCS "AIST"	1000
97	Purchases (Took on charge) #97, 4/13/2...	1, Office №1	8, Provider №1	1000
90	Purchases (Took on charge) #90, 4/12/2...	1, Office №1	8, Provider №1	1000

- **ID** and **Description** is outcome document information;
- **Supplier** is an Article Supplier (Dictionary record [Agents](#));
- **Price** is an Article Sell Price.

It is possible to select a sale document by double left-click in a list or by selecting a document and clicking "Select" in the lower left corner of the form

- **Income Document** is a document whereby the Article was purchased by the Company (Document of Journal [Article Purchases](#)). If the single document was found, it is selected automatically. Otherwise *the Income Document* selection is carried out  by right-click. In the opened form *Document selection* all documents *Article Purchases* are listed, by which the Claim Article was purchased by the Company:

ID	Description	Office	Supplier	Price
220	Purchases (Took on charge) #220, 5/7/2016	1, Office №1	8, Provider №1	1000
162	Purchases (Took on charge) #162, 5/5/2016	1, Office №1	16, JCS "AIST"	1000
150	Purchases (Took on charge) #150, 4/29/2016	3, TestSimpleOffice	16, JCS "AIST"	1000
97	Purchases (Took on charge) #97, 4/13/2016	1, Office №1	8, Provider №1	1000
90	Purchases (Took on charge) #90, 4/12/2016	1, Office №1	8, Provider №1	1000

Select

- *ID* and *Description* is Outcome document information;
- *Office* is an office which makes a purchase (Dictionary record [Offices](#));
- *Supplier* is Dictionary record [Agents](#);
- *Price* is an *Article Purchase Price* .

It is possible to select a purchasing document by double left-click in a list or by selecting a document and clicking "Select" in the lower left corner of the form

- **Supplier** is a supplier according to the selected *Receiving document* who realize warranty maintenance (Dictionary record [Agents](#));
- **Description:**
 - *Creation Date* is a Claim Creation Date. It is filled automatically and it ca not be changed manually;
 - *Front-Office* is the Front-Office subdivision of the Warranty Department wherein *the Claimant's* Claim was accepted (Dictionary record [Front Office Warranty Departments](#)). It is filled automatically and it can not be changed manually;
 - *Contacts* are Claimant contact information. They are autocompleted from his Agent card, can be changed manually;
 - **Appearance** is Article appearance including visible defects, attritions, scratches, etc. The detailed description protects the company from Client's claims to trade dress of the Article returned to him by the company;
 - **Completeness** is description of Article entire content checked-in in free format;
 - **Defect description** is Article defect description in free format;
- **Markdown:**
 - *Markdown Article* is a markdown Article which is created automatically based on a Claim Article in case of its markdown (Dictionary record [Articles](#)). A prefix [*Cheaper*] is added to the Article Name;
 - *Markdown agent* is an Agent for Cost Recovery (Dictionary record [Agents](#)), it is filled automatically;
 - *Markdown FRC* is FRC for Cost Recovery (Dictionary record [FRC](#)), it is filled automatically;
- **Prices:**
 - *Amount* is Claim Return Amount which is equal to Actual Market (downpayment for credit or less the bonuses used to pay);
 - *Outcome Price* is Article sales value according to the *Issue Document*;
 - *Income Price* is Article cost of purchase according to the *Receiving Document*;

Description

Creation date 7/21/2016 1:39:47 PM

Front-office 10 TestFrontOffice

Contacts

Appearance Describe the article current state: the presence of abrasions, scratches, nicks, etc.

Completeness List the complete set

Defect description Describe the essence of the defect and its manifestation

- button *Markdown* – by clicking the button a markdown payment form opens. Then it is possible to markdown only a claim created which did not come in balance of the Front-Office Warranty Department:

Markdown

Original amount:

Markdown amount:

Difference:

Packaging status

Light marks

Medium marks

No packing

Excellent

Product condition

New

Slight marks of exploitation

Big marks of exploitation (scrapes and scratches)

Completion

Full

Not full

Without kit

Warranty

Not full

No

Full

OK Cancel

Markdown

Original amount:

Markdown amount:

Difference: -607.06 (55.19%)

Light marks

Light marks

Medium marks

No packing

Excellent

Product condition

New

Slight marks of exploitation

Big marks of exploitation (scrapes and scratches)

Completion

Full

Not full

Without kit

Warranty

Not full

No

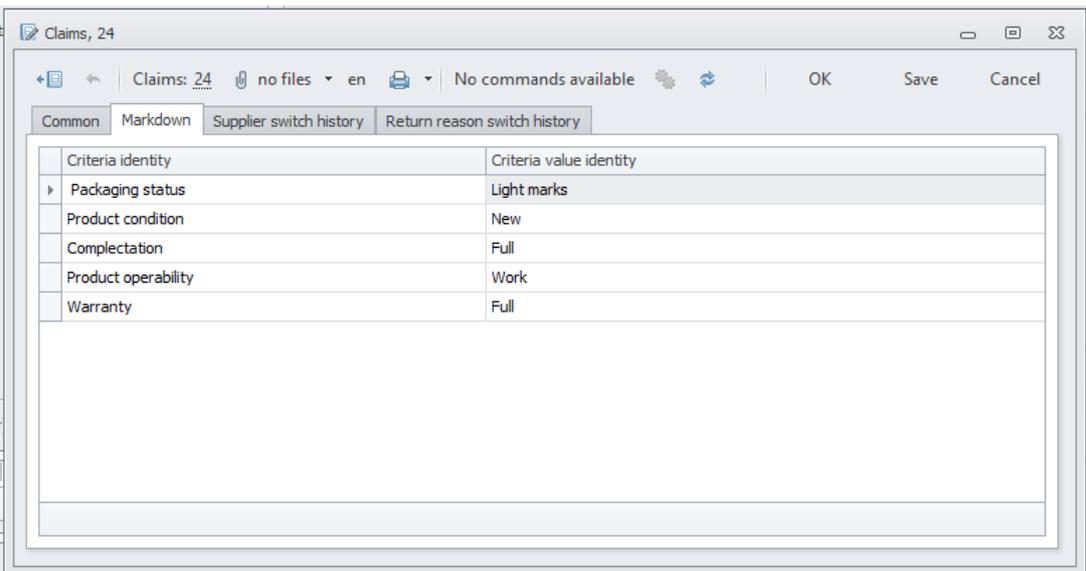
Full

OK Cancel

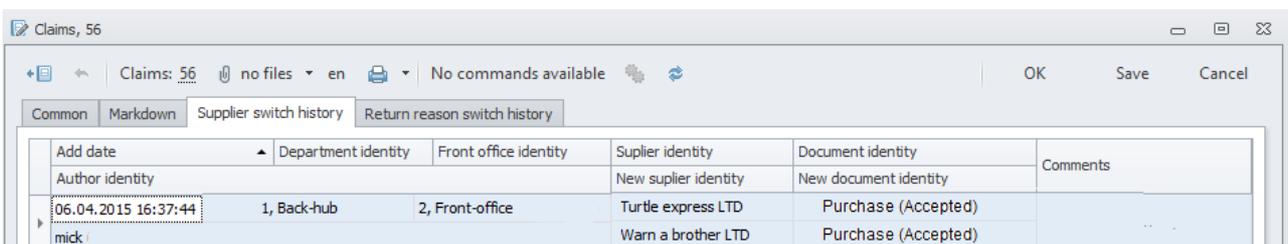
In the *Markdown form* it is necessary to select for each criterion (Dictionary record [Claim Markdown Criteria](#)) one of its values (Dictionary record [Claim Markdown Criteria Values](#)). *Markdown Amount* is calculated after evaluation of all criteria. By clicking “OK”:

- *Claim Return Amount is replaced by the Markdown Amount value;*
- In the Dictionary of [Articles](#) a new Article which is the Claim Article copy is created. Its base value is set equal to the new (markdown) *Claim Return Amount*. *The created Article is added to the Claim in the field Markdown Article;*
- **Replacement:**
 - *Replacement Article* is an Article which is issued for temporal Claim Article substitution during test time (Dictionary record [Articles](#));
 - *Substitution Document* is a document whereby *the Replacement Article was issued* (Document Journal [Replacement Articles](#)). *Substitution Document* is created automatically by system, its field in a Claim Card is also autocompleted;
- **Return** is Return Claim Information from the Back-Hub department, it is set automatically:
 - *Return Reason* is Dictionary record [Warranty Return Reasons](#);
 - *Comment* is a comment in free format for a Return Reason;
- **Diagnostics:**
 - *Begin* is Diagnostic begin Date. It is put down automatically as a Claim Creation Date, can be changed;
 - *End* is a Diagnostic End Date. It is put down automatically as a Claim Creation Date plus a period set by constant *WarrantyDiagnosticsPeriod* (code 39190), it can be changed.

On the **Markdown** tab there are claims selected in case of markdown for *Criteria identity* (Dictionary Records [Claim Markdown Criteria](#)) *Criteria Value identity* (Dictionary Records [Claim Markdown Criteria Values](#)). The tab is empty when the Claim Markdown was not carried out.



On a **Supplier Switch History** tab there is information about Change of Supplier procedure executed in the Back-hub Department for a Claim Article:



- *Add Date* is a Supplier Change Date;
 - *Author identity* is a user who replaced a supplier (a System Dictionary Record *Users*);
 - *Department identity* is the Back-Hub subdivision of the Warranty Department wherein a supplier was replaced (Dictionary record [Back Hub Warranty Department](#));
 - *Front Office identity* is the Front Office subdivision of the Warranty Department wherein the Claim was accepted (Dictionary record [Front Office Warranty Departments](#));
 - *Supplier identity* is old and new suppliers (Dictionary Records [Agents](#));
 - *Document identity* is old and new Receiving documents whereby an Article was bought by the company;
 - *Comments* is a comment entered in case of Change of Supplier.
- On a Return Reason Switch History tab there is information about Claim Return procedures executed in the Back-hub Department (by a supplier or department):

Add date	Return reason identity	Comments	Switch document identity
6/27/2016 11:22:35 PM	Broken warranty seal (stamp)	no stamp	Warranty release to deliveries (Released to ...)

- *Add Date* is a Claim Return Date and Time;
- *Return reason identity* is Dictionary record [Warranty Return Reasons](#);
- *Comments* is a comment in free format for a Return Reason;
- *Switch Document identity* is a document wherein returned was issued.

The last up-to-date information (with the latest *Add Date*) is also on the Claim General tab in a *Return* group.

Cargoes



The Dictionary contains a cargo list, the Company Logistics Division works with it. For example, Cargoes are packed Articles or Claims which are accepted, stored, shipped and transported packaged in container as a unit. Wooden or cardboard boxes, bags, packets, pallets, containers and etc. can be used as a package:

Identity	Destination store.Name
1	TestSimpleAcceptanceStore

The edit form allows to specify the following category properties (fields in **bold** are mandatory for filling):

- **Destination store** is a store where Cargo shall be arrived (Dictionary record [Store](#));
- **Price** is a cargo estimated price, default value is 0;
- **Grouping** is made based on the value of this field to segregate cargo in case of placement at the terminal Store;
- **Primary document** is a document which cargo is credited at *Assign Store*;
- **Cargo parameters**:
 - **Gross weight, kg** in kilograms;
 - **Length, cm, Width, cm and Height, cm** of cargo in centimeters.

Cargo is unique unit. Even for two completely identical cargoes (with identical contents and equally packed) it is necessary to get at least two separate Dictionary Records *Cargoes*. Therefore Unique Identifier is each Cargo Name.

Courier tasks



The Dictionary contains a Task list which can be issued to a Courier of the Company Back-Hub Warranty Department:

Identity	Name
1	Drive documents
2	Collect claims from a supplier

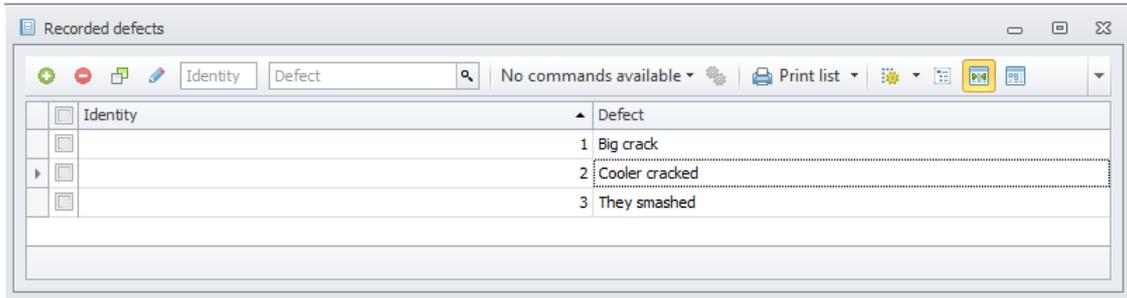
Tasks can be fast-filtered by *Name*.

The edit form allows to specify the single property for a Courier – *Name*.

Recorded defects

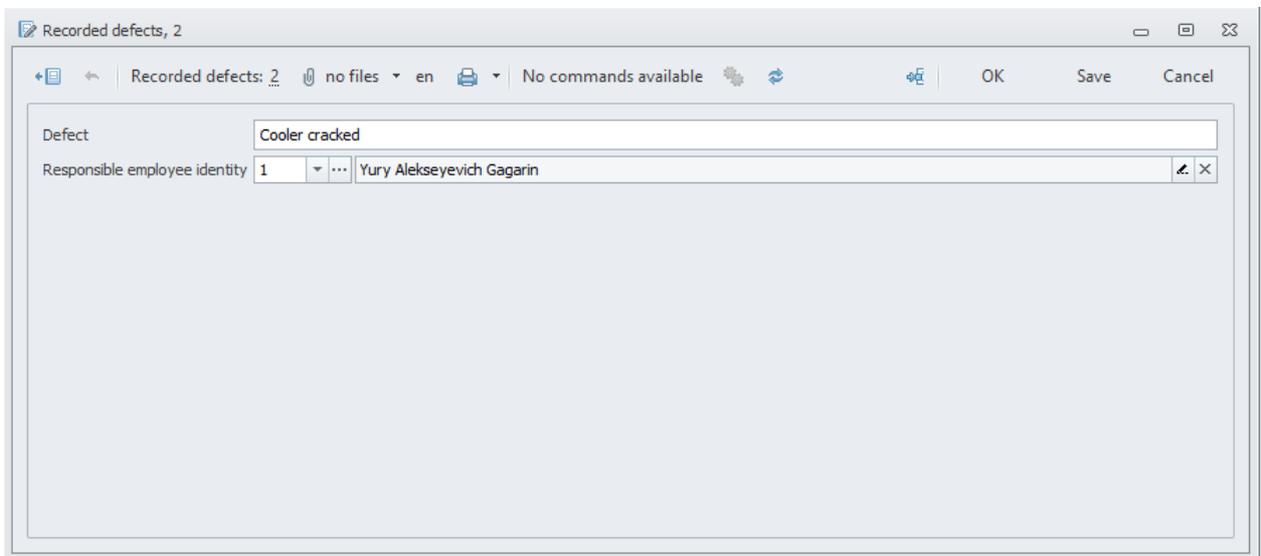


The Dictionary contains a list of Recorded Defects:



Dictionary Records can be fast-filtered by *Defect*.

Dictionary Records are created automatically by system when filling Document Journals [Defective Articles](#). The Defect edit form allows to specify the following properties (all are specified automatically):

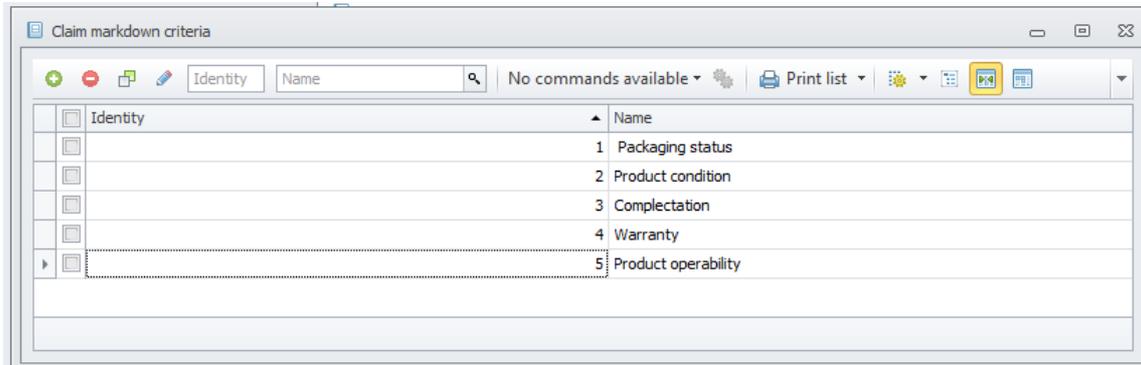


- *Defect* is Defect description;
- *Responsible Employee identity* is an employee who is liable for Article Markdown whereby the defect was revealed (Dictionary record [Employees](#)).

Claim markdown criteria

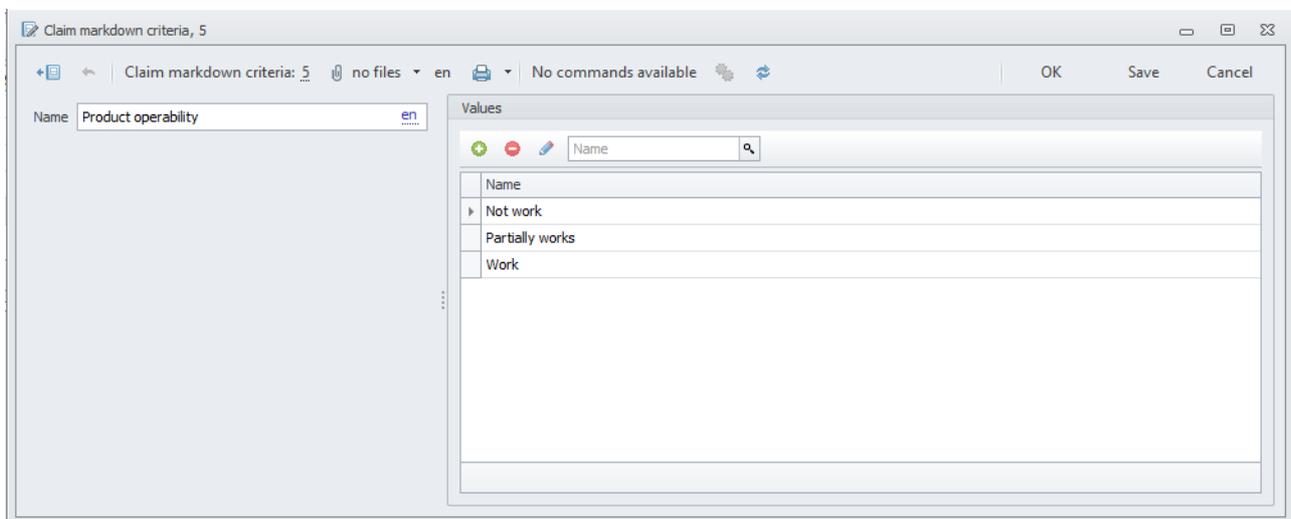


The Dictionary contains a Criteria list by which values Claim Markdown is made:



Dictionary Records can be fast-filtered by *Name*.

The Markdown Criteria edit form allows to specify the following properties (fields in **bold** are mandatory for filling):



- **Name** is a Markdown Criterion Name;
- **Values** are a values list used for Criterion (Dictionary Records [Claim Markdown Criteria Values](#)).
 Markdown Criterion Values can be added  or deleted  by suitable buttons in a toolbar, filtered by *Name* and opened for editing by double left click.
 Markdown Criterion Values added or deleted thus when saving a criterion will be respectively added or deleted in the Dictionary *Claim Markdown Criteria Values*.

Claim markdown criteria values



The Dictionary contains a Criteria Values list by which Claim Markdown is made:

Identity	Name
25	Light marks
26	Medium marks
27	No packing
28	New
29	Slight marks of exploitation
30	Big marks of exploitation (scrapes and scratches)
31	Full
32	Not full
33	Not full
34	No
35	Work
36	Not work
37	Partially works
83	Full
84	Without kit
85	Excellent

Dictionary Records can be fast-filtered by *Name*.

The Markdown Criteria Values edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

Claim markdown criteria values, 83

Name: en

Criteria:

Factors

Price range identity	Factor, %
0	92%
1000	97%
10000	98%
50000	100%
100000	100%

- **Name** is a Markdown Criterion Value Name;
- **Criteria** is a criteria with this value (Dictionary record [Claim Markdown Criteria](#));
- **Factors** are Claim Markdown Coefficient Values for price ranges (the Dictionary Records [Price Ranges for Claim Markdown](#)). Markdown *Factor* Value is within 0-100% and changes to move the slider. Coefficient Value in % is to the right of the slider.

In case of Claim Markdown its cost is multiplied by *Coefficient Value*. For example, if value of Markdown *Coefficient* is 95% and Claim Price is 100 rubles then Claim Markdown Price will be equal 100 rubles * 0,95 = 95 rubles. When Coefficient Value is 100% Markdown is not made.

When creation of new Markdown Criteria Value all price ranges are added to it automatically. When adding *Fac Value* – 100% is appropriated to all price ranges .

Claim markdown criteria price ranges



The Dictionary contains a Price Ranges List applied in case of Claim Markdown:

Identity	Price
1	0.00
2	1,000.00
3	10,000.00
4	50,000.00
5	100,000.00

The edit form allows to specify the single property of Price Range – *Price*.

Price Ranges (Limits) are set:

- lower – by value of *Price* of Price Range;
- upper – by the closest great value of *Price* of other Price Range.

In this example Price Ranges of a list form are as follows:

- 0 – prices from 0,00 to 999,99;
- 1000 – prices from 1'000,00 to 9'999,99;
- 10000 – prices from 10'000,00 to 49'999,99;
- 50000 – prices from 50'000,00 to 99'999,99;
- 100000 – prices from 100'000,00 and above;

Front Office warranty department



The Dictionary contains the Company Front Office Warranty Department List:

Identity	Name
10	TestFrontOffice

Warranty Departments can be fast-filtered by *Name*.

The Warranty Department edit form allows to specify the following properties (all fields are mandatory):

- *Name* is a Warranty Department Name;
- *Back-hub Department identity* is the Back-hub Warranty Department, the subdivision interacts with it (Dictionary record [Back-Hub Warranty Department](#));
- *Stocktaking Agent identity* is a agent when deficiencies revealed during the inventory are written off him (Dictionary record [Agents](#));

Back Hub warranty department

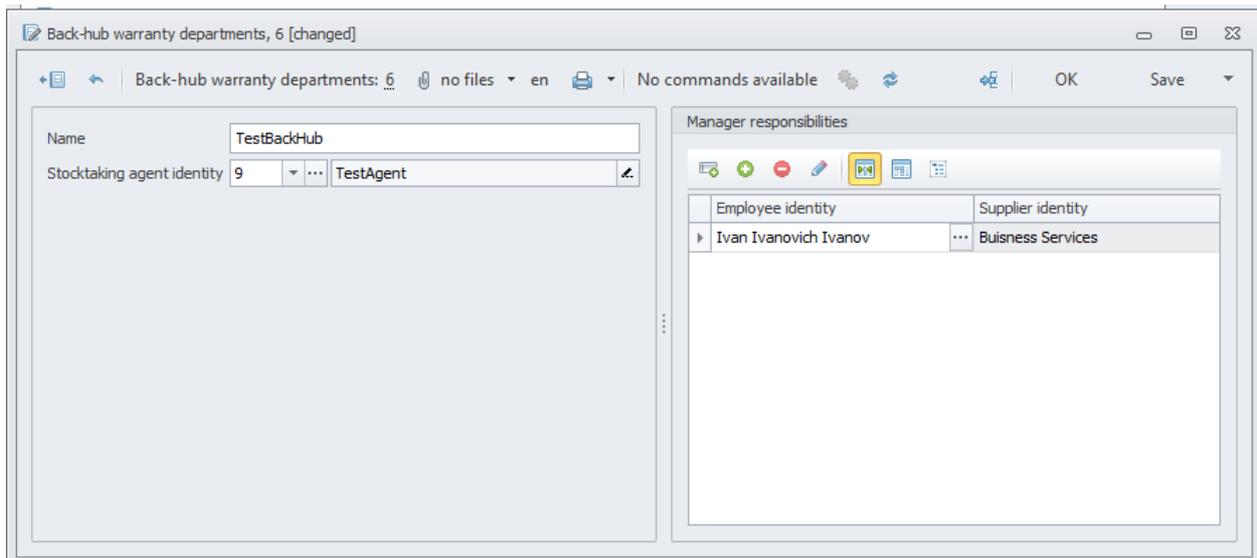


The Dictionary contains a list of subdivisions of Back-hub Warranty Department of the company:

Identity	Name
6	TestBackHub

The Warranty Department can be fast-filtered by *Name*.

The edit form allows to specify the following properties (**fields in bold** are mandatory for filling):

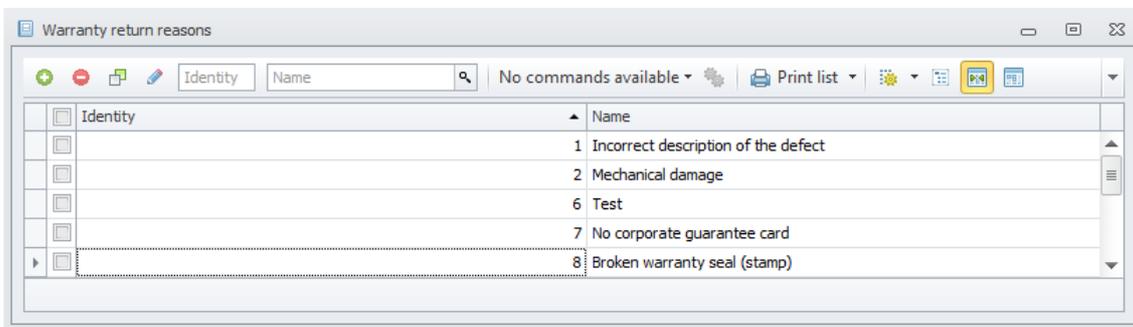


- **Name** – name of assurance department;
- **Stocktaking agent identity** – an agent for whom identified deficiencies in the inventory process are written off (Dictionary record [Agent](#));
- **Manager responsibilities** – areas of responsibility of managers on interaction with suppliers are listed in the list:
 - **Employee identity** – Dictionary record [Employees](#);
 - **Supplier identity** – Dictionary record [Contractors](#).

Warranty return reasons



The Dictionary contains a list of warranty return reasons:



Warranty return reasons can be fast-filtered by *Name*.

Edit form of the warranty return reasons allows to specify the following properties (all fields are mandatory):

- *Name* – return reasons name;
- *From Back-hub* or *From supplier* – one of the sources when returning from which you can select the given reason.

Notification statuses



The Dictionary contains a status list that can occur when an employee of the Company Warranty Department Front-Office Subdivision attempts to notify a client:

Identity	Name
1	SMS sent
2	E-mail sent
3	Get on the phone
4	Fail to reach by the phone

Notification Statuses can be fast-filtered by *Name*.

The edit form allows to specify the single property for the Notification Statuses – *Name*.

Warranty cells



The Dictionary contains a list of cells of back-hub subdivisions of warranty department of the company:

Identity	Back-hub depart...	Cell exists	Cell type	Отдел Front-office	Name	Supplier
116	TestBackHub	<input type="checkbox"/>	Dispatch to supplier		0-0-0-0	TestSupplier

Warranty cells can be fast-filtered by *Name*.

Edit form of the cells of return allows to specify the following properties (all fields are mandatory):

- **Main:**
 - **Back-hub department** – back-hub subdivisions of warranty department, where the cell is (Dictionary record [Warranty Back-hub departments](#));
 - **Cell type** – system Dictionary record *Warranty cell types*:
 - *Return to Front-office* – the cell of this type is used to store claims, intended to return to the *Front-office Department*;
 - *Dispatch to supplier* – a cell of this type is used to store claims, intended for dispatching to the *Supplier*;
 - *Suppliers refusals* – a cell of this type is used to store claims, refused by suppliers;
 - *Return to the store* – a cell of this type is used to store claims, intended to return to the *Store* back-hub subdivision, which belongs to the same office as the subdivision. There can be only the one such cell in back-hub subdivision;
 - **Cell exists** – clear check box indicates that the cell does not physically exist. For example, the company ceased to work with the supplier, to whom the claims for dispatch were placed in this cell earlier;
- **Cell coordinates** – cell location:
 - *Line number* – row number where the cell is placed;
 - *Rack number* – bay (rack) number, where the cell is placed;
 - *Shelf number* – shelf number where the cell is placed;
 - *Cell number* – cell number on the shelf.

Name of warranty cell is set automatically in case of its saving in a format *[row number]-[bay number]-[shelf number]-[cell number]*;

- **Additional data** – additional cell parameters, depending on its *Type*:
 - *Front-office department* – Dictionary record [Office warranty department](#). It is mandatory for *Type* of cells *Return to Front-office*. Only one cell can be set into the back-hub subdivision for one subdivision of the front-office;
 - *Supplier* – a company supplier (Dictionary record [Agents](#)). It is mandatory for *Type* of cells *Dispatch to supplier*. Only one cell can be created into the back-hub subdivision for one supplier;
 - *Store* – Dictionary record [Stores](#). It is mandatory for *Type* of cells *Return to store*. For back-hub subdivision only the one such cell can be created;
 - *Employee* – employee of the *Back-hub department*, responsible for operation with negative claims (Dictionary record [Employees](#)). It is mandatory for *Type* of cells *Refusals of suppliers*. Only one cell can be created into the back-hub subdivision for one employee;

Stores



The Dictionary contains a list of all storage rooms of the company: The list form of the Dictionary is divided into three parts: at the top-left corner, territorial formations ([Locations](#) Dictionary record), while at the bottom-left corner – offices ([Offices](#) Dictionary record) are shown; a list of stores of a selected office is displayed to the right:

Identity	Name
(All)	
36	Kuzminki
1	Test
38	fgh

Identity	Name
1	Office №1

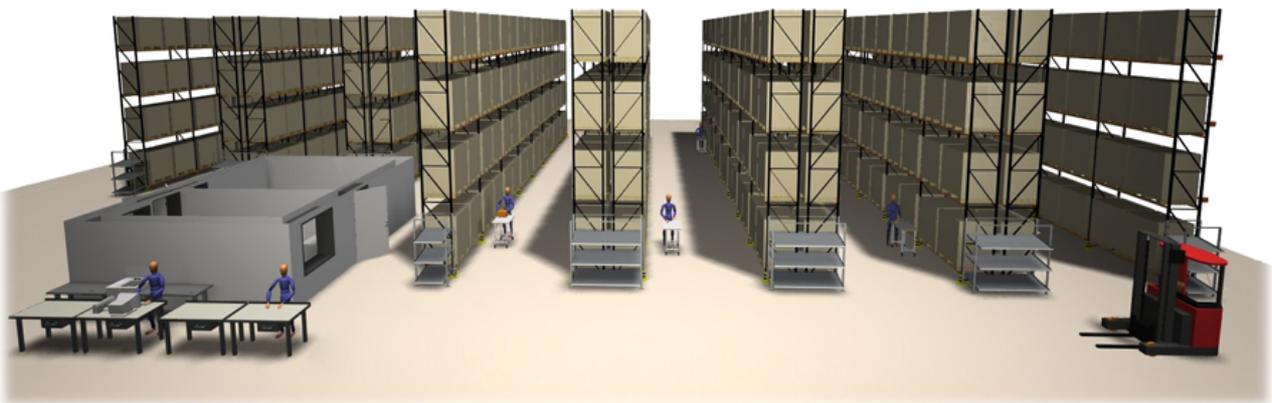
Identity	Name
1	Moscow, Leningradskoe highway, 12
11	Leningradskoe highway, 12

The territorial formations, offices and stores can be fast-filtered by *Name*.

The store edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Name** – name of a store;
- **Office** – an office, to which the store is related ([Offices](#) Dictionary record). For a newly created store, the office field is filled in automatically according to the office initially selected in the filter of the Dictionary list form.
- **Primary printer** – by default, the store documents will be sent to the printer selected in this field (a *Printers* system Dictionary record);
- **Inventory agent** – an agent, in whose name the inventory document is drawn up ([Agents](#) Dictionary record);
- **Document types** – *Document type identity* selected in the group and checked with the *Check barcodes* flag will require a check (scanning) of the articles' barcodes during acceptance. For example, every time you purchase articles you need to scan them, but if you move an article from one store to another, no scanning is needed – the barcodes are already scanned and added to the system.

For ease of reference, a store is arranged according to [zones](#), which split up into *rows*. The *Rows* consist of *lines*. The *Lines* are composed of *shelves*, which in their turn are divided into [cells](#) (as a special case, a *cell* may take up a whole *shelf*):

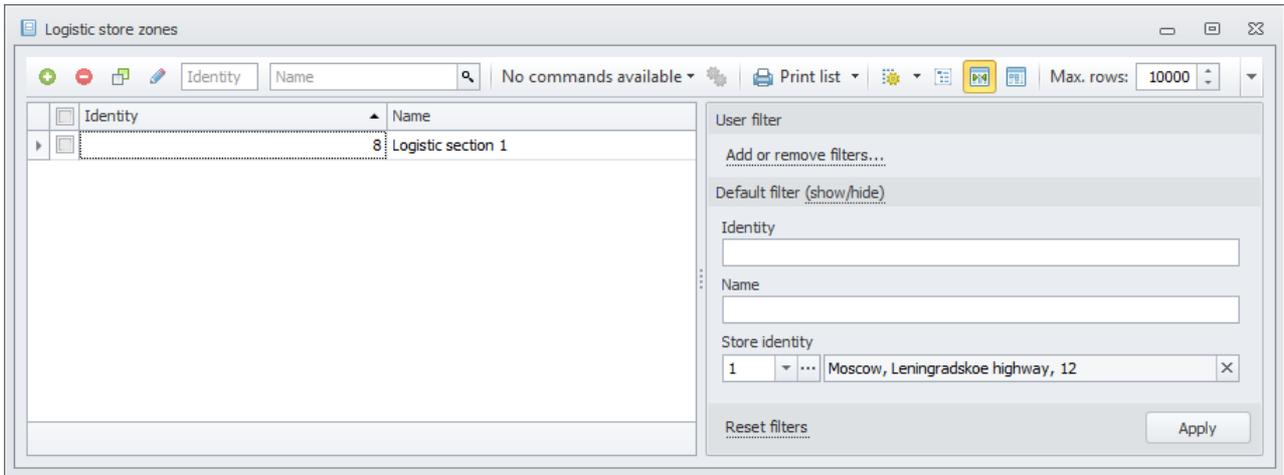


Articles and cargoes are stored separately. To store cargoes, special [logistic zones](#) are provided for, which similarly to ordinary zones are divided into logistic cells. Each store may have only one logistic zone.

Logistic store zones



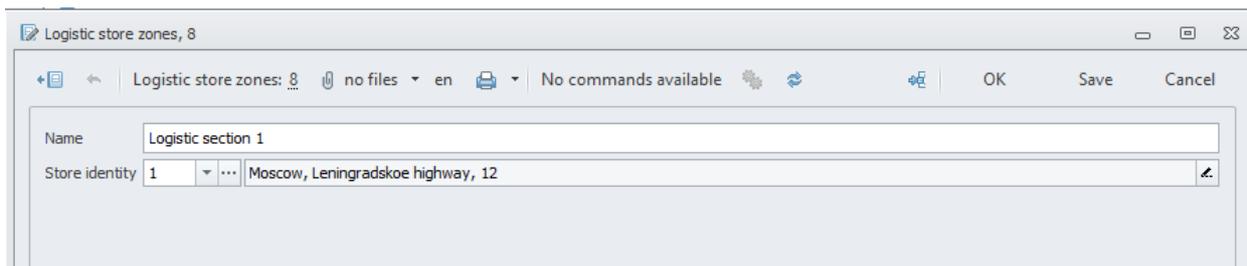
The Dictionary contains a list of store logistic zones used for storing cargoes:



The record filter is always switched on in the Dictionary list-oriented. Because the logistic cells can be looked for a specific logistic zone (Dictionary record [Stores](#)).

The selected Zones can be fast-filtered by *Name*.

The edit form allows to specify the following properties (all fields are mandatory):



- *Name* is a Logistic Zone name;
- *Store identity* is a store with a zone (Dictionary record [Stores](#)). It is set automatically for the created zone according to the store selected from the filter of the Dictionary list-oriented form at the creation time.



The store can have only one *Logistic Zone* .

Store Zone Printing form is used for printing logistic zone Barcodes. The form can be used for printing Barcodes both one and several zones selected from the Dictionary list-oriented form.



Logistic store cells



The Dictionary contains a Cell list used for storing cargoes whereon [store](#) logistic zones are broken

The record filter is always switched on in the Dictionary list-oriented because it makes sense the logistic cells to look for a specific logistic zone (Dictionary record [Store Zones](#)) of the selected store (the Dictionary Records [Stores](#)).

The selected Cells can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Store zone** is Dictionary record [Logistic Store Zones](#). It is set automatically for the created cell according to the zone selected from the filter of the Dictionary list-oriented form at the creation time;
- **Cell Type** is Dictionary record [Type of the Logistic cells](#);
- **Cell Coordinates** is cell location:
 - *Line Number* is a row number where there is a cell;
 - *Rack Number* is a bay number (rack) where there is a cell;
 - *Shelf Number* is a shelf number where there is a cell;
 - *Cell Number* is a cell number at a shelf;
- **Cell parameters** is cell capacity:
 - *Length*, *Width* and *Height* are maximum dimensions of cargo in centimeters which can be placed in a cell.

- *Permissible load* is maximum cargo weight in kilograms which can be placed in a cell.

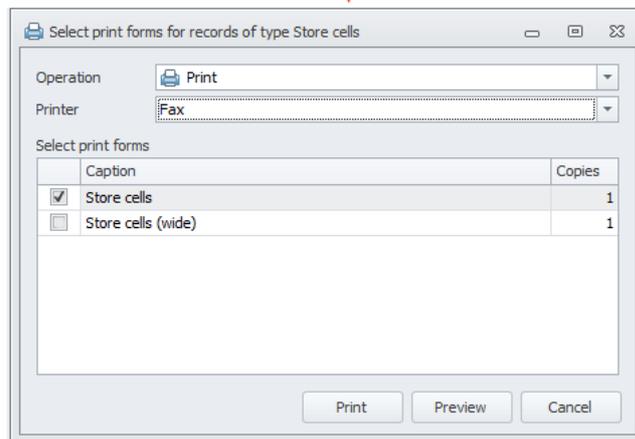
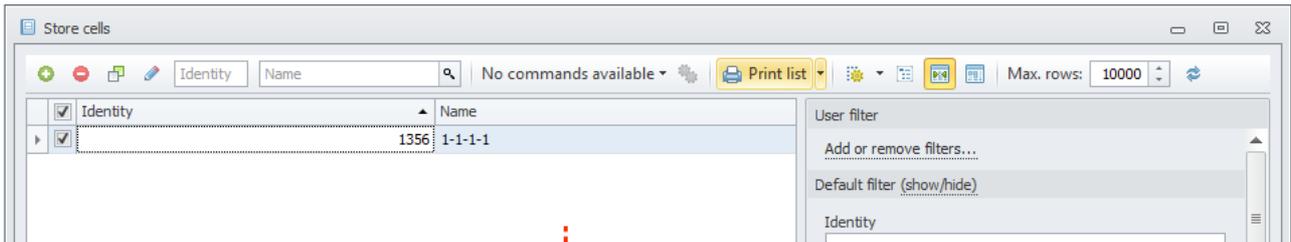
The name of a store logistic cell is set automatically when you save it in the format [rack number]-[line number]-[shelf number]-[cell number]. Thus the cell location at the store can be always determined identically by its name. However, this places certain restrictions on cell creation: it is impossible to create two cells with identical coordinates in one logistic zone.



It is impossible to create two cells with identical coordinates in one *Logistic Zone*.

It is easy to get a large number of the same cells by means of a command [Generate Logistic Store Cells](#).

The selected cells Barcodes can be printed from the Dictionary list-oriented form (the Cell Name will be specified under its barcode):



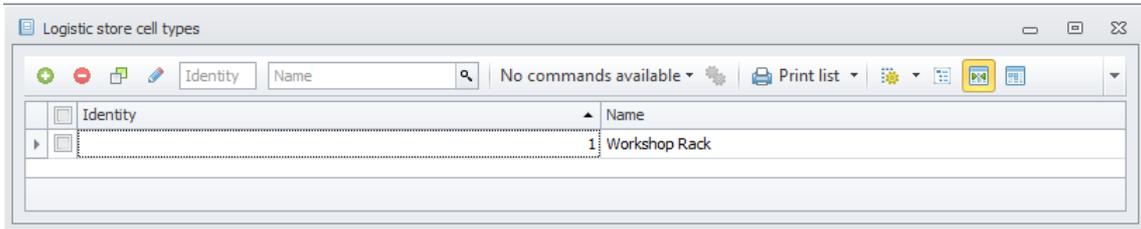
Wide printing form differs from the normal to size of stickers with a barcode:



Logistic store cell types



The Dictionary contains a list of possible logistic store cell types:



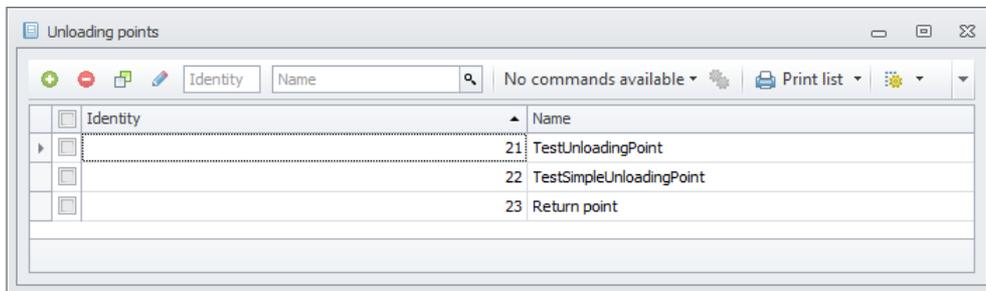
The Cell Type can be fast-filtered by *Name*.

The edit form allows to specify the single property for the Logistic Cell Type – *Name*.

Unloading points

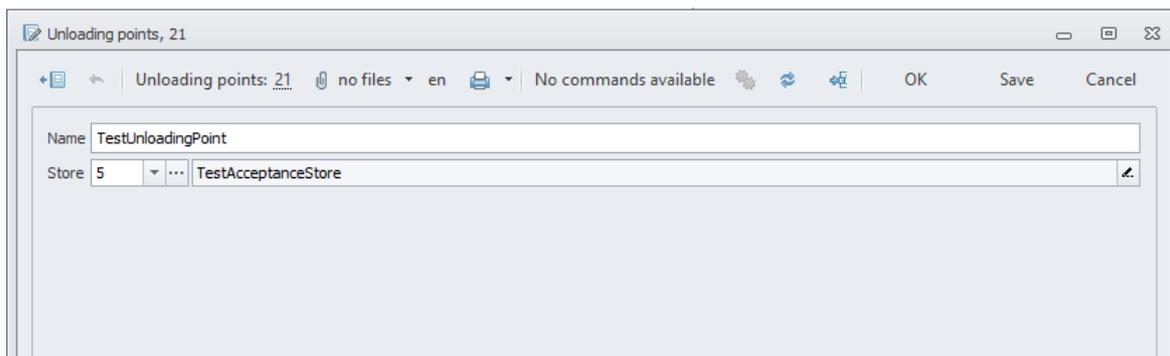


The Dictionary contains a list of unloading points at stores:



The unloading points can be fast-filtered by *Name*.

The edit form allows to specify the following properties (all fields are mandatory):



- *Name*– name of an unloading point.
- *Store* – a store, where articles are accepted and to which the unloading point is related (a [Stores Dictionary](#) record).

Store release points



The Dictionary contains a list of release points at stores:

Identity	Name
26	TestReleasePoint
27	TestSimpleReleasePoint
28	Release point 1

The release points can be fast-filtered by *Name*.

The edit form allows to specify the following properties (all fields are mandatory):

Store release points, 26

Name: TestReleasePoint

Store: 4 TestStore

- *Name*— name of a store release point;
- *Store* – a store, where articles are stored and to which the release point is related (a [Stores](#) Dictionary record).

Labeling Points



The Dictionary contains a Labeling Points list in the store:

Identity	Name	Store.Name
20	TestLabelingPoint	TestAcceptanceStore
21	Labeling point: Moscow, Leningradskoe highway, 12	Moscow, Leningradskoe highway, 12

Labeling Points can be fast-filtered by *Name*.

The edit form allows to specify the following properties (all fields are mandatory):

Labeling points, 20

Name: TestLabelingPoint

Store identity: 5 TestAcceptanceStore

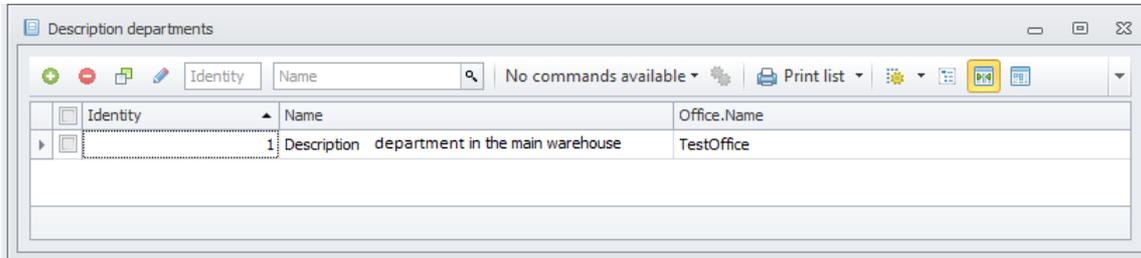
- *Name* is a Labeling Point Name;

- *Store identity* is a store wherein there is Article receipt and Labeling Point belongs to it (Dictionary record [Store](#)).

Description departments

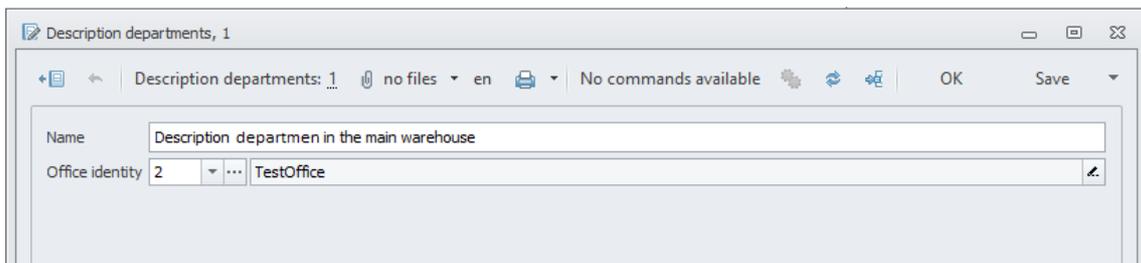


The Dictionary contains a list of description departments of the company in which the description of articles is carried out:



Description department can be fast-filtered by *Name*.

The edit form allows to specify the following properties (all fields are mandatory):

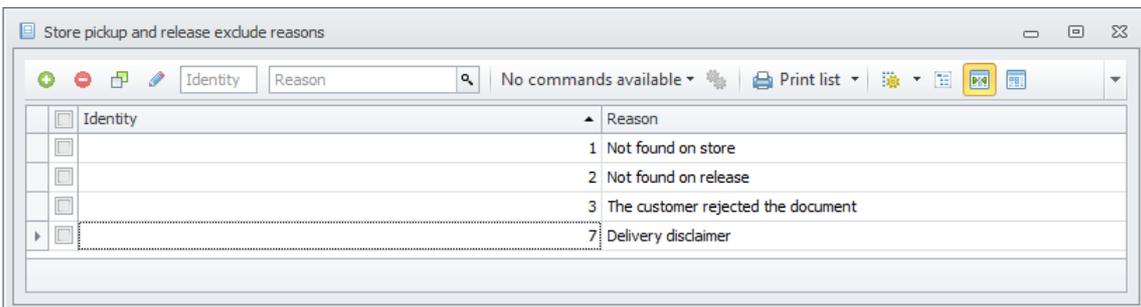


- *Office identity* – office which the describing department belongs (Dictionary record [Offices](#)).
- *Name* – Name of department;

Store Pickup and Release exclude reasons



The Dictionary contains a list of possible reasons for excluding articles from a document during pickup and release at a store:



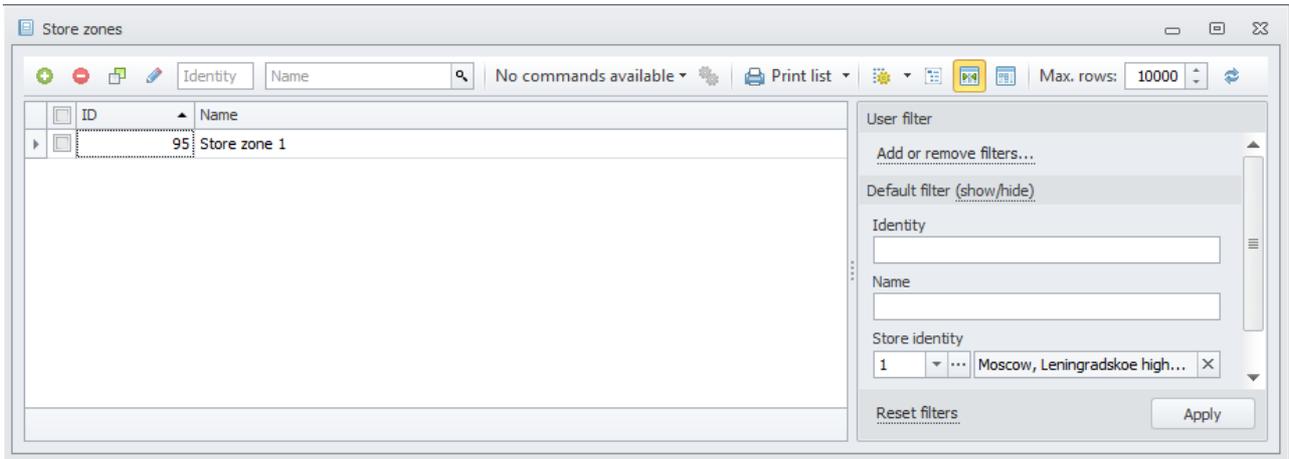
The exclude reasons can be fast-filtered by *Reason*.

The edit form allows to specify the only property – *Reason* for exclusion during pickup and release at a store.

Store zones



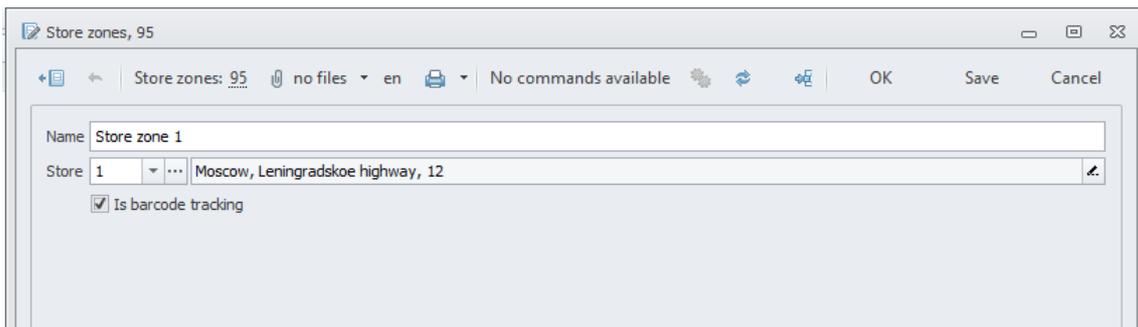
The Dictionary contains a list of store zones used for the storage of articles:



The filter in the Dictionary list form is always active. This means that only zones for a selected store ([Stores](#) Dictionary records) are displayed.

The zones selected can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

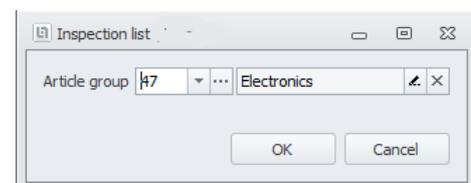


- **Store** – a store, to which the zone is related (a [Stores](#) Dictionary record). For a newly created zone, the store field is filled in automatically according to the store initially selected in the filter of the Dictionary list form.
- **Name** – name of the zone;
- *Is barcode tracking* – the flag indicates a need to scan barcodes, when picking up articles identified by barcodes in the zone.

 The *Store zones* print form is used for printing zones' barcodes. You can print barcodes of either one or several zones selected in the Dictionary list form.



 The *Inspection list* print form is used to print current remains of the *Article group* stored in the zone and selected in the parameter form of the same name. If no *Article group* selected, information on all articles' remains stored in the zone will be printed.



You can use the form to print information on remains of either one or several zones selected in the Dictionary list form (each zone will have its own printed sheet):

Inspection list

Store: Moscow, Leningradskoe highway, 12
 Section: Store zone 1
 Employee: 1, Yury Alekseyevich Gagain

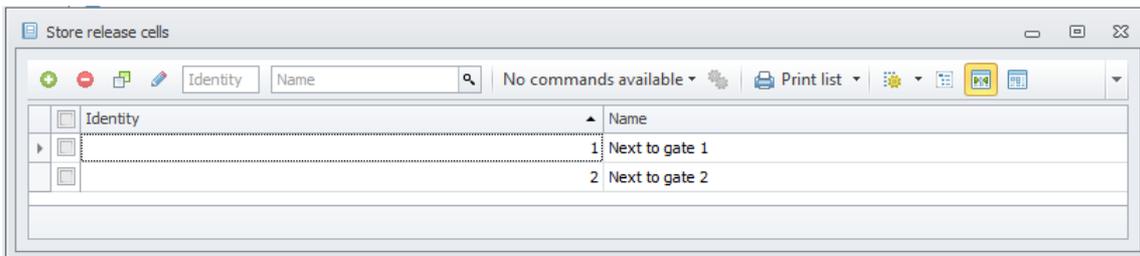
Code	Name	Quantity	Fact. Quantity
5320656	Motherboard	1	
532065	Memory module	1	

Signature _____ /Yury Alekseyevich Gagain/ 11.03.2016 22:17

Store release cells

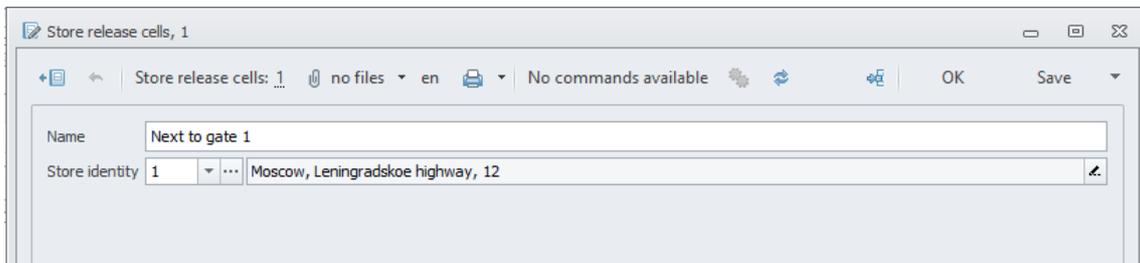


The Dictionary contains a list of release cells at stores:



The release cells can be fast-filtered by *Name*.

The edit form allows to specify the following properties (all fields are mandatory):



- *Store identity* – a store, to which the release cell is related ([Stores](#) Dictionary record);
- *Name* – name of the store release cell.

Store cells



The Dictionary contains a Cell list used for storing Articles whereon [store](#) zones are broken

The screenshot shows the 'Store cells' application window. The main area displays a table with columns 'Identity' and 'Name'. The table contains the following data:

Identity	Name
1356	1-1-1-1
1357	1-1-1-2
1358	2-5-8-5
1359	4-6-4-8

On the right side, there is a 'User filter' panel with the following fields:

- Identity: [Empty text box]
- Name: [Empty text box]
- Store identity: 1 [Dropdown] ... Moscow, Leningradskoe highway, 12 [Text box]
- Store zone identity: 95 [Dropdown] ... Store zone 1 [Text box]
- Store cell type identity: ID [Dropdown] ... [Text box]
- Line number: [Empty text box]
- Rack number: [Empty text box]
- Shelf number: [Empty text box]
- Cell number: [Empty text box]

Buttons for 'Reset filters' and 'Apply' are located at the bottom of the filter panel.

The record filter is always switched on in the Dictionary list-oriented because it makes sense the cells to look for a specific zone (Dictionary record [Store Zones](#)) of the selected store (the Dictionary Records [Stores](#)).

The selected Cells can be fast-filtered by *Name*.

The edit form allows to specify the following properties (all fields are mandatory):

The screenshot shows the 'Store cells, 1358' edit form. The form has the following fields:

- Store zone: 95 [Dropdown] ... Store zone 1 [Text box]
- Cell type: 8 [Dropdown] ... Pallet [Text box]
- Cell coordinates:

Line number	Rack number	Shelf number	Cell number
2 [Spinner]	5 [Spinner]	8 [Spinner]	5 [Spinner]

Buttons for 'OK', 'Save', and 'Cancel' are located at the top right of the form.

- *Store Zone* is Dictionary record [Store Zones](#). It is set automatically for the created cell according to the zone selected from the filter of the Dictionary list-oriented form at the creation time;
- *Cell Type* is Dictionary record [Store Cell Types](#);

- *Cell Coordinates* is cell location:
 - *Line Number* is a Line number where there is a cell;
 - *Rack Number* is a Rack number (rack) where there is a cell;
 - *Shelf Number* is a shelf number where there is a cell;
 - *Cell Number* is a cell number at a shelf.

The name of a store cell is set automatically when you save it in the format *[Line number]-[Rack number]-[shelf number]-[cell number]*. Thus the cell location at the store can be always determined identically by its name. However, this places certain restrictions on cell creation: it is impossible to create two cells with identical coordinates in one zone.



It is impossible to create two cells with identical coordinates in one Zone .

It is easy to get a large number of the same cells by means of a command [Generate store cells](#).

The selected cells Barcodes can be printed from the Dictionary list-oriented form (the Cell Name will be specified under its barcode):

The screenshot shows the 'Store cells' application window. The main window has a toolbar with a 'Print list' button. Below the toolbar is a table with columns 'Identity' and 'Name'. The table contains the following data:

Identity	Name
1356	1-1-1-1
1357	1-1-1-2
1358	2-5-8-5
1359	4-6-4-8

A red arrow points from the 'Print list' button to a dialog box titled 'Select print forms for records of type Store cells'. The dialog box has the following fields:

- Operation: Print
- Printer: Fax
- Select print forms table:

Caption	Copies
<input checked="" type="checkbox"/> Store cells	1
<input type="checkbox"/> Store cells (wide)	1

Buttons at the bottom of the dialog are 'Print', 'Preview', and 'Cancel'. A red arrow points from the 'Print' button to a row of three barcode labels:

 StoreCellID13 1-1-1-12	 StoreCellID14 1-1-1-13	 StoreCellID15 1-1-1-14
--------------------------------------	--------------------------------------	--------------------------------------

Below this row is another row of three barcode labels, which are partially obscured and appear to be a duplicate or continuation of the first row.

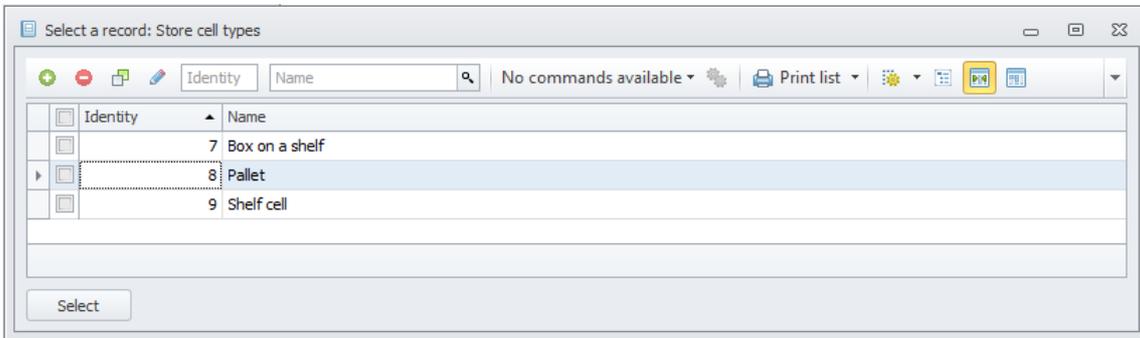
Wide printing form differs from the normal to size of stickers with a barcode:



Store cell types



The Dictionary contains a list of possible types of store cells:



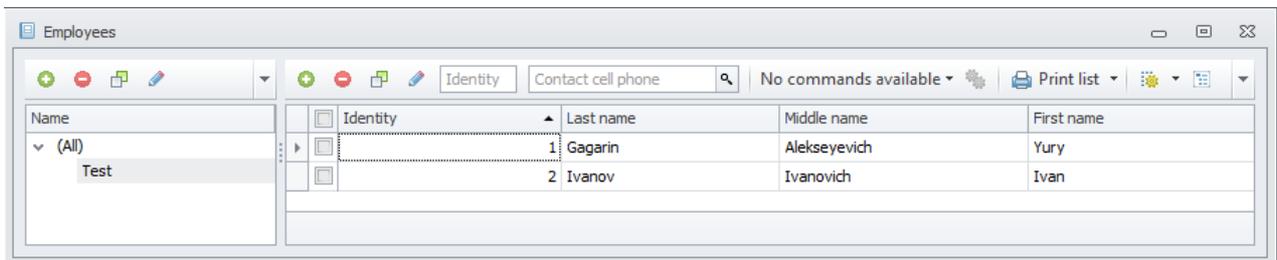
The types of cells can be fast-filtered by *Name*.

The edit form allows to specify the only property of a cell type – *Name*.

Employees



The Dictionary contains a list of employees of the company. The list-oriented form of the Dictionary is divided into two parts: on the left the employees in a tree structure are displayed (Dictionary record [Employee groups](#)), on the right – a list of employees of selected group on the left:



Employee groups can be fast-filtered by *Name*, the employees themselves – by *Last name*.

The edit form of employee allows to specify the following properties (fields in **bold** are mandatory for filling):

- **First Name** – a name of the employee;
 - **Middle name** – Middle name;
 - **Last name** – surname;
 - **Phone** – the phone number of the employee for communication;
 - **Email address** – Email of the employee;
 - **INN** – Taxpayer Identification Number;
 - **Identity data** – passport number;
 - **Birth date** – date of birth;
 - **male / female / undisclosed** – sex;
 - **Group** – the group, which the employee belongs to (record of the catalog [Employee groups](#)). For the employee it is set automatically according to the group, selected from the list-oriented form of the Dictionary at the time of creation;
 - **User** – a user under which the employee works in the program (record of the system Dictionary *Users*);
 - **Working office** – Dictionary record [Offices](#);
 - **Actual firm** – firm where the employee is legalized (Dictionary record [Firms](#));
 - **Printer** – the employee's printer by default (record of the system Dictionary *Printers*)
 - **Hire date** – date of employment;
 - **Fire date** – termination date;
 - **Creation date** – the date of the creation of the Dictionary can not be changed.
- At the tab "Finance" the following is listed in groups:
- the group *Office identity* – the list of the offices, available to the employee for a choice when he operates in the system (Dictionary record [Offices](#)). With the set flag *All offices* all offices are available to the employee for a choice;
 - the group *FRC identity* – the list of the financial responsibility center, available to the employee for a choice when he operates in the system (Dictionary record [Financial responsibility center](#)). With the set flag *All FRCs* all financial responsibility center are available to the employee for a choice;
 - the group *Cost item identity* – the list of the account costs are available to the employee for a choice when he operates in the system (Dictionary record [Account costs](#)). With the set flag *All cost items* all account costs are available to the employee for a choice .

At the tab "Cashier" listed options provide the employee with an ability to work at the checkout:

- *Checkout* – checkout which the employee can work with (Dictionary record [Checkouts](#));
- *Acquiring terminal* – an acquiring terminal which an employee can work at (Dictionary record [Acquiring terminals](#));
- *Cashier* – the set flag gives to the employee the right to execute functions of the cashier.

At the tab "Store" listed options provide the employee with an opportunity to work at the store:

- *Store* – a store which the employee can work with (Dictionary record [Stores](#));
- *Store zone* – a Logistic store zone which the employee can work with (Dictionary record [Logistic store zones](#));
- *Logistic store zone* – a logistic Logistic store zone which the employee can work with (Dictionary record [Logistic store zones](#));
- *Can accept* – the set flag allows the employee to accept articles at the specified *Store* (it is available when selecting *Store*);
- *Can label* – the set flag allows the employee to make stickers on the articles at the specified *Store* (it is available when selecting *Store*);
- *Can store zone accept* – the set flag allows the employee to accept articles at the *Section* of the specified *Store* (it is available when selecting *Store*);
- *Can pickup* – the set flag allows the employee to collect the articles into the *Sections* of the specified *Store* (it is available when selecting *Store* and *Section*);
- *Can move* – he set flag allows the employee to transport the articles at the specified *Store* (it is available when selecting *Store*);
- *Can release* – he set flag allows the employee to give out the articles from the specified *Store* (it is available when selecting *Store*);

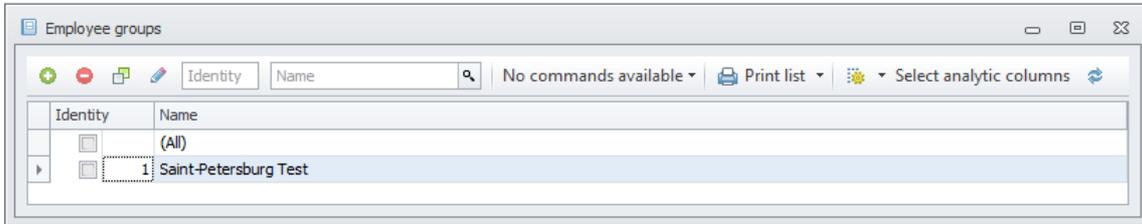
At the tab "Warranty" listed options provide the employee with an opportunity to work at the subdivisions of warranty department of the company:

For each employee it is possible to print a personal badge by means of the printing form *Employee's badge*.



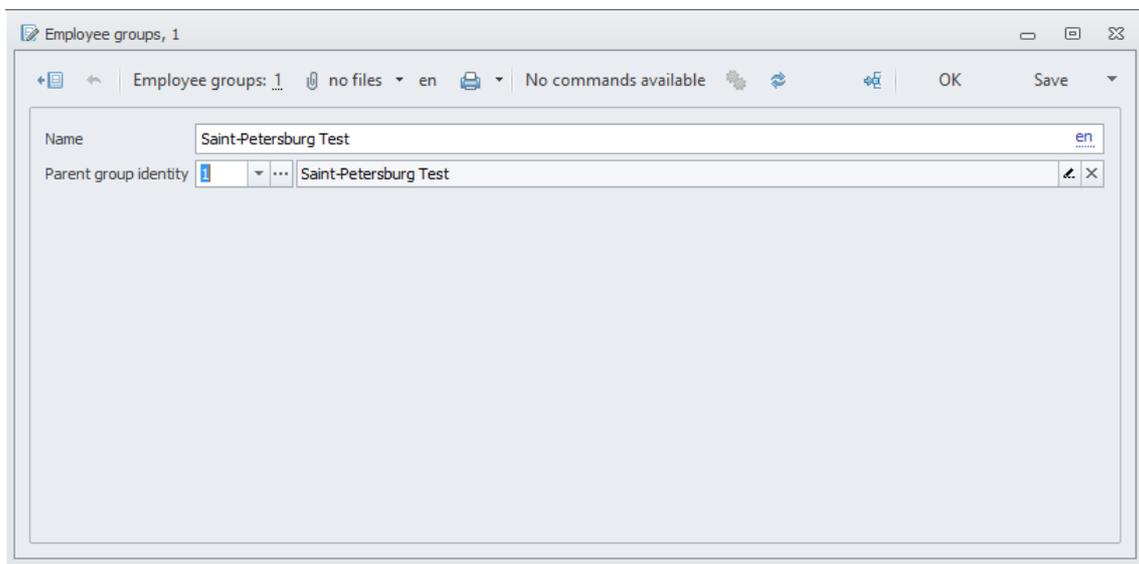
Employee groups

 The Dictionary contains a list of employee groups of the company, used for organization and for easy navigation in Dictionary record [Employee](#). The list-oriented form of the Dictionary is organized in a tree structure:



The employee groups can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):



- **Name** – a name of the group;
- **Parent group identity** – employee group, which contains current group (record of the same Dictionary). If the property is not filled, employee group will be placed in a tree of the list-oriented form of the Dictionary at the most top level – *(All)*.

Employee payment details

 The Dictionary contains employee payment details, on which or from which Cashless payments are made:



The employee payment details can be fast-filtered by *Settlement account*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Employee** – an employee, whom these payment details belong to (Dictionary record [Employees](#));
- **Recipient name** – a name of the payment details;
- **Settlement account** – settlement account number in the bank;
- **Bank name** – bank name;
- **Bank location** – city location of the bank;
- **Correspondent account** – a correspondent account of the bank;
- **BIC** – BIC of the bank;
- **INN** – INN of the bank;
- **KPP** – KPP of the bank;
- **Payment purpose template** – a feature set that will be used for filling of the appropriate field in payment documents;
- **Comments** – comments in a free form.

Signers



The Dictionary contains a list of Employees-Signers who can authorize funds expenditures of the company, signing documents:

Identity	Employee.Full name	Firm.Name	Office.Name	Amount range.Name
3	Yury Alekseyevich Gagarin	Firm №1	Office №1	Medium: 100,001-500,000
4	Ivan Ivanovich Ivanov	Firm №1	Office №1	Big: 500,000 -

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Employee** is an Employee-Signer (Dictionary record [Employees](#));
- **Firm** is a company that *the Employee* can sign its documents (Dictionary record [Companies](#));
- **Document Type** is type of documents that can be signed by *the Employee*;
- **Amount Range** is a range of amounts within which *the Employee* can sign documents (Dictionary record [Amounts Range](#));
- **Cost Item** is a Cost Item under which *the Employee* can sign documents (Dictionary record [Cost Items](#));
- **Investment Project** is an Investment Project within which *the Employee* can sign documents (Dictionary record [Investment Projects](#));
- **Office** is an Office for which *the Employee* can sign documents (Dictionary record [Offices](#));
- **FRC** is FRC for which *the Employee* can sign documents (Dictionary record FRC).

Filling any optional properties limits range of documents which *the Employee can sign by the selected parameters*.

Amount ranges



The Dictionary contains a list of ranges of amounts under which [Signers](#) can sign documents:

Identity	Maximum	Minimum	Name
1	500,000.00	100,001.00	Medium: 100,001-500,000
2		500,000.00	Big: 500,000 -

The amount ranges can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Name** –the name of amount ranges:
- **Minimum**– a lower boundary of the amount ranges, if it is not specified, the range of amounts is not limited from below;
- **Maximum**– the upper boundary of the amount ranges, if it is not specified, the range of amounts is not limited from the top;

Articles



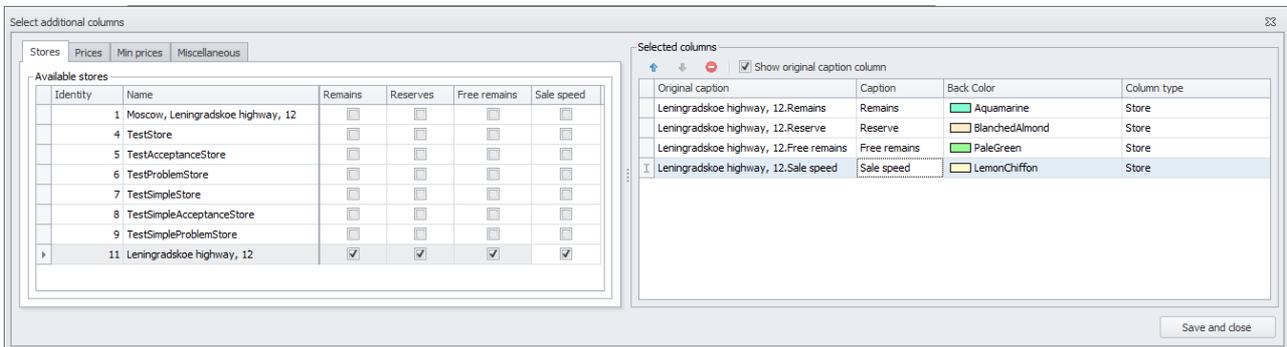
The Dictionary contains a list of all articles purchased or sold by the company. The list-oriented form of the Dictionary of articles is divided into two parts: on the left the articles groups in a tree structure are displayed, on the right – the list of articles groups selected at the left:

ID	Brand name	Name	Online name
6	ARM	Radio VEGA	Radio VEGA
7	ARM	Lamp	Lamp
72	Karton	Tape recorder Mayak	Mayak
73	ARM	MotherBoard	MotherBoard

Articles can be filtered as on internal article groups (records of the Dictionary Article articles), as on articles(records of the Dictionary [Article groups](#)), as on article groups for the website (Dictionary record [Online articles groups](#)). Switching is carried out by clicking of the appropriate buttons “Groups” and “Groups of the website” in the lower left corner of the list-oriented form. The type of the displayed article groups corresponds to the pressed button.

Article groups can be fast-filtered by *Name*, to the articles themselves – on *Internal name*.

In addition to standard ones, by clicking the button  in a tool bar the selection dialog of the additional columns, displayed in the list-oriented form, is available for the article Dictionary. The form is divided into two parts: at the left in the tabs additional columns, which can be displayed in the list-oriented form, are grouped, on the right – selected ones to display columns:



For the selected columns the following properties are shown in the list on the right:

- **Identity** – Identity of a column. It is displayed in the list if the flag is set *Show a column with an Identity* in a control bar of the list;
- **Name** – the name of a column which will be displayed in the list-oriented form of the Dictionary. It is typed directly into a field by clicking the left mouse button;
- **Back color** – background color of the selected column is set automatically and depends on *Column type*;
- **Column type** – the type of the selected column. The columns of each tab has its own type:
 - Remains* – columns of the tab “Stores”;
 - Prices* – columns of the tab “Prices”;
 - Min prices* – columns of the tab “Minimum prices”;
 - Miscellaneous* – columns of the tab “Other”.

The tool bar, located above the list of the selected columns, allows to execute the following actions with them:

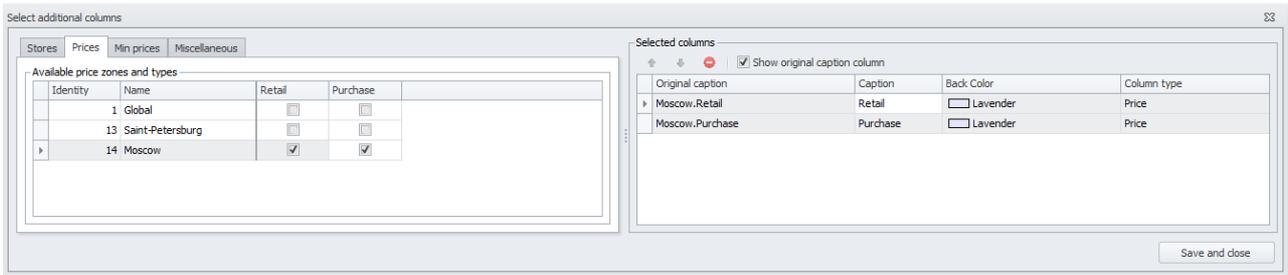
- replace the selected column from the list up  or down  by clicking the appropriate buttons;
- delete the selected column by clicking the button ;
- show a column in the list with the Identity of the selected columns by setting the flag *Show a column with the Identity*.

The choice of the columns displayed in the list-oriented form of the Dictionary is carried out by installation of flags in their lists on the appropriate tabs.

 The tab “Stores” lists all the company’s stores. For each store a column can be displayed with the following values:

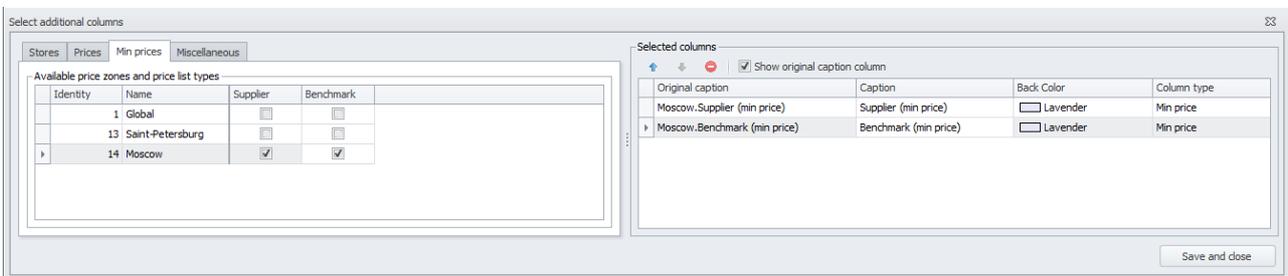
- **Remains** – general rests of the articles at the store. Color of chosen column – **Aquamarine**. *The Identity of a column* is created by adding suffix “Remains” through “.” to the name of a store;
- **Reserves** – quantity of the reserved articles in a store. Color of chosen column – **Blanched almond**. *Identity of a column* is created by adding suffix “Reserves” through “.” to the name of a store;
- **Free remains** – articles available-for-sale at the store (*Remains* minus *Reserves*). Color of chosen column – **Pale green**. *Identity of a column* is created by adding suffix “Free remains” through “.” to the name of a store;
- **Sales speed** – average daily amount of sales of articles from the store in the last 30 days. Color of chosen column – **Lemon chiffon**. *Identity of a column* is created by adding suffix “Speed of sales” through “.” to the name of a store;

At the tab “Prices” the price-list column for all price zones of the company are listed:



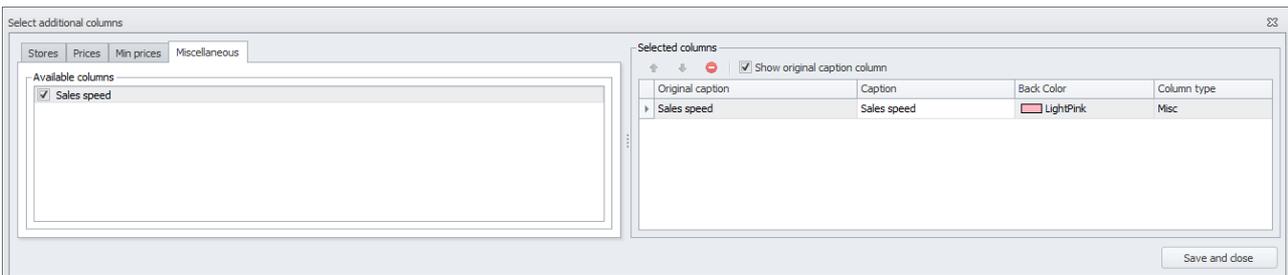
- the contents of the first column of the list - the pricing zones (records of the Dictionary [Price zones](#));
- the contents of the remaining columns of the table - the price-list column(Dictionary record [Price types](#));
- color of each selected column – Lavender;
- Identity of a column is created on a feature set "Price zone" + "." + "Price types".

At the tab “Min price” pricing zones of the price list of the company are named (records of the Dictionary [Price zones](#)). For each of zones it is possible to conclude minimum price of articles among pre-loaded price lists of the competitors:



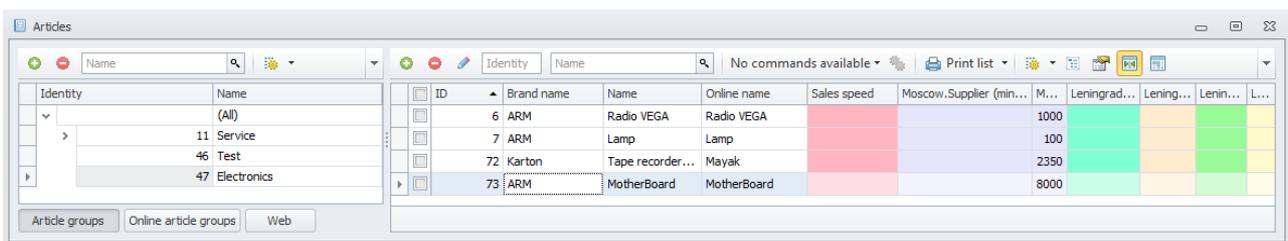
- colour of each selected column – Lavender;
- Identity of the column is created on feature set "(Minimum price)".

The content of the columns, at the tab "Miscellaneous", is formed by the application-oriented system developer:



- the colour of each selected column is set by the application-oriented developer;
- Identity of the column corresponds to the name of the column.

By clicking the button “Save and Close” the selected columns will be added to the list-oriented form of the Dictionary:



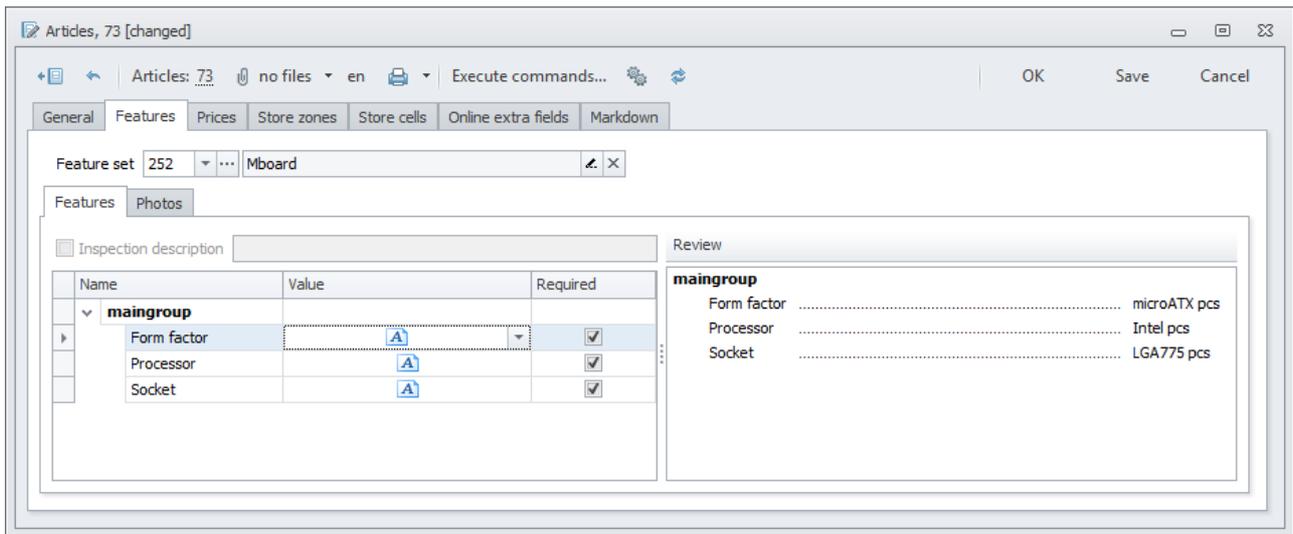
The form of articles editing allows to specify the following properties:

At the tab “General” properties is located (fields in **bold** are mandatory for filling):

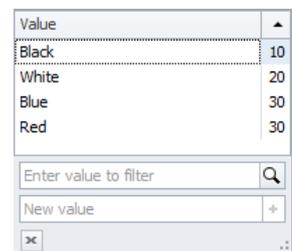
- **Created** – date of adding of the articles;
- **State** – status of the articles, it can have values:
 - *In pricelist* – articles are sold by the company (status by default in case of creation of articles);
 - *Not in pricelist* – articles temporarily are not for sale;
 - *Archival* – articles withdrawn from sale and removed to the archive;
- **Name** – an internal description of the articles;
- **Online name** – description of the articless used to display the online store of the company on the website;
- **Legal name** – description of articles for the accounting documents;
- **Group** – Dictionary record [Article groups](#);
- **Vendor code** – code of the articles according to the vendor (manufacturer);
- **Brand** – Dictionary record [Brands](#);
- **Unit of measurement** – Dictionary record [Units of measurement](#);
- **Barcode tracking** – accounting type for a bar code can have values:
 - *Unique bar code* – each article has a unique bar code;
 - *Not unique bar code* – all articles is marked by at least one non-unique bar code;
 - *No bar code* – articles has no bar code and is not considered by bar codes;
- **Barcodes customs clearing** – CCD (cargo customs declaration) is bound to the bar code of the articles;
- **Warranty** – period of the warranty in the selected Unit of measurement (Dictionary record [Warranty period unit](#));
- **SC Warranty** – set flag indicates that the warranty service is performed by official service centers of the manufacturer;
- **Original location** – articles origin place (Dictionary record [Geography](#));
- **EAN13** – European article number (the standard of the bar code). There can not be two articles with an identical EAN code in the system.
Flag in front of EAN-code indicates the need of its addition into the process of putting stickers when accepting the articles. In case of creation of articles the flag is put down automatically, it can be removed;
- **print label on acceptance** – set flag indicates the need of printing for article when accepting the sticker with a bar code that will be kept the account of this article. The flag is available only for articles which are considered under *Unique bar codes*;

- *not describe* – flag specifies the absence of need to describe the article. New article (or article with absent description) with such flag will not be sent after accepting for classification;
- *VAT* – VAT rate for article (Dictionary record [VAT tax values](#));
- *Packed items* – quantity of units of article in one unit of tare (box) when delivered;
- *Weight, kg* – weight of one unit of the article in a package;
- *Width, cm* – width of one unit of the article in a package;
- *Height, cm* – height of one unit of the article in a package;
- *Length, cm* – length of one unit of the article in a package;

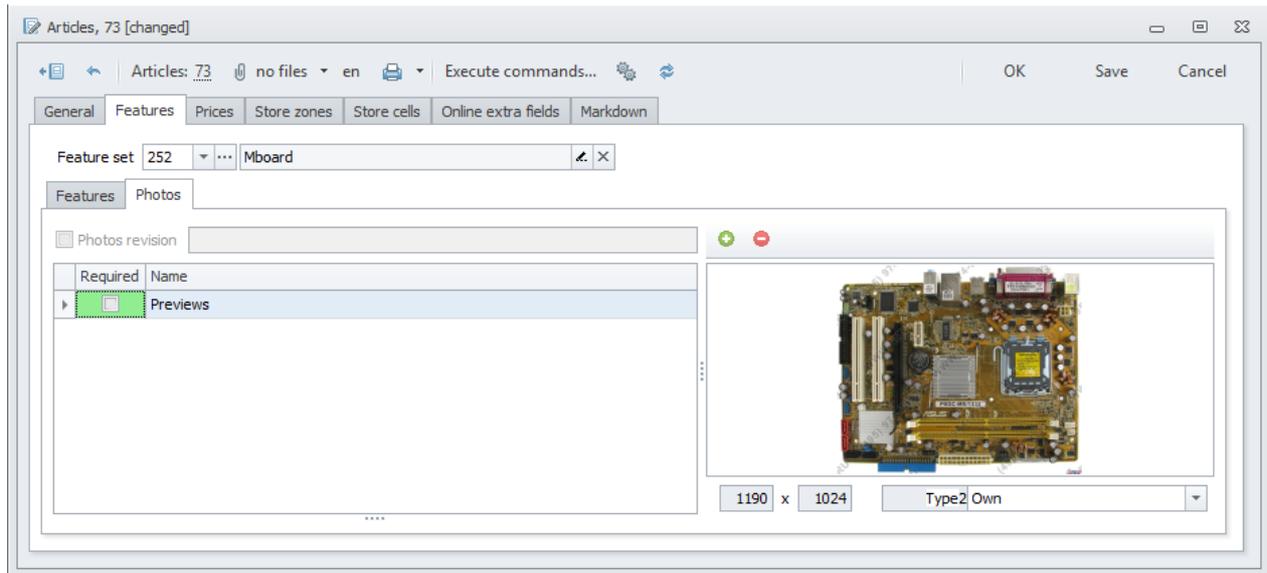
Characteristics of the article are listed in a tab “Characteristics”, describing its consumer qualities and photos. These characteristics are used to describe the article, for example, on the website of the online store of the company:



- *Features* – description feature set, containing a set of characteristics, typical for the selected article (Dictionary record [Article feature sets](#)). The feature set can be selected only among those which have been previously added to the articleGroup;
- At the tab “Features” a list of characteristics of the article is given, determined by the selected article feature set:
 - *Inspection description* – a set the flag indicates the need to dispatch the article to describe. In the field on the right from the flag the accompanying comment is placed, for example, what characteristics need to be corrected. Flag and comment are set as a result of command execution *Replace the article to the department of the description*. It is impossible to set flag and add a comment in other way. Comments also can not be edited, however the set flag can be deselected manually, thus the comment will be deleted;
 - characteristics are combined into groups, which names are highlighted in bold:
 - *Name* – a name of characteristic (set by feature set);
 - *Value* – the appropriate value of the characteristic which is typed directly into the field.
Depending on characteristic type its value can be selected from a predefined list. If the choice opportunity directly of several values is given, they shall be marked by flags at the left (even if only one of them is selected).
If the required value is not listed, you can add it by typing *New value* below and by clicking the button . Being added, new value will be offered as a choice for the next time;
 - *Required* – a flag indicating whether the *Value* of a given characteristic is mandatory for filling;



- all characteristics are subdivided into three types – *normal*, *filter* (by characteristics value of this type the filtering of the articles is carried out on the website of the online store of the company) and *navigation* (by characteristics value of this type the navigation is carried out in the Dictionary of articles on the website of the company). All the characteristics of the type *filter* and *navigation* – are mandatory for filling:
 - all unfilled characteristics of the type *filter* and *navigation* are highlighted in the list **in red**;
 - All filled characteristics of the type *filter* and *navigation* are highlighted in the list **in green**;
- *Review* – preliminary review of the description, generated on a base of the typed values of the characteristics;
- At the tab “Photos”Photos” the shooting angles are listed, commanded for article by the selected feature set:



- *Photos revision* – a set the flag indicates the need to dispatch the article for Dictionarying to be shot. In the field on the right from the flag the accompanying comment is placed, for example, what angles need to be re-shot. Flag and comment are set as a result of command execution *Replace the article to the department of the description*. It is impossible to set flag and add a comment in other way. Comments also can not be edited, however the set flag can be deselected manually, thus the comment will be deleted;
- *Required* – a flag, indicating whether shooting angle is mandatory or not. If for the angle, including an optional, the photo is loaded, this field is highlighted in the list **in green**;
- *Name* – a name of the shooting angle;
- a photo-example is placed under the list of shooting angles, clearly demonstrating the selected shooting angle of the article. It is given its pixel resolution under the photo. This is recommended photo resolution for loading;
- the loaded photo for selected shooting angle is on the right:
 - photo can be added **+** or removed **-** by the corresponding buttons above it;
 - the information about an employee is on the right of the buttons, who loaded the photo (Dictionary record [Employees](#)), and the date of its loading;
 - It is given its pixel resolution and size in bytes under the loaded photo.
 - *Type* – origin of the loaded photo: *Native* (default value) or *Internet*.

■ The prices of the article are listed at the tab “Prices”. The tab is divided into two parts: at the left extra charges are typed, at the right – the prices:

Articles, 73 [changed]

Articles: 73 no files en Execute commands... OK Save Cancel

General Features Prices Store zones Store cells Online extra fields Markdown

Base price 7,999. Don't update extra charges automatically Don't calculate prices automatically Recalc prices

	Retail	Purchase
Global	25.00	5.00
Saint-Petersburg	15.00	0.00
Moscow	10.00	5.00

Mark-up

	Retail	Purchase
Global	8 000.00	7 999.00
Saint-Petersburg	8 000.00	7 999.00
Moscow	8 000.00	7 999.00

Price

Days before discount Discount date Deny discount

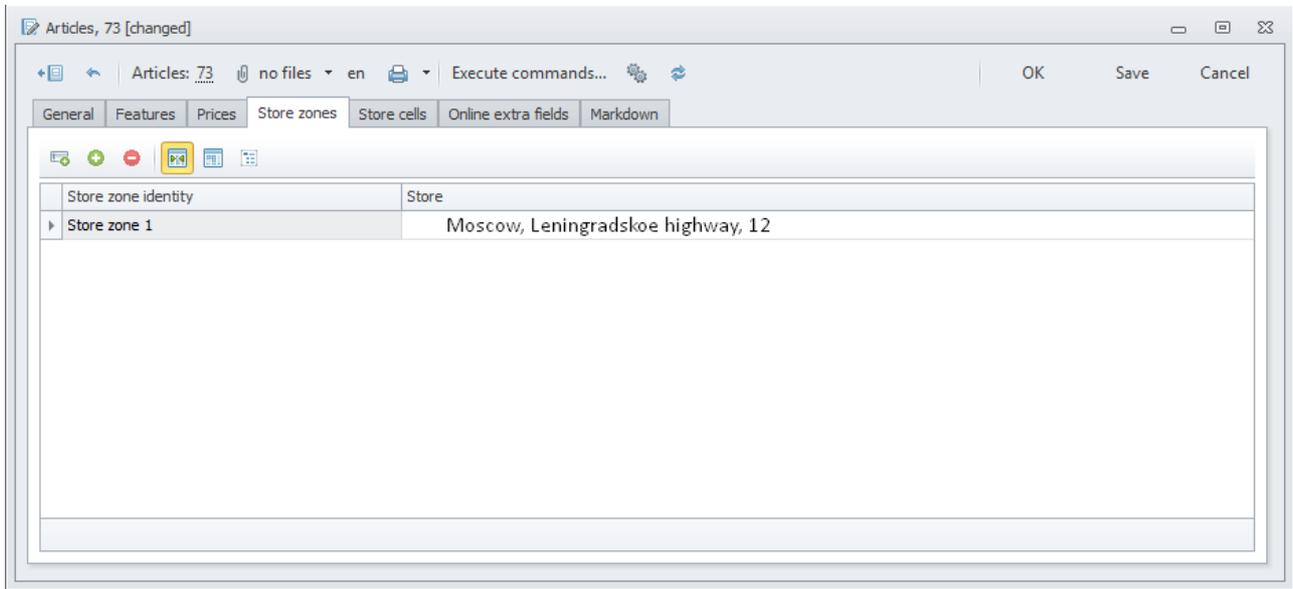
- *Base price* – base price of the article from which all prices are calculated;
- *Don't update extra charges automatically* – flag is set for the articles to which the extra charges are updated manually (tabulated in the table on the left side of the tab), and are not set automatically;
- *Don't calculate prices automatically* – flag is set for the articles to which the prices are updated manually (tabulated in the table on the right side of the tab), and are not set automatically from *Base price*. Also an auto discount is not produced for such articles;
- *Recalc. prices* – by clicking the button automatic calculation of the prices for the given article is made. The function is available only for articles for which prices are calculated automatically (*do not to calculate the prices automatically flag is deleted*);
- extra charges and prices are shown in tabular form:
 - extra charges as a percentage is put in the table from the left, 100 corresponds to 100% (it can have negative values). Extra charges are put by clicking the button “Recalculate prices”, as well as automatically when saving article, in accordance with the extra charges, specified for *Groups* of the article in the form [Article group extra charges.](#) Besides, extra charges may be put manually. In this case, to save the put values and they will not be not replaced by extra charges of the *Group*, a flag, *do not update the extra charges automatically*, should be set . Extra charges amount can be negative;
 - prices in basic currency are tabulated in the table on the right, for Russia – Russian ruble Prices are calculated by clicking button “Recalculate prices”, and also automatically when saving article. Price is calculated according to the formula: $Price = Base\ price + Base\ price * Extra\ charge / 100$. Besides, prices may be put manually. In this case, to save the put values the flag should be set, *do not update the prices automatically* flag should be set;
 - the contents of the first column of the table - the pricing zones (records of the Dictionary [Pricing zones](#));
 - the contents of the remaining columns of the table - price types (Dictionary record [Price types](#)); The price type value can be set for each pricing zone;
- *Days before discount* – a period of days, after which the article is subjected to automatic discount if it has never sold. The value of similar property can be set for *Group*, which includes this article (Dictionary record [Article groups](#)). The period specified on the article is the priority with automatic discount, and only if it is not specified - is listed in *Group*;
- *Discount date* – a date of the last automatic discount of the article. It is put automatically upon discount of the article;

- *Deny discount* – for article, where the given flag is set, the automatic discount is not performed. The similar flag can be set for *Groups*, which includes the article. The state of the flag of article is the priority in case of an automatic discount, and only if it is not set – a flag *Groups*;

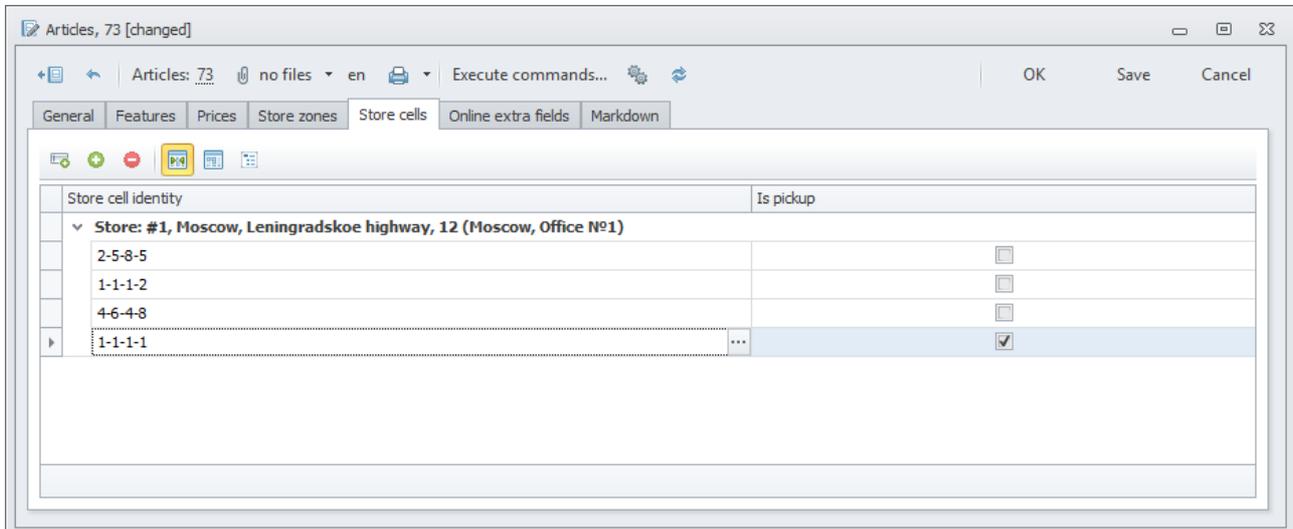


Also, the auto discount is made for the article, the price of which is affixed manually (the flag is set *do not calculate the prices automatically*).

- *Zones* are listed at the tab “Store zones” (Dictionary record [Store zones](#)), in which this article is stored in Stores:

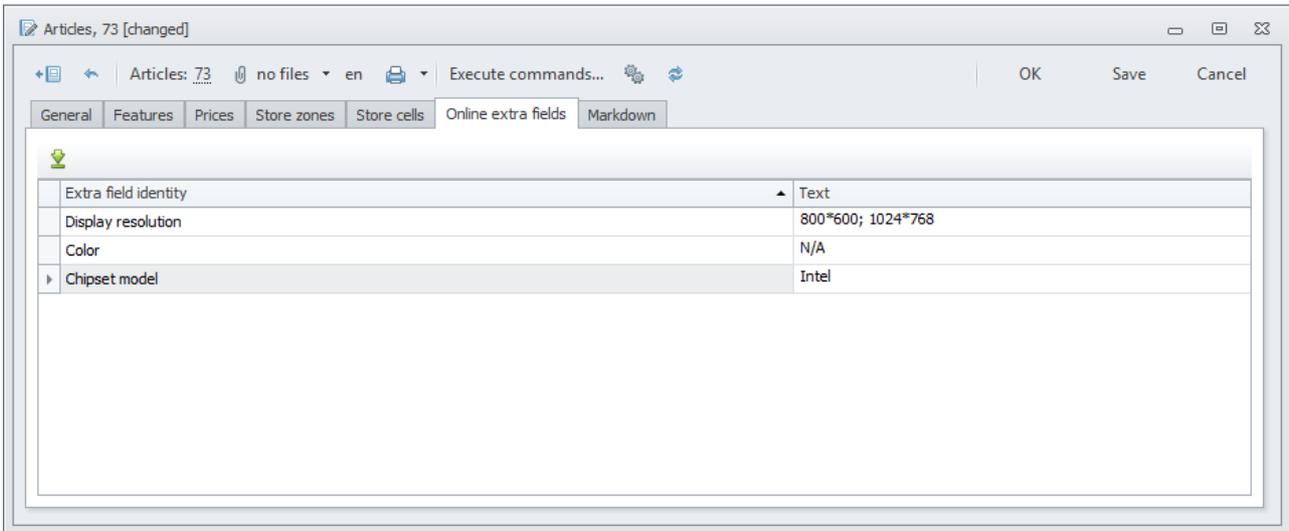


- *Boxes* are listed at the tab “Store cells” (Dictionary record [Store cells](#)), in which this article is stored in Stores:

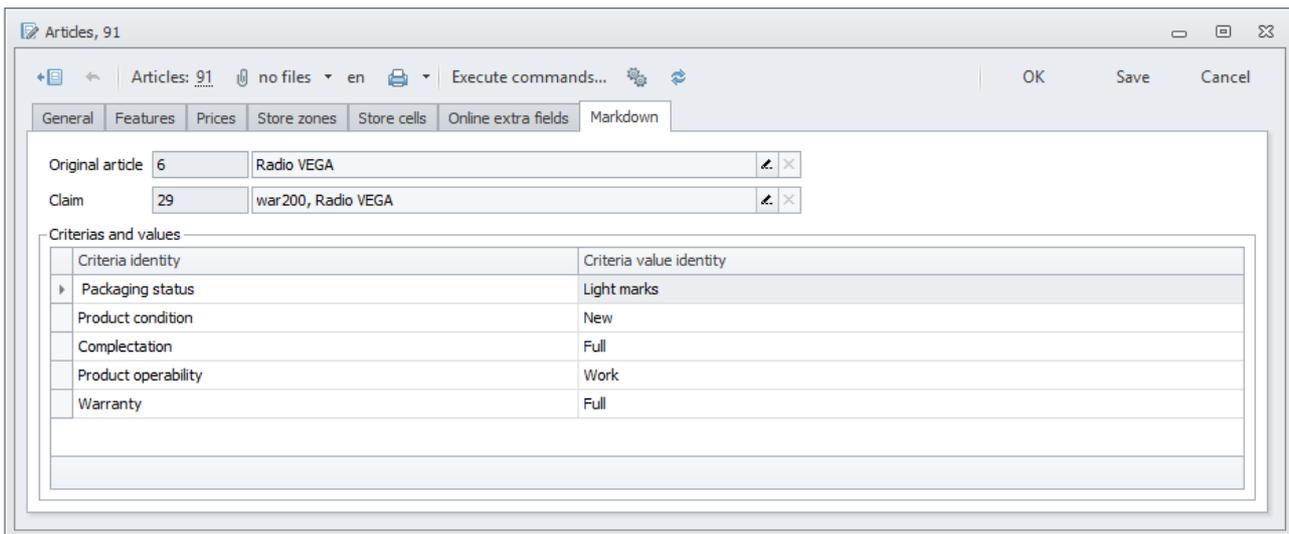


The boxes are grouped among Stores (the office is specified in brackets, which the store belongs to). The column *Selection box* the selection box of the article at the store is shown by a flag. The article can have only one selection box for each store.

Values of additional fields of article (Dictionary record [Online article extra field](#)), used on the website of an online store of the company are listed at the tab "Additional fields for website". Value of additional *Fields of article* is put in the column *Text*:



If the article was discounted (its name has a prefix [*Cheaper*]), parameters of discount are listed at the "Discount" tab:



- *Original article* – original article of the *Claim*, which was discounted (record of the same Dictionary);
- *Claim* – claim, which was discounted (Dictionary record [Claims](#));
- selected at markdown *Criteria identity* (Dictionary record [Claim markdown criteria value](#)) *Criteria value identity* (records of the Dictionary [Claim markdown criteria value](#)).

Command *Clone article* creates specified number of copies of selected article. Each copy of cloned article gets:

- *Name* of the copy will be formed from the *Name* of the original one plus sequence number, starting with 0. For example, for article with the *Name* "Name of article" its copies will have *Names*: "Name of article 0", "Name of article 1" etc.;
- properties of the copies will be also changed: *Name for the website*, *Names for accounting*

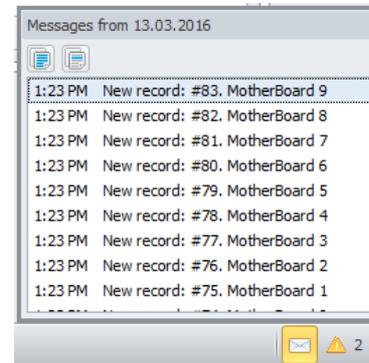


documents, and *Vendor code* – they will be get the same value as well as *Name*;

- if the original had preset value *EAN13*, for the copy it would be generated accidental *EAN13*;
- *zones* and *Store boxes* from the appropriate tabs will not be copied;
- all other properties, including *Prices* and *Characteristics* from the appropriate tabs, will be identical to the original.

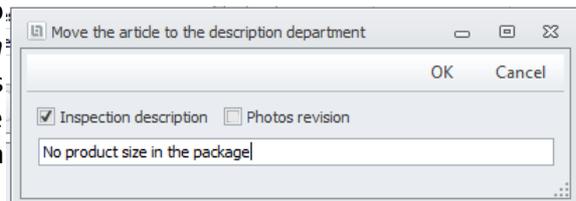
All cloned records will be automatically open for editing. The user, running the command, will also be sent messages on each created copy.

If the command was executed from the list-oriented form, it is necessary to update it by clicking the button , to see records of the Dictionary created by cloning.



 A command *Move the article to the description department* is executed above article which need to be sent to department of Dictionarying to update *Characteristics*.

For this purpose in the opened window it is necessary to specify flags as *Inspection description* or *Photos revision* that it is required to check in the article description, as well as to write accompanying text comment into the field under flags (putting at least one flag and writing of a comment is mandatory).



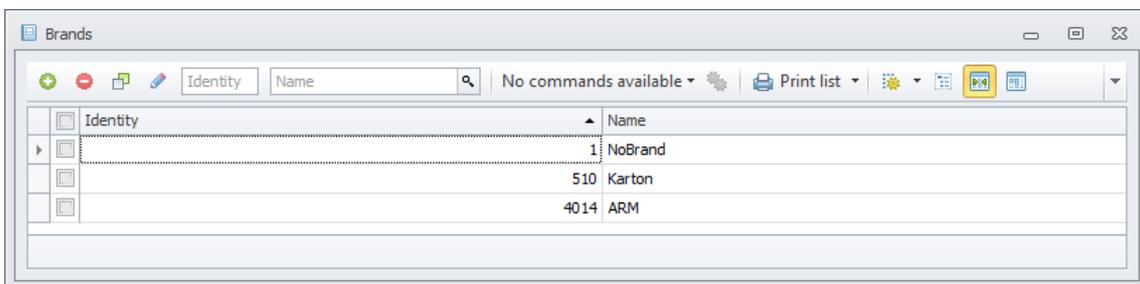
After clicking the button “OK”:

- appropriate flags (together with text comment) will be set in the article card at the tab *Characteristics*;
- if the store of storage has at least one free unit of this article, special for it it will be created document [Article description transfer](#);
- if the articles are stored at two (or more) Stores, and thus both Stores have department of Classification, *Relocation* will be created for that department of Dictionarying which is least busy.

Brands



The Dictionary contains a list of all brands of articles.



The brands can be fast-filtered by *Name*.

The edit form allows to specify the single property of brand – *Value*.

Cargo customs declarations



The Dictionary contains a list of Cargo Customs Declarations (CCD) of Articles:

Identity	CCD number	Country.Name
1	-	Russian Federation
2	12345678/011015/1234567/7654	Aruba

CCD can be fast-filtered by *CCD Number*.

Dictionary Records are created automatically in a procurement process of Articles by the company.

The edit form allows to specify the following category properties (fields in **bold** are mandatory for filling):

CCD number: 12345678/011015/1234567/7654
Comments:
Country identity: 533 ... Aruba

- **CCD Number** is Cargo Custom Declaration Number;
- **Comments** are comments to *CCD* in any format;
- **Country identity** is a country of origin of Articles according to *CCD* (Dictionary record [Countries](#)).

Online article extra fields



The Dictionary contains a list of extra properties that may be displayed on the company's website (online store). The system developers only may change the Dictionary contents:

Identity	Name
1	Display resolution
2	Color
3	Chipset model

The extra fields can be fast-filtered by *Name*.

The edit form allows to specify the only property of an extra field – *Name*.

Warranty period unit



The Dictionary contains a list of warranty period Unit of measurements:

Identity	Name
1	Year
2	Day
3	Month

Warranty period units can be fast-filtered by *Name*.

Edit form allows to specify the single property of warranty period unit – *Name*.

Units of measurement



The Dictionary contains a list of dimension units of articles:

Identity	Name
1	piece
2	box
3	meter
4	kilogramm
5	tone
6	ruble

The dimension units can be fast-filtered by *Name*.

The edit form allows to specify the only property of a dimension unit – *Name*.

VAT tax values



The Dictionary contains a list of VAT rates:

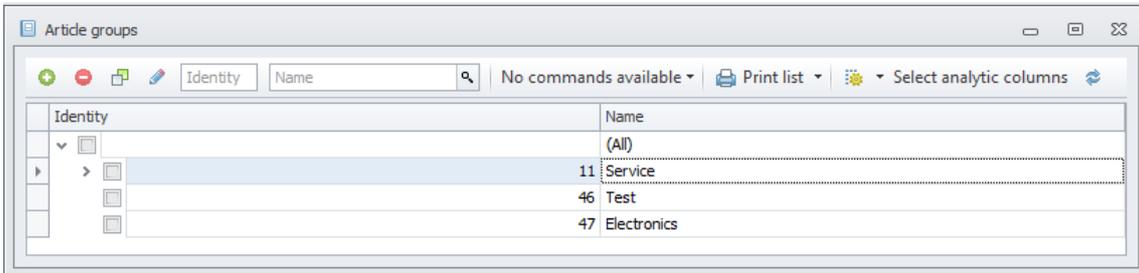
Identity	Value
1	18.00
4	10.00

The edit form allows to specify the only property – VAT *Value* .

Article groups

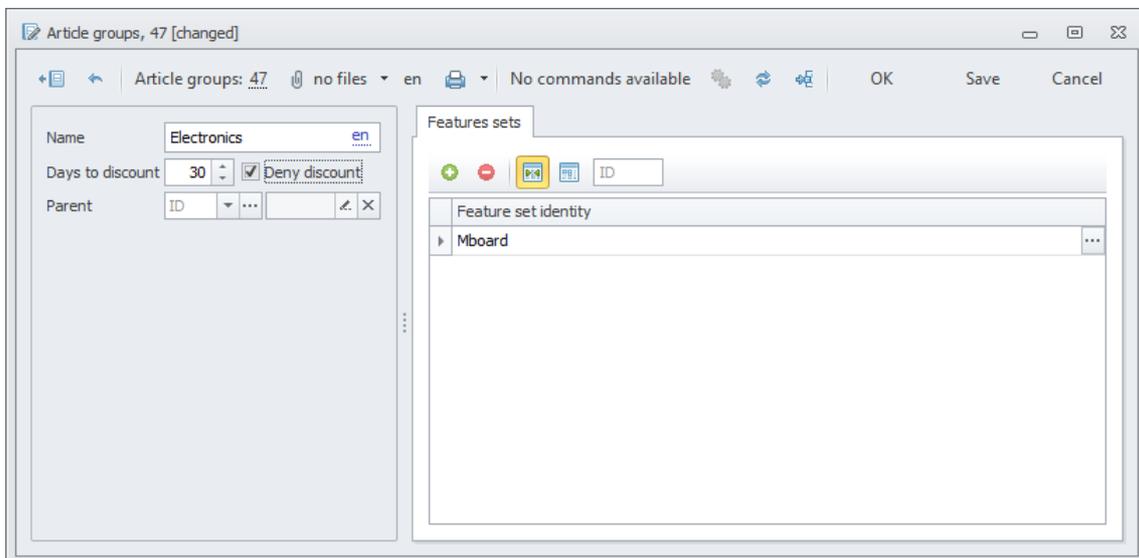


The Dictionary contains a list of a structure and a list of article groups and it is used for the organization of navigation in the Dictionary [Articles](#). The list-oriented form of the Dictionary is realized in a tree structure (it is also possible to edit structure of the Dictionary through the article Dictionary):



Article groups can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):



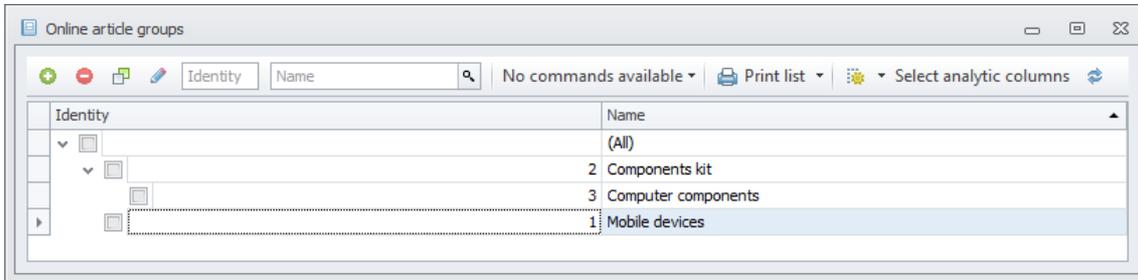
- **Name** – name of the article groups;
- **Days to discount** – a period of days, after which the articles of the group are subjected to the automatic discount if they were never sold. The value of similar properties can be set for *Parental group*, which includes this one. In case of an automatic discount the priority is the value of the given group, and only if it is not filled – by parental one;
- **Deny discount** – for article groups, where the given flag is set, the automatic discount is not performed. The similar flag can be set for *Parental group*, which includes this one. In case of an automatic discount the priority is the state of the flag of the given group, and only if it is not set – by parental one;
- **Parent** – an article group, where the given group is located (record of the same Dictionary). If it is not selected, the current group will be placed at the most top level of a tree of the list-oriented form of the Dictionary (*All*).

■ The feature sets (records of the Dictionary [Article feature sets](#)), are available for selection as feature sets for the article group, are listed at the “Article feature sets” tab.

Online article groups

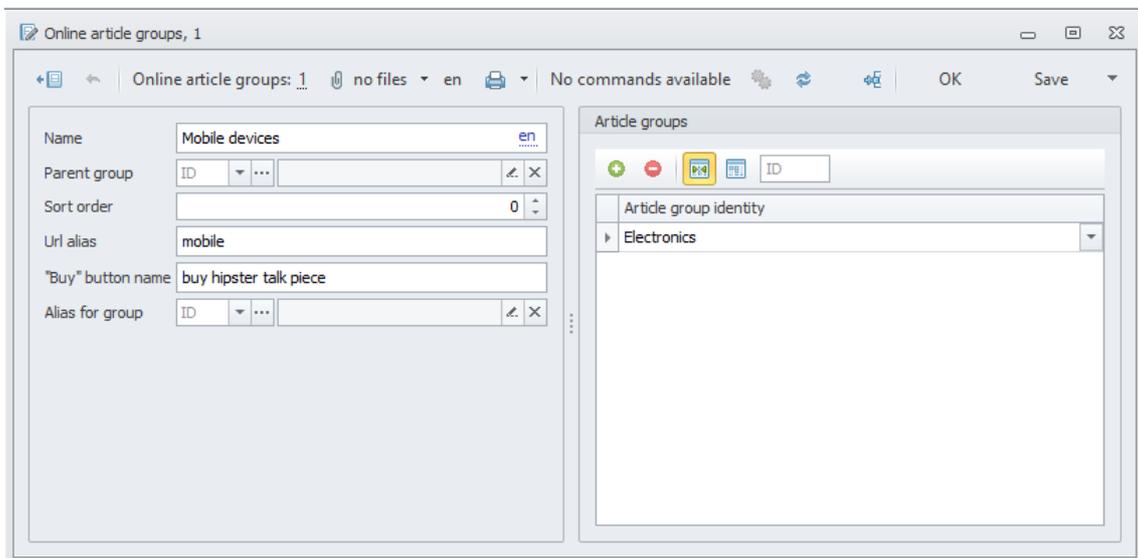


The Dictionary contains structured groups of articles displayed on the company's online store. The Dictionary's list form is realized in a tree-like structure, which also can be edited via the [Articles Dictionary](#):



The article groups can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):



- **Name** – name of an online article group;
- **Parent group** – an online article group that includes the given group (the same Dictionary record). When not defined, the current group will be placed on the top of the list tree structure of the Dictionary – *(All)*;
- **Sort order** – specifies the sort order of the groups on the company's website. May be equal to integral values ≥ 0 . The lesser the value of the *Sort order*, the higher the group is displayed in the list;
- **URL alias** – a meaning-bearing name (in Roman letters) for the given group that is intended to be inserted in the URL string, when selecting this group on the website;
- **"Buy" button name** – text displayed on the buy-button designed for adding online articles to the shopping cart;
- **Alias for group** – a reference group, which may be located on a different Dictionary level and whose properties (e.g. contents) are duplicated and used for this newly created group; thus, instead of setting up a new group, just point out one already set *Original group* in this field;
- **Article group identity** – groups of articles, whose contents you want to be displayed in the given online group ([Article Groups](#) Dictionary records). A single online article group may incorporate contents of several ordinary groups. In this case, contents of such groups will be displayed mixed together in the given online group.

Auto discount settings



The Dictionary contains auto discount settings which types of articles of the company can be exposed to:

Price from	Price to	Discount percent	Article group.Name
1	100000	50	Electronics
20	256000	40	Test

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Article group** – article groups to which rules the auto discount (Dictionary record [Article groups](#));
- *Discount percent* – the percentage by which articles are auto discounted in *Category*;
- *Price from* – the lower limit of the price range in which articles are discounted in *Category*;
- *Price to* – the upper limit of the price range in which articles are discounted in *Category*.

Extra charges for article group



It is possible to set article group extra charges by means of the form *Article group extra charges*, which is divided into two parts: on the left the article groups in a tree structure are displayed (Dictionary record [Article groups](#)), on the right – article group extra charges selected on the left:

	Retail	Purchase
Global	10.00	0.00
Saint-Petersburg	0.00	0.00
Moscow	0.00	0.00

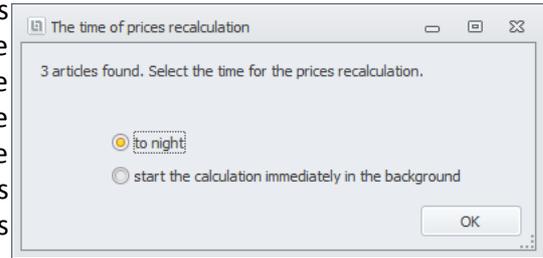
The article groups can be fast-filtered by *Name*.

A table of extra charges is displayed in the right part of the tab for the selected group:

- the contents of the first column of the table - the pricing zones (Dictionary record [Price zones](#));
- the contents of the remaining columns of the table - the price-list column (Dictionary record [Price types](#));
- the extra charges in a percentage (100 corresponds to 100%) can be set for each price type in each price zone. The extra charge can also be negative values, reducing the corresponding prices of articles

of the category. The formula for calculating the prices of the articles, which involves extra charges, described in the appropriate section of the Dictionary of [Articles](#);

- the extra charge of each group needs to be saved separately. When selecting the following group, the modified current extra charges are prompted to save automatically;
- the changed group extra charges are applied to all its articles (but not for attached subsidiary groups) with the status *In the price list*. When you save the extra charges the system informs about the quantity of article where the extra charges were changed and prompts you to choose the time of their recalculation of their price (prices recalculation is carried out by a special service, run as scheduled):
 - *to night* – the prices recalculation of articles, which extra charges of the groups were changed, will be launched with the following after nearest midnight start of service of the prices recalculation;
 - *start the calculation immediately in the background* – the recalculation of the prices will be launched with the next closest start of service of the prices recalculation.



The process of recalculation of articles prices takes a long time.

The functionality of the form *Article group extra charges* also allows:

- to clone extra charges:
 - “Clone attached in” - at the click of the button saved extra charges of the selected group will be copied to all its enclosed groups of the first level. For example, extra charges of the group “Electronics” will be copied to the group “Mobile Phones” and “Smart phones”;
 - “Clone attached in” - at the click of the button saved extra charges of the selected group will be copied to all its enclosed groups of any level. For example, extra charges of the group “Electronics” will be copied to the group “Mobile Phones” and “Phone covers”;
 - “Clone from the group” - at the click of a button the selection form of group will be opened (Dictionary record [Article groups](#)). Extra charges of the selected group will be copied to the current group.

(All)	
>	11 Service
>	46 Test
>	47 Electronics

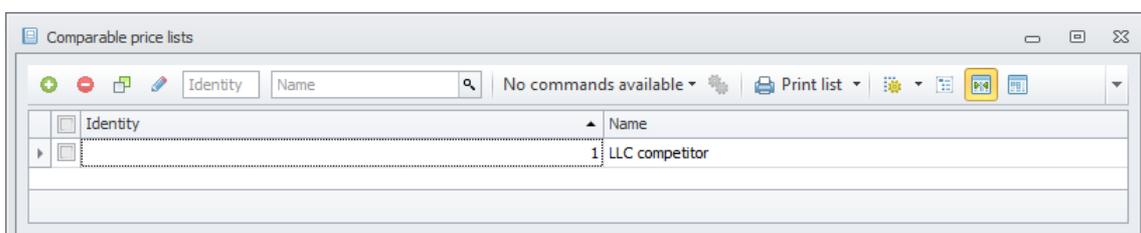
All cloned extra charges are saved automatically. If the change in extra charges in case of cloning affected article groups, it will be offered to choose the time of recalculation of their prices;

- “OK” - at the click of a button of the form *Article group extra charges* will be closed. Thus, the changes made in the extra charges of the current group will be saved;
- “Save” – at the click of a button changes made in the extra charges of the current group will be saved;
- “Cancel” - at the click of a button of the form *Article group extra charges* will be closed. Thus, the changes made in the extra charges of the current group will not be saved;

Comparable price list



The Dictionary contains price list positions of suppliers and/or competitors of the company (according price zones) loaded in the system from Microsoft Excel format files :



Price Lists can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Name** is a Price List Name;
- **Price Zone** is a price zone which price is in the price list (Dictionary record [Price Zones](#)). A price list may contain prices only one of price zones;
- **Price List Type** is Dictionary record [Price List Type](#);
- **Price List Owner** is Dictionary record [Price List Owners](#);
- **Parse Service** is a service which is used for handling the loaded price list – *PriceListExcelCommonService*;
- **Last updated** is a date of the last price list update. It is filled automatically upon successful loading of prices
- **File** is the format file Microsoft Excel from which it is necessary to load the prices;
- **Excel Settings** are settings for the price list loading from the specified *File*:
 - **Article identity** is a file column number containing Article Codes. The column "A" corresponds to number 1, "B" – 2, "C" – 3 and so on;



Article Codes in the loaded file shall be the same as System Article Codes.

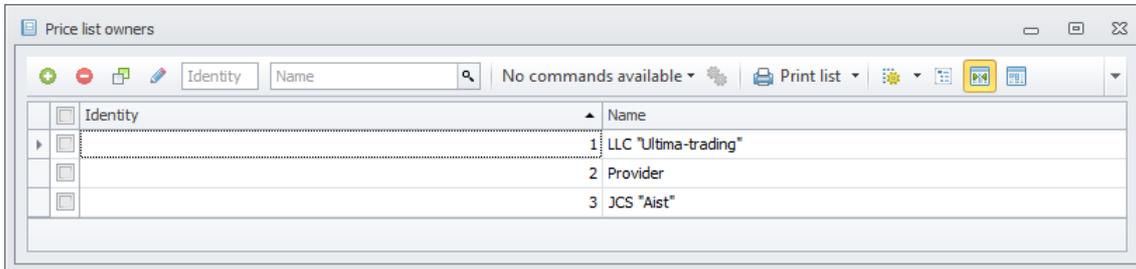
- **Article name** is a file column number containing Article Names.
- **Availability** is a file column number containing Existence Information.
- **Price Type identity** is a price type which is loaded for the selected *Price Zone* (Dictionary record [Price Types](#));
- **Column index** is a file column number containing the specified *Price Type*.

By clicking To Load data loading is made from the specified *File* into the system. In case of successful loading of the Price List *Updated date* automatically changes by current.

Price list owners

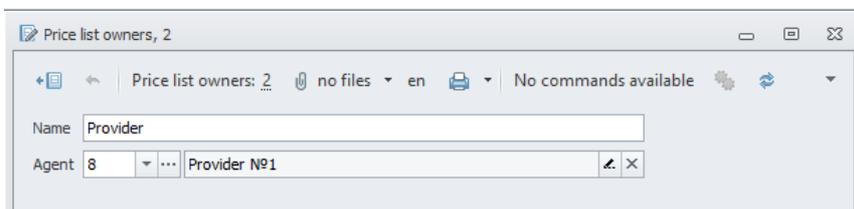


The Dictionary contains a list of price list owners – suppliers and/or competitors of the company, loaded into the system:



Price list owners can be fast-filtered by *Name*.

Edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

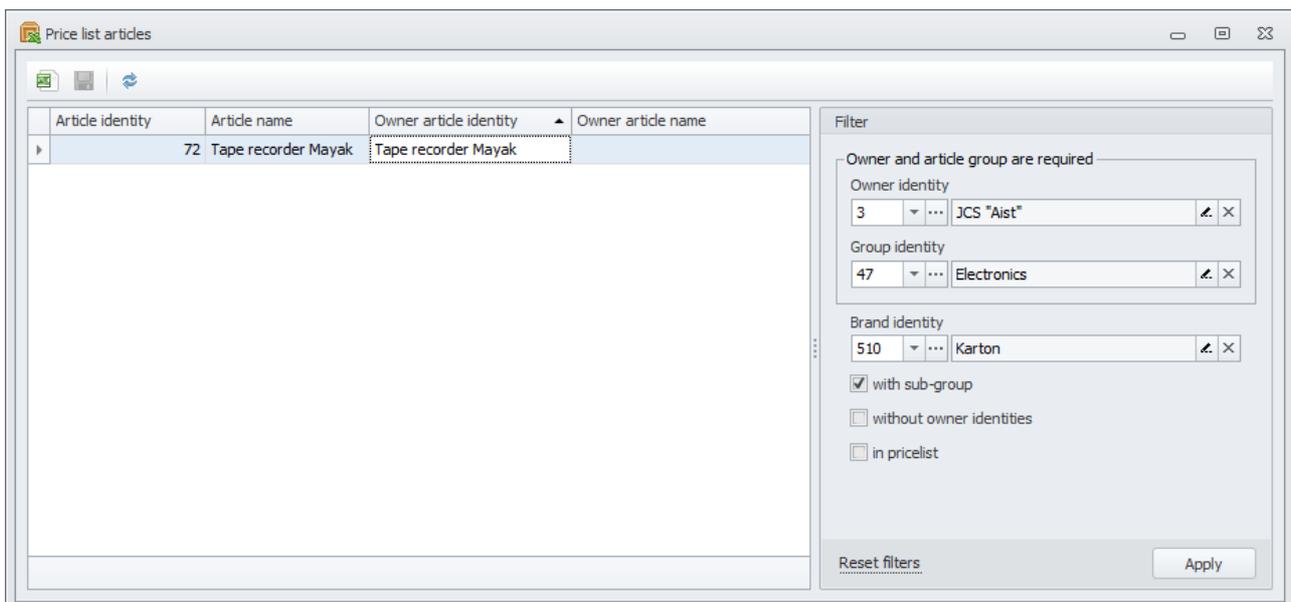


- **Name** – name of price list owner;
- **Agent** – Dictionary record [Agents](#).

Price list articles

The form *Price list article* allows to bring into accord the Dictionary of the articles of the company with price list article of suppliers and/or competitors of the company. It is necessary for correct load in system of these [Price lists](#).

The form is divided into two parts: Company articles are displayed on the left (Dictionary record [Articles](#)) and their corresponding third-party price lists articles, on the right - filter of shown from the left records:



Operating with the form begins at the installation of the filter, limiting the list of articles shown on the left (fields in **bold** are mandatory for filling):

- **Owner identity** – price list owner , articles of which are brought into accord with articles of the company (Dictionary record [Price list owners](#));
- **Group identity** – Dictionary record [Article groups](#);
- **Brand identity** – Dictionary record [Brands](#);
- *with sub-group* – the articles of groups which are included in *Article groups* are also displayed in the list with the set flag ;
- *without owner identities* – in the list with the set flag only the articles of the company are shown, to which price lists articles of the third-party companies are not brought into accord;
- *in pricelist* – with the set flag in the list only articles are displayed with the state *In the price list*;
- by clicking the link *Reset filters* all settings of the filter are reset;
- by clicking "Apply" button the list of articles is filtered according to settings of the filter.

The list of articles on the left contains following columns:

- **Article identity** – article code from Dictionary [Articles](#);
- **Article name** – article name from Dictionary [Articles](#);
- **Owner article identity** – a code of the appropriate article from the price list of the selected *Owner* (of the third-party company). It can be filled manually or imported;;
- **Owner article name** – a name of the appropriate article from the price list of the selected *Owner* (of the third-party company). It can be filled manually or imported.

For correct load of the price list of the third-party company, it is enough to put down in compliance to the articles of the company only *Owner article identity* from this price list.

For adding manually *Owner article identity* or *Owner article name* use left click into the cell of the appropriate column. Adding of value comes to an end by pressing a button **Enter** or choosing any other cell. On completion of adding of all values they should be saved by clicking the button  in a tool bar over the list of articles:



In the same way *Owner article identity* and *Owner article name* can be edited or deleted. *Article name of the owner* is deleted automatically when deleting *Owner article name*.

Also *Owner article identity* and *Owner article name* can be imported from the price list of the third-party company of the Microsoft Excel format (or from similar table). For this purpose it is necessary to add into the file of the price list a column with corresponding article codes of the company to the price list articles from the Dictionary [Articles](#) (in example the column is highlighted in yellow). It is permissible not to add codes for lines with articles to which any article in the Dictionary of the company does not match:

	A	B	C	D	
1	Price list OOO Competitor				
2	ID	Name	Purchase	Retail	
3	35	MotherBoard 99	7 990,00	8 100,00	
4	36	MotherBoard 98	7 990,00	8 100,00	
5	15	Radio SAGA	990,00	1 200,00	
6	18	Lamp BB	95,00	120,00	
7	29	Lamp BB	95,00	120,00	
8	45	MotherBoard 97	990,00	1 200,00	

-->

	A	B	C	D	E
1	Price list OOO Competitor				
2	ID		Name	Purchase	Retail
3	35	49183	MotherBoard 99	7 990,00	8 100,00
4	36	49184	MotherBoard 98	7 990,00	8 100,00
5	15	48152	Radio SAGA	990,00	1 200,00
6	18	37558	Lamp BB	95,00	120,00
7	29		Lamp BB	95,00	120,00
8	45	49191	MotherBoard 97	990,00	1 200,00

For correct import the order of the columns into the file should be the following:

- *Owner article identity*;
- *Article identity*;
- *Owner article name*;

Further it is necessary to highlight and copy the contents of the appropriate columns of the file. For correct import it should be copied the contents of at least two (*Owner article identity* and *Article identity*), maximum three (in addition to the first two – *Owner article name*) columns. After that in the form *Price list articles* it is necessary to press the button  in a tool bar above the list of articles. The values added as a result of import are saved automatically:

	A	B	C	
1	Price list OOO Competitor			
2	ID		Name	Purchase
3	35	49183	MotherBoard 99	7 990,00
4	36	49184	MotherBoard 98	7 990,00
5	15	48152	Radio SAGA	990,00
6	18	37558	Lamp BB	95,00
7	29		Lamp BB	95,00
8	45	49191	MotherBoard 97	990,00

-->

Price list articles

Import from Excel
Imports data from the clipboard

	Owner article
	Radio VEGA
7	Lamp
75	MotherBoard 1
	Mother board

It is possible to update the list by pressing the button  in a tool bar above it. The added, but not saved values will be reset in this case.

Price list types



The Dictionary contains a list of price list types – suppliers and/or competitors of the company:

Price list types

    Identity Name No commands available  Print list    

Identity	Name
	Benchmark
	Supplier

Price list types can be fast-filtered by *Name*.

Edit form allows to specify the single property of price list types – *Name*.

Price types



The Dictionary contains a Price Types list (price columns) which are used in price lists of Articles sold by the company:

Identity	Name
1	Retail
3	Purchase

The Price Type can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

Price types, 1

Price types: 1 | no files | en | Execute commands... | OK | Save | Cancel

Name: Retail

Sort order: 1

- **Name** is a Price Type Name;
- **Sort Order** defines the Price Type Sort Order at [the tab](#) Article Prices It is set automatically when saving. It can have integral values ≥ 0 and shall be unique (there can not be two price types with identical *Sort Order* in the Dictionary). The less value of *Sort Order* the left a price type column is displayed in the list.
Sort Order of the selected price type can be also changed in the Dictionary list-oriented form by clicking suitable buttons or a toolbar.

Command *Create Prices and Margins for Articles* allows to add prices and margins for a new created price type in price lists.



After creating a new record in the Dictionary it is necessary to execute the command *Create Prices and Margins for Articles*.

Price zones



The Dictionary contains a Price Zones list which are used in price lists of Articles sold by the company:

Identity	Name	Sort order
1	Global	1
13	Saint-Petersburg	2
14	Moscow	4

Price Zones can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

Price zones, 14

Price zones: 14 | no files | en | Execute commands... | OK | Save | Cancel

Name:

Sort order:

- **Name** is a Price Zone Name;
- *Sort Order* defines the Price Zone Sort Order at [the tab](#) Article Prices It is set automatically when saving. It can have integral values ≥ 0 and shall be unique (there can not be two price zones with identical *Sort Order* in the Dictionary). The less value of *Sort Order* the upper a price zone is displayed in the list.

Sort Order of the selected price zone can be also changed in the Dictionary list-oriented form by clicking suitable buttons or a toolbar.

Command *Create Prices and Margins for Articles* allows to add prices and margins for a new created price zone in price lists.



After creating a new record in the Dictionary it is necessary to execute the command *Create Prices and Margins for Articles*.

Article feature sets

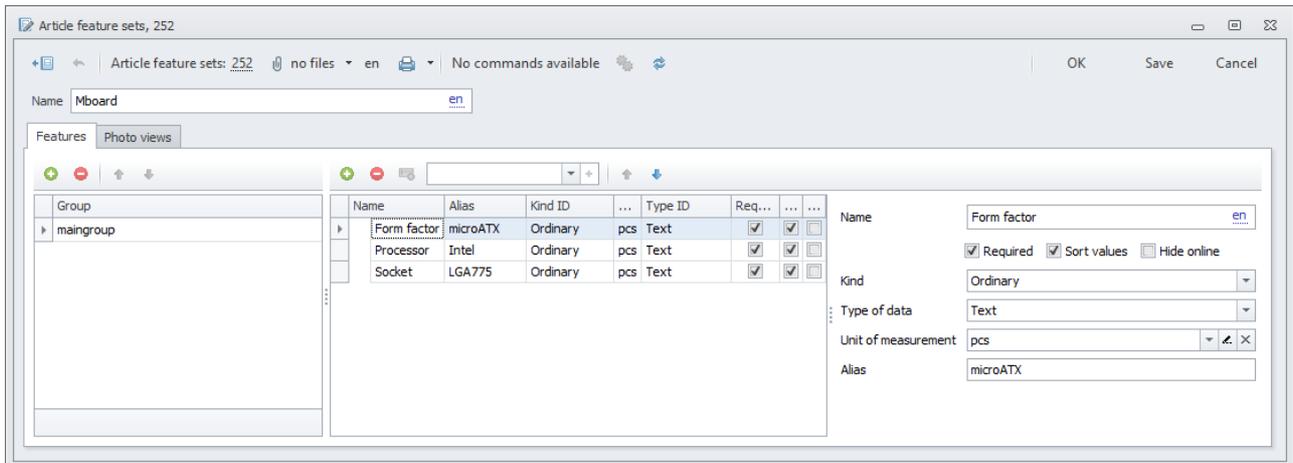


The Dictionary contains a list of all feature sets, which are used to describe the articles sold by the company:

Identity	Name
119	Radio
248	lamps
250	Motherboard
251	Motherboard
252	Mboard

The article feature sets can be fast-filtered by *Name*.

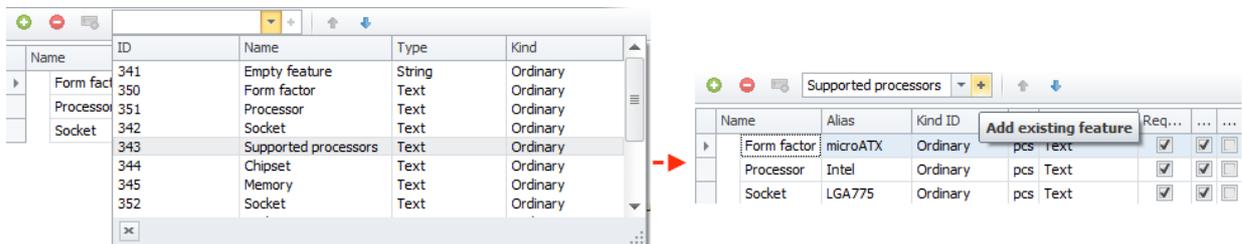
The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):



- **Name** – a name of the feature.

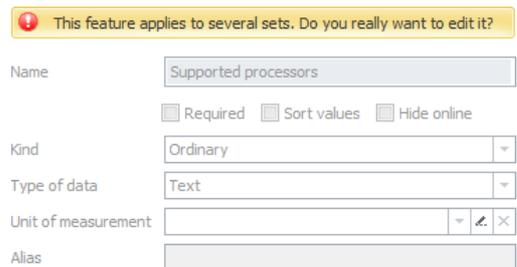
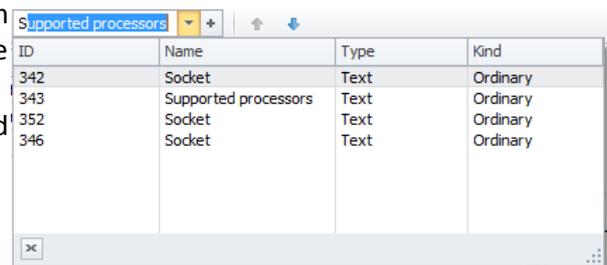
Characteristics of the articles are listed in a tab "Features", describing its consumer qualities. The tab is divided into three parts:

- *Groups* are listed on the left, combining features of any attribute. The name of the group can be set directly in the table, by clicking the left mouse button on it. The selected group can be moved in the list up or down by pressing the appropriate buttons at the tool bar above the groups;
- The list of features of the chosen from the left is located at center *Group*:
 - it is possible to add a new feature into the list by clicking the button in the tool bar above the characteristics, as choose already existing one:



The list displays all the characteristics, apart from those which have parental or characteristics of type as *Component*.

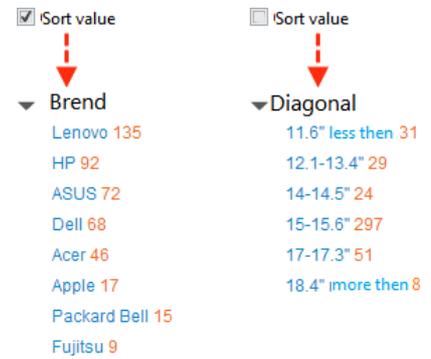
In case of a choice the characteristic can be found by entering a text directly in a control element.



The characteristic, added in such a way, that is already used in other feature sets will be unavailable to editing by default. The appropriate button above the parameters of the characteristic will inform about it. Clicking on it the editing will be possible, however it is necessary to remember that the made changes will affect all feature sets with this characteristic;

- The selected characteristic can be replaced in the list up or down by pressing the appropriate buttons at the tool bar;

- to remove the characteristic from the feature set by clicking the button is possible in the only one case when the value was not set for it at any articles. Otherwise, operation will end as an error. In this case the deleting of the characteristic, if it nevertheless is justified, is possible to realize by means of the command [Remove Template Feature](#);
- on the right the parameters of the characteristic selected from the center are listed(fields in **bold** are mandatory for filling):
 - **Name** – a name of the characteristic.
 - **Hide Online** – the set flag allows not to display the characteristic in the description of the article on the website of the online store;
 - **Sort values** – is applied to characteristics of the type as *Filter*. Set flag allows to sort values of the characteristic on the website of the company by quantity of the appropriate articles;
 - **Required** – the set flag indicates the need for filling of the characteristic value in the article card. To characterize the type *Navigation* and *Filter* the flag is set automatically and can not be removed;
 - **Name** – the service parameter, which is used for composite characteristics, will be described below;



- **Kind** – a type of characteristic, it can have values:
 - *Ordinary* – usual characteristic that is not used additionally for any service purposes;
 - *Filter* – by the value of characteristics of this type the filtration of articles is carried out on the website of the online store of the company. Usually it has *Data type – One of*;
 - *Navigation* – by the value of characteristics of this type the navigation in the article Dictionary on the website of the company. Usually one feature set has no more than one characteristic of such type, and the characteristic has *Data type – From few*;
- **Type of data** – specifies the data type of characteristic value, which will be entered in the article card. It may have values:

- *Number* – integral or fractional number;
- *Check mark* – flag;
- *Line* – a line (no more than 2 048 symbols);
- *Text* – a text (more than 2 048 symbols);
- *One of* – if you enter a value of such characteristic in the article card, the user will be asked to choose one of several values that can be pre-specified in the list of *Valid values*, as well as added by the user in the selection process of value of the characteristic in the article card.

The name *Value* in the list of *Valid values* can be set by clicking the left mouse button on it. The parameter *Sorting* is set automatically with a step 10 (can be ≥ 0) and defines an order of displaying *Values* in case of their choice in the article card – than it is smaller, the higher *Value* is displayed in the list.

Selected *Value* can be replaced in the list up or down by pressing the appropriate buttons at the tool bar (thus the value will change automatically the parameter *Sorting*);

- *From few* – in case of entering of value of such characteristic in the article card, the user will be offered to choose one or more from few values. They can be pre-set in the list of *Valid values*, and also be added by the user in selection process of values of the characteristic in the article

Name: Processor en

Required Sort values Hide online

Kind: Ordinary

Type of data: One of

Unit of measurement: pcs

Alias: Intel

Parent feature:

Value	Sort order	Parent value	Hide online
Intel Celeron...	10		<input type="checkbox"/>
Celeron D	20		<input type="checkbox"/>
Core 2 Duo	30		<input type="checkbox"/>

card;

- *Child feature* – value of the child feature characteristic is created of values of its subsidiaries characteristics by means of the parameter *Value format*:

Name	Kind ID	...	Type ID	Req...
Form factor	microATX	Ordinary	pcs	Text	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Processor	Intel	Ordinary	pcs	One of	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Socket	LGA775	Ordinary	pcs	One of	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Size (WxHxL)		Ordinary	mm	Composite	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Width		Ordinary	mm	Number	<input type="checkbox"/>	<input type="checkbox"/>
Lenght		Ordinary	mm	Number	<input type="checkbox"/>	<input type="checkbox"/>
Height		Ordinary	mm	Number	<input type="checkbox"/>	<input type="checkbox"/>

Name: Size (WxHxL) en
 Required Sort values Hide online
 Kind: Ordinary
 Type of data: Composite
 Unit of measurement: mm
 Alias:
 Value format: New value

For adding subsidiaries to the component characteristic, it is necessary to select it from the list of characteristics and press the button in the tool bar above the characteristics. For each of the subsidiaries characteristics it is necessary to specify *User name*, which will be used in *Value format* of the parental component characteristics.

In *Value format* of component characteristics any text, numbers, and special symbols can be used. The values of the subsidiaries characteristics are added to the format as *User name*, taken in curly brackets: *{User name}*.

- *Parent feature* – parameter is available to characteristics with data type *One of* or *From a few*, and as its value it is possible to specify the characteristic of the same feature set and the same types (*One of* and *From a few*). Parameter is used for characteristics of the type *Filter*. If any filter-characteristics parental are selected, it will not be shown in the filter of articles on the at online-store website of the company as long as one or more values of parental characteristics specified for it to be selected:

Name	Alias	Kind ID	...	Type ID	Req...
Form factor	microATX	Ordinary	pcs	Text	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Processor	Intel	Filter	pcs	One of	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Socket	LGA775	Ordinary	pcs	One of	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Size (WxHxL)		Ordinary	mm	Composite	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Name: Processor en
 Required Sort values Hide online
 Kind: Filter
 Type of data: One of
 Unit of measurement:
 Alias: Intel
 Parent feature:
 Valid values:

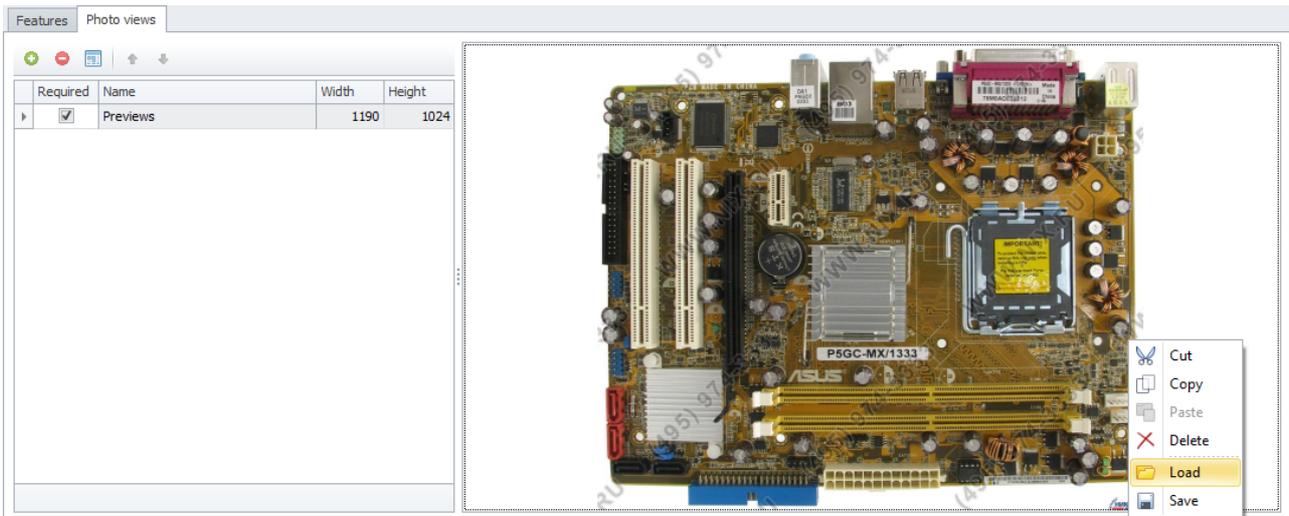
Value	Sort order	Parent value	Hide online
Intel Celer...	10		<input type="checkbox"/>
Celeron D	20		<input type="checkbox"/>
Core 2 Duo	30		<input type="checkbox"/>

Also, for the correct operation of such a filter in the list of *Valid values* of subsidiary characteristics for each *Values* need to be specified to it *Parental value* from *Parent characteristic*.

For the example above, in the filter of articles on the company website from the characteristics it will be initially available only *Processor manufacturer*. And only after its selection filtering will be available on *Processor series*;

- *Unit of measurement* – Unit of measurement of the characteristic value (Dictionary record *Unit of measurements of characteristics*);
- *Value format* – parameter is available to characteristics with data type *Compound*, was described above;
- *Valid values* – parameter is available to characteristics with data type *One of* and *From a few*, was described above.

Angels of article shooting are listed on the “Photo” tab. The tab is divided into two parts: shooting angles are listed on the left, and on the right - an example of the chosen photo on the left angle:



- **Required** – the set flag indicates the need for loadings of the photo for this angle in the article card;
- **Name** – the name of the shooting angle, can be set directly in the table by clicking on it with the left mouse button;
- **Width** – the recommended width in pixels of the loaded image in the article card. It is filled in automatically when loading the photo- example according to its width;
- **Height** – the recommended height in pixels of the loaded image in the article card. It is filled in automatically when loading the photo-example according to its height;

The selected angle can be replaced in the list up ↑ or down ↓ by pressing the appropriate buttons at the tool bar.

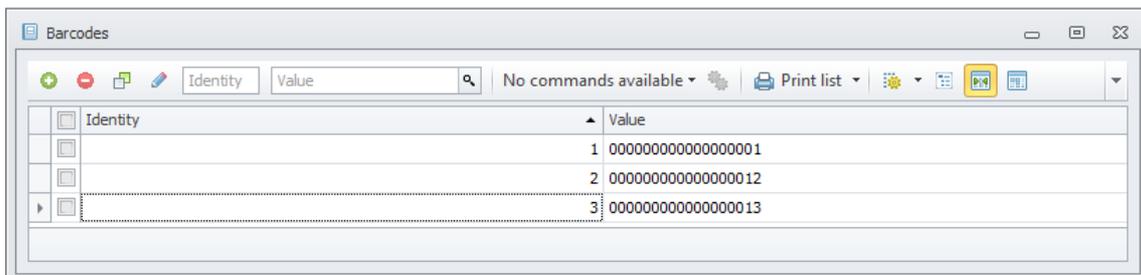
By clicking the right mouse button on the display area of the photo-example on the right side of the tab a context menu opens, that allows you to:

- **Cut** – delete photo-example, placing it in the clipboard;
- **Copy** – copy photo-example in the clipboard;
- **Paste** – paste photo-example in the clipboard (the current photo will be replaced);
- **Delete** – delete the current photo-example;
- **Load** – choose a file from your computer for loading as the photo-example;
- **Save** – save the current photo-example to the computer.

Bar-codes



The Dictionary contains a list of all ever registered articles in a system of Barcodes:



Barcodes can be fast-filtered by *Value*.

Bar codes are added to the Dictionary automatically during [Store labeling](#) articles, as well as the

disproportionately less in a number of other procedures. The edit form allows to specify the single property of barcode – *Value*.

Finances

Banks



The Dictionary contains a list of all banks. The list of banks is updated automatically from the register of the credit organizations of the Central Bank of the Russian Federation for Russia:

Identity	Name
44525924	"AIG Investment Bank"
49202896	"AL'MET'EVSKIj 'BRANCH, OJSC Bank ZENIT
44579191	"AVGUSTOKOMMERC BANK"
40507358	"AZ-TIKHOOK.INTERBANK CURRENCY EXCHANGE"
46524938	"BEST" FSSB
44552986	"BPK" (CJSC)
48405715	"Gorno-Altaysky" BRANCH OF OAO Bank ZENIT
48259846	"MOUNTAIN Dagestan" Barlyk
48204838	"MOUNTAIN Dagestan" Botlikh
44689318	"Verkhnevolskiy OAO "AB INKOMBANK "
41708775	"VLADIMIRSKY" FB "Dialog-Optim" (000)
44541187	"Vneshtorgbank"
44583187	"Vneshtorgbank"
48235000	"ZHAVAT" OOO "ESIDBANK"
48235993	"ZHAVAT" OOO "ESIDBANK"

Banks can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

Bank accounts

Account n...	Currency identity	Firm identity	Purpose	I...
4027	Russian Ruble RUB (643)	Firm №1	Payment	...

- **Name** – name of bank;
- **BIC** – bank identification code;
- **Correspondent account**;
- **Region** – bank region;
- **Address** – legal address of the bank;

- *Phones* – a list of Phone numbers of the bank in free format;
 - *Closed* – a flag indicating that the bank is closed.
- Bank accounts are listed at the tab “Bank accounts”(Dictionary records [Bank accounts](#));
 - Acquiring accounts of the company are listed at the tab “Acquiring accounts”, serviced in bank (Dictionary record [Acquiring accounts](#));
 - Import feature sets of acquiring, used when importing bank statements are listed at the “Acquiring import templates” (Dictionary record [Acquiring import templates](#));
 - Import feature sets of encashment, used when importing bank statements are listed at the “Encashment import templates” (Dictionary record Encashment Import Templates);

Bank accounts



The Dictionary contains account details of its legal entities of the organization:

Identity	Account number
4040	40274458456
4045	402744030722

Bank accounts can be fast-filtered by *Account number*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

Account number	402744030722	Currency identity	36 Russian Ruble RUB (643)
Bank identity	44030722 SPbF OAO "MDM Bank"	Firm identity	1 Firm №1
Intermediary bank identity	44030722 SPbF OAO "MDM Bank"	Purpose	Payment

- **Account number** – bank account number;
- **Bank identity** – where the account is opened (Dictionary record [Banks](#));
- **Intermediary bank identity** – intermediary bank, if such is available (Dictionary record [Banks](#));
- **Purpose** – a purpose of payment on default;
- **Firm identity** – contractor-owner of the account (Dictionary record [Agents](#));
- **Currency identity** – account currency (Dictionary record [Currencies](#)).

Budget Periods



The Dictionary contains Budget Periods:

Identity	Name
1	Autodetect
2	None
3	January, 2015
4	2014

Budget Periods can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

Name: en
 Begin date:
 End date:

- **Name** is a name of Budget Period;
- **Begin Date** is Budget Period Start Date;
- **End Date** is Budget Period End Date;

Currencies



The Dictionary contains a list of all currencies, which is updated automatically from the currency register of the Central Bank of the Russian Federation. In addition, the Dictionary includes the exchange rate of the accounting currency (ruble for Russia). The exchange rates are also updated from the Central Bank's data register in the automatic mode.

Identity	Alpha code	Name	Number code
10	USD	US Dollar	840
11	EUR	Euro	978
36	RUB	Russian Ruble	643

The currencies can be fast-filtered by *Name*.

The currency edit form allows to specify the following properties:

The screenshot shows the 'Currencies, 10' dialog box. The 'Name' field is 'US Dollar', 'Number code' is '840', and 'Alpha code' is 'USD'. The 'Direct quote' tab is active, showing a list of exchange rates and a line chart for 'USD/RUB CB RF' from 2013.09.03 to 2013.09.18. The chart shows values ranging from 32,245 to 33,4338.

Identity	Name	Value	Date
45	USD/RUB CENTRAL BANK O...	33,06	2013.09.11
		32,6731	2013.09.13

In the tab “General” (all fields are mandatory):

- *Name* – name of the currency;
- *Number code* – numerical code of the currency according to the current version of All-Russia Classifier Of Currencies;
- *Alpha code* – letter code of the currency according to the current version of All-Russia Classifier Of Currencies.

In the tab “Direct quote”, you can see a historical exchange rate of the currency selected in the list on the left against the basic currency (*Russian ruble*) during a particular time period from “From” to “To”. This tab will be filled out for the basic currency only (*Russian ruble*):

The screenshot shows the 'Direct quote' tab in the 'Currencies, 10' dialog box. The 'Date from' field is '03.02-13.03'. The 'Date to' field is empty. The 'Date from' calendar shows February 2016, and the 'Date to' calendar shows March 2016. The 'Apply' button is visible.

In the tab “Reverse quote”, you can see a historical exchange rate of the currency selected in the list on the left against the basic currency (*Russian ruble*) during a particular time period from “From” to “To”. For the basic currency (*Russian ruble*), this tab will be blank.



The ruble exchange rate against each foreign currency is updated from a source specified for each exchange rate in the *Exchange Rates Dictionary*.

Initially, the only provider of rates in the [Exchange rate provider](#) Dictionary is set up – the Russian Central Bank.

The update of exchange rates is performed automatically on a schedule by the import task – *Update Exchange rates*.

Investment Projects



The Dictionary contains the Company Investment Projects for Cost Items:

Identity	Name
1	None
2	Simple investment project

Investment Projects can be fast-filtered by *Name*.

The edit form allows to specify the single property for the Investment Project – *Name*.

Currency rate provider



The Dictionary contains providers of currency (exchange) rates:

Identity	Name
1	Central Bank of Russian Federation

The Currency rate providers can be fast-filtered by *Name*.

The edit form allows to specify the only property of a Exchange rate provider – *Name*.

Checkouts



The Dictionary contains a list of all receiving points and storage places of available fund of the Company:

Identity	Name
14	TestCheckout

Checkouts can be fast-filtered by *Name*.

The edit form allows to specify the following properties (all fields are mandatory):

The screenshot shows a dialog box titled "Checkouts, 14". The form contains the following fields:

- Name: TestCheckout
- Office: 2 (dropdown) TestOffice
- Currency: 36 (dropdown) Russian Ruble RUB (643)
- Encashment account: 3010181050000000222

- *Name* is Checkout Name;
- *Office* is an office where there is a cash desk (Dictionary record [Offices](#));
- *Currency* is a currency in which payments are made at the cash desk (Dictionary record [Currencies](#));
- *Encashment account* is an account number which the collection is carried out from cash.

Acquiring Accounts



The Dictionary contains a list of accounts in acquiring banks, which provide acquiring services for the company:

Identity	Bank.Name	Income account
1	FAKB FINIST-BANK	765700560100000

The acquiring accounts can be fast-filtered by *Income account*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

The screenshot shows a software window titled "Acquiring accounts, 1". It contains a form with the following fields and values:

Bank	40502785	FAKB "FINIST-BANK"
Expense office	1	Office №1
Cost item	7	RewardCostItemID
FRC	12	TestFrc
Income account	765700560100000	
Commission account		
Return account		

- **Bank** – a bank that provides acquiring services (a [Banks](#) Dictionary record);
- **Expense office** – an [Offices](#) Dictionary record;
- **Cost item** – a [Cost items](#) Dictionary record;
- **FRC** – a [FRC](#) Dictionary record;
- **Income account** – an account in a *Bank* for accruing of acquiring payments;
- *Commission account* – an account in a *Bank* for accruing of commissions on acquiring;
- *Return account* – an account in a *Bank* for acquiring refunds.

Acquiring Terminals



The Dictionary contains a list of acquiring terminals of the company, at which operations with bank cards are executed:

The screenshot shows a software window titled "Acquiring terminals". It contains a table with the following data:

Identity	Number	Bank.Name
1	2718281828459045	FAKB "FINIST-BANK"

The terminals can be fast-filtered by *Number*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Number** – number of the acquiring terminal;
- **Acquiring account** – number of an acquiring account (an [Acquiring Accounts](#) Dictionary record);
- **Bank** – a bank that provides acquiring services (a [Banks](#) Dictionary record);
- **Office** – an [Offices](#) Dictionary record;
- **Is active** – when the flag is set, the terminal is active.

Tax periods



The Dictionary contains a list of tax periods:

Identity	Description	Name
3	Current payment	TP

The tax periods can be fast-filtered by *Name*.

The edit form allows to specify the following properties (all fields are mandatory):

- *Name* – code of a tax period;
- *Description*– description of code of the tax period.

Money return reasons



The Dictionary contains a list of possible Money Return Reasons:

Identity	Name
1	Default

Reasons can be fast-filtered by *Name*.

The edit form allows to specify the single property of a Money Return Reason – *Name*.

Payment reasons



The Dictionary contains a list of possible reasons for payment:

Identity	Description	Name
1	voluntary repayment of tax periods expired	ZD

The payment reasons can be fast-filtered by *Name*.

The edit form allows to specify the following properties (all fields are mandatory):

- *Name* – code of a reason for payment;
- *Description* – description of code of the reason for payment.

Amount distribution type



The Dictionary contains a list of types of distribution of a delivery amount in the document [Sales](#):

Identity	Name
(All)	(All)
1	Default
10	Garanty
11	Yaroslavl
12	TestFrc

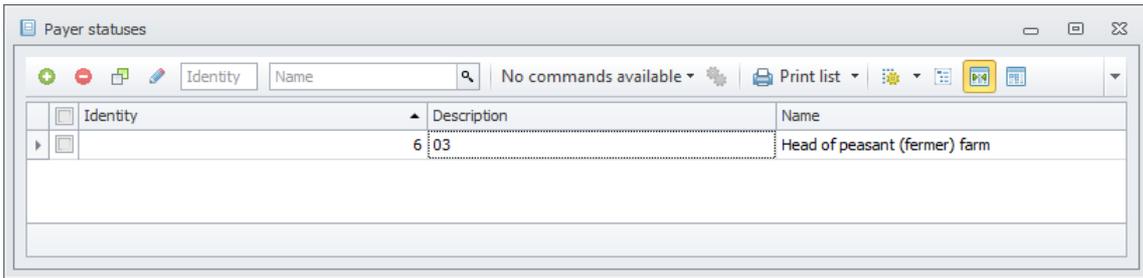
The amount distribution type can be fast-filtered by *Name*.

The edit form allows to specify the only property of an amount distribution type – *Name*.

Payer statuses

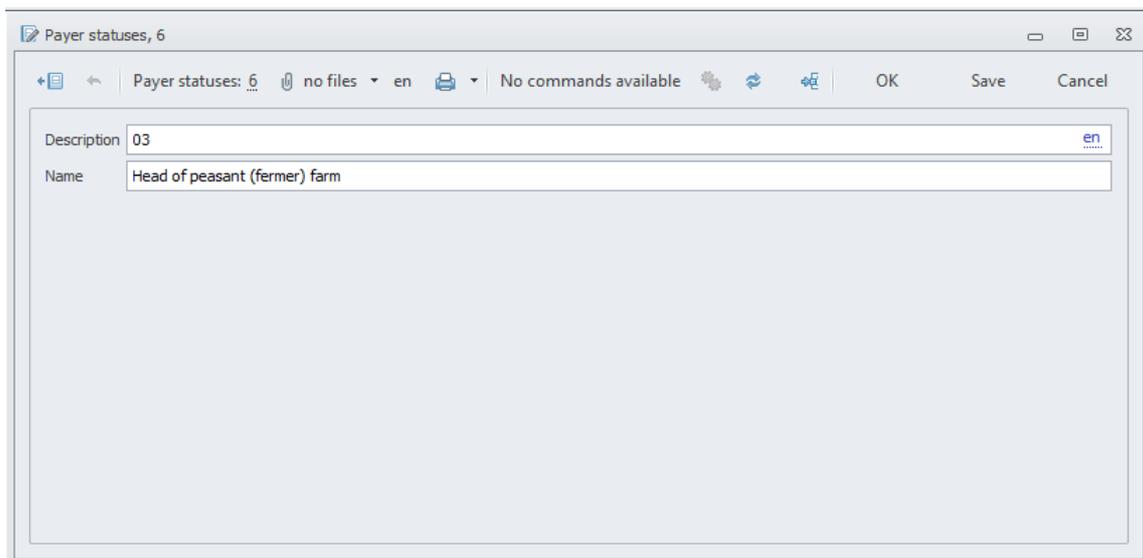


The Dictionary contains a list of possible statuses of payers.



The payer statuses can be fast-filtered by *Name*.

The edit form allows to specify the following properties (all fields are mandatory):

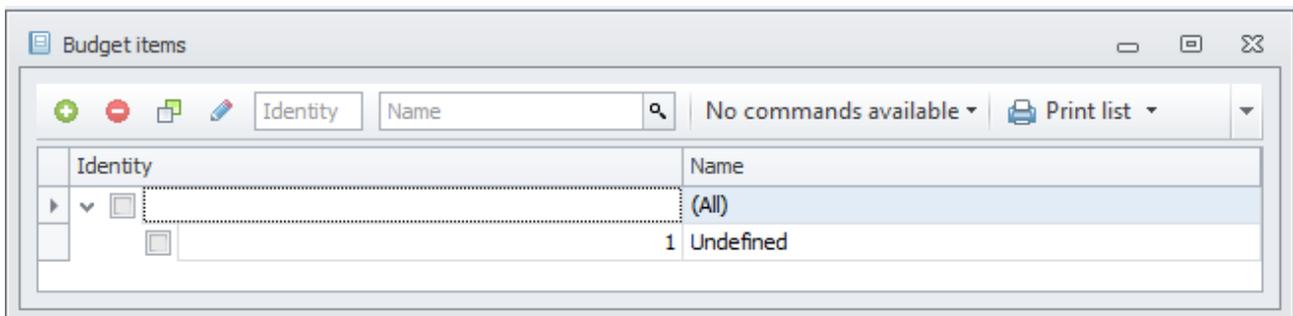


- *Name* – code of a payer status;
- *Description*– description of code of the payer status.

Budget items

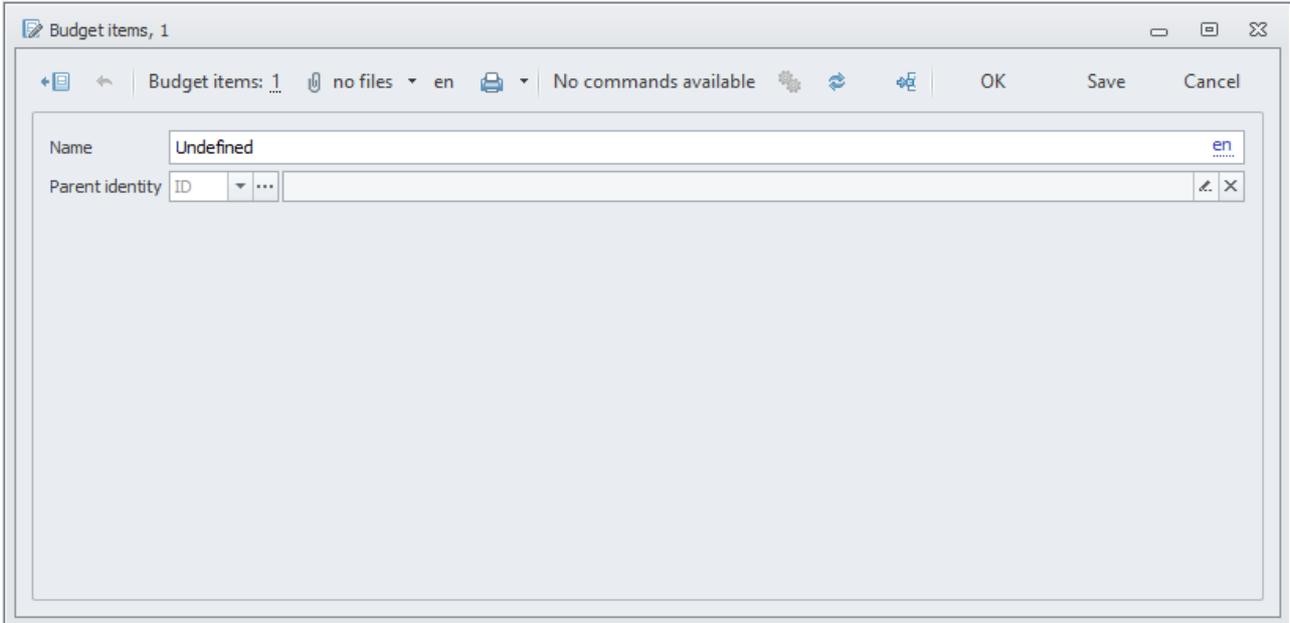


The Dictionary contains a list of budget item, which section the balance records of the contractors is kept. The list-oriented form of the Dictionary is organized in a tree structure:



Budget item can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

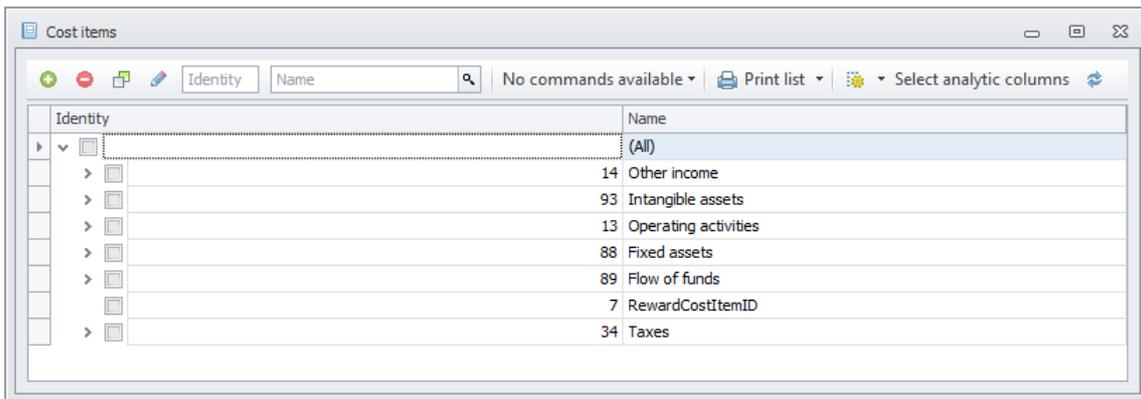


- **Name** – name of cost items;
- **Parent identity** – group which budget item belongs to (record of the same Dictionary). If the property is not filled, budget item will be placed in a tree of the list-oriented form of the Dictionary at the most top level – (*All*).

Cost items

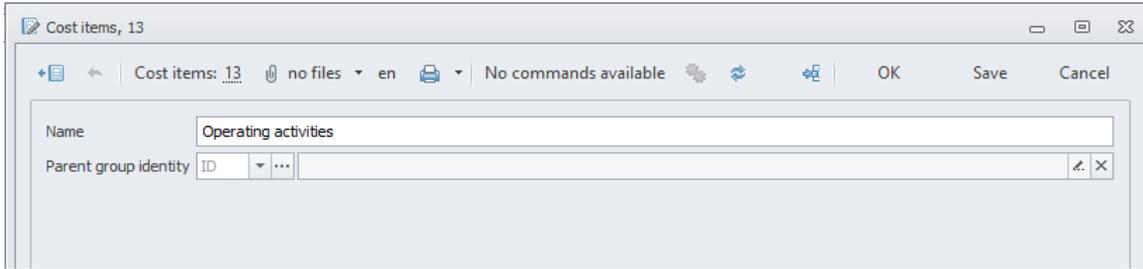


The Dictionary contains Cost Item List in the context of which Company Cost Accounting is kept. The Dictionary list-oriented form is organized as a tree-type structure:



Cost Items can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

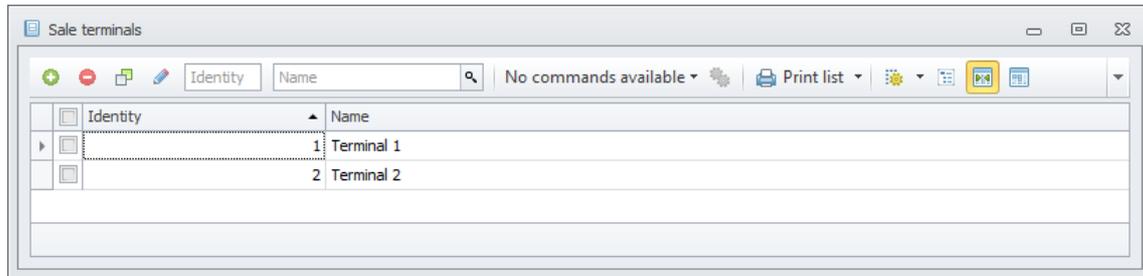


- **Name** is a Cost Item Name;
- **Parent Group identity** is a group which Cost Item relates to (the same Dictionary Record). If a property is not filled Cost Item will be in the tree of the Dictionary list-oriented form at the top most level – (*All*).

Sale terminals

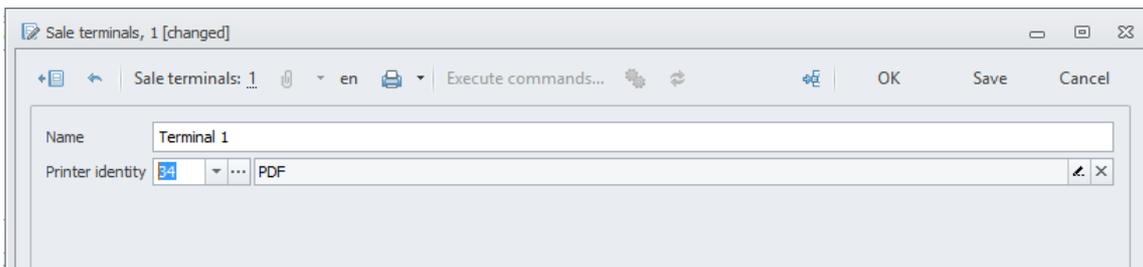


The Dictionary contains a company self-service terminals list by means of which sales are carried out:



Sale Terminals can be fast-filtered by *Name*.

The edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

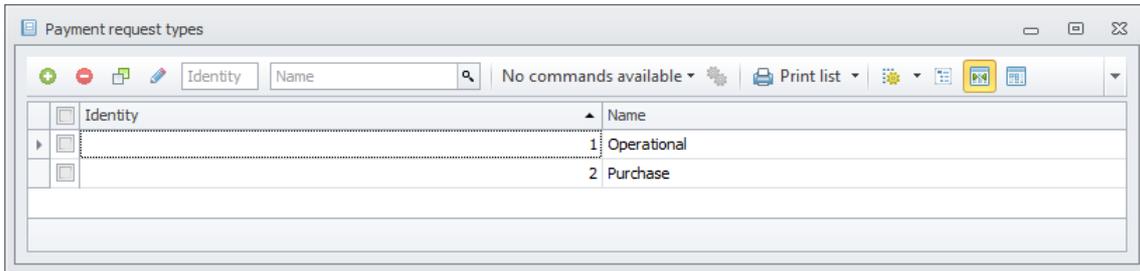


- **Name** is a Sale Terminal Name;
- **Printer identity** is a printer whereon orders executed on a Sale Terminal shall be printed (a System Dictionary Record *Printers*);

Payment request types



The Dictionary contains a list of types of payment requests filed at the company:



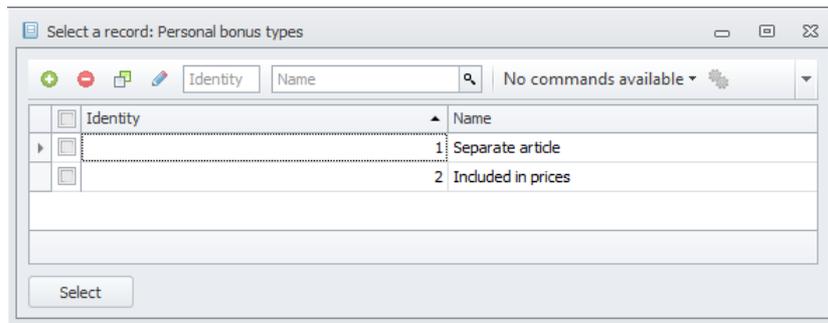
The payment request types can be fast-filtered by *Name*.

The edit form allows to specify the only property of a type of payment requests – *Name*.

Personal bonus types



The Dictionary contains a Personal Bonus Types Charge list:



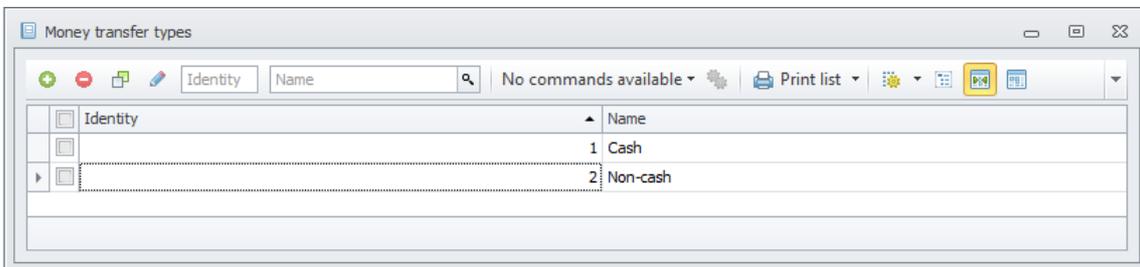
Personal Bonus Types can be fast-filtered by *Name*.

The edit form allows to specify the single property for the Personal Bonus Types - *Name*.

Money transfer types



The Dictionary contains a list of Money Transfer Types used by the company:



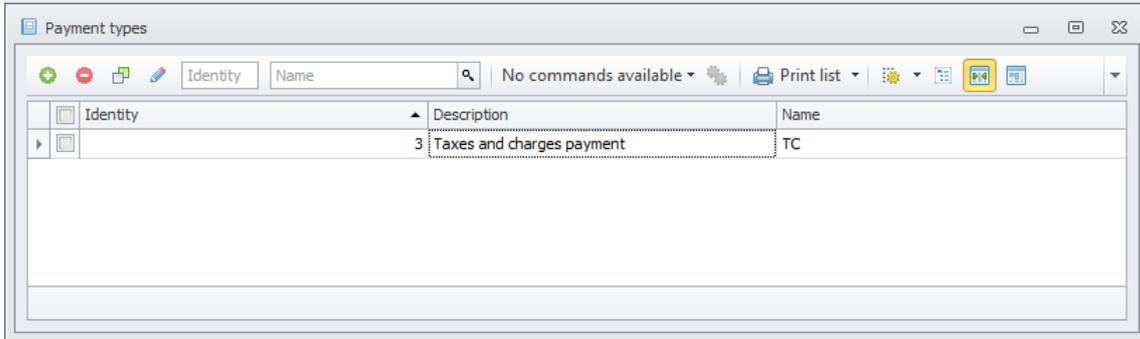
Transfer Types can be fast-filtered by *Name*.

The edit form allows to specify the single property for the Money Transfer Types - *Name*.

Payment types

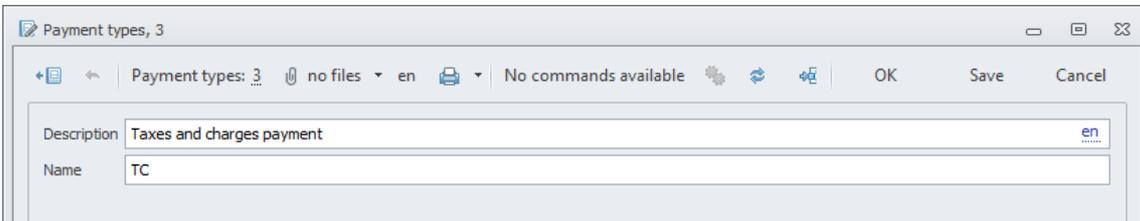


The Dictionary contains a list of possible types of payments:



The payment types can be fast-filtered by *Name*.

The edit form allows to specify the following properties (all fields are mandatory):

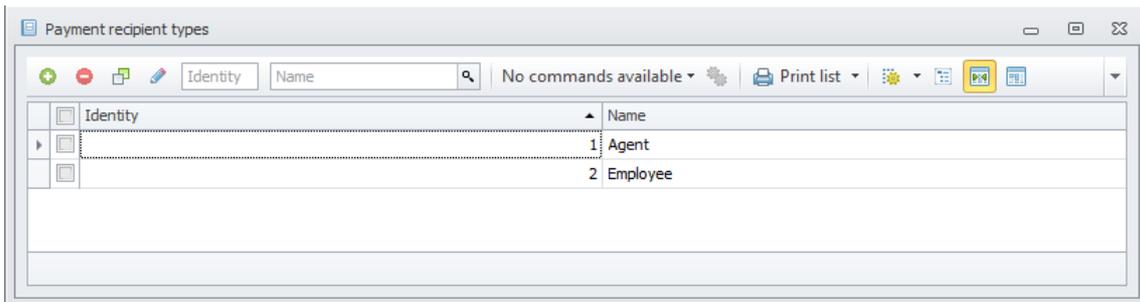


- *Name* – code of a payment type;
- *Description* – description of code of the payment type.

Payment recipient types



The Dictionary contains a list of types of recipients of company's payments:



The payment recipient types can be fast-filtered by *Name*.

The edit form allows to specify the only property of a type of payment recipients – *Name*.

FRC



The Dictionary contains a list of financial responsibility centers of the company, which is carried out in the context of cost accounting:

Identity	Name
(All)	(All)
1	Default
10	Garanty
11	Yaroslavl
12	TestFrc

Financial responsibility centers can be fast-filtered by *Name*.

Edit form allows to specify the single property of financial responsibility center – *Name*.

Firms



The Dictionary contains a list of legal entities of the company:

Identity	Name
1	Firm №1

The firms can be fast-filtered by *Name*.

The edit form of firm allows to specify the following properties (fields in **bold** are mandatory for filling):

Name Firm №1

Agent 7 Firm Agent

Primary account 4045 402744030722

INN 7707049388

KPP 771032001

OKPO 40913000

Legal address 125047, Moscow, Tverskaya street 1st, 141

Factual address 125047, Moscow, Tverskaya street 1st, 141

Post address 125047, Moscow, Tverskaya street 1st, 141

Email 1@1.ru

Phone 222-11-11-32

Accounters

Accountant identity	Change date	Decree
Yury Alekseyevich Gag...	7/5/2010	07/05/10

- **Name** – a name of the firm;

- **Agent** – Dictionary record [Agents](#);
- **Primary account** – Dictionary record [Bank accounts](#);
- **INN** – INN of the firm;
- **KPP** – KPP of the firm;
- **OKPO** – OKPO of the firm;
- **Legal address** – legal address of the firm;
- **Factual address** – actual address of the firm;
- **Post address** – address of the firm for correspondence;
- **Phone** – Phone numbers of accounting department;
- **Email** – Email address of the firm;
- **Contact Phone number** – Phone number of the firm.

Accounters general of the firm are listed at the tab "Accounters":

- **Accountant identity** – Dictionary record [Employees](#);
- **Change date** – a date, when *Accountant* took the duty and replaced the previous *Accountant*;
- **Decree** – order by which duties of the *Accountant* were entrusted to the employee.

General managers of the firm are listed at the tab "Directors":

- **Director identity** – Dictionary record [Employees](#);
- **Change date** – a date, when *General manager* took the duty and replaced the previous *Director*;
- **Decree** – order by which duties of the *General manager* were entrusted to the employee.

Change date	Decree	Director identity
7/11/2013	07/11/13	Ivan Ivanovich Ivanov

The state of the firm is specified at the tab "States":

- **State identity** – Dictionary record [Firms states](#);
- **State change date** – a date when *State* became actual for firm and replaced the previous *State*.

State change date	State identity
1/21/2009	Open
2/1/2009	Work

Files connected to firm are listed at the tab "Files":

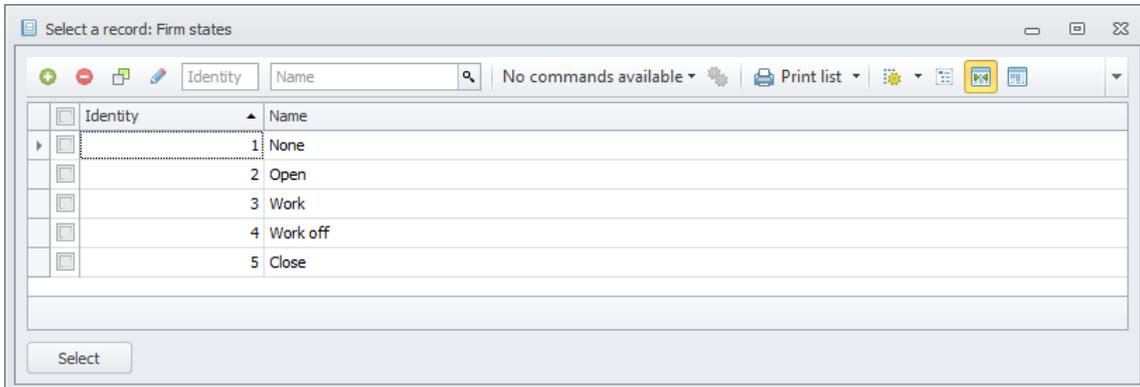
- **File type identity** – Dictionary record [Types of firms files](#);
- **File data** – data file.

File data	File type identity
	Stamp
	Director signature
	Accounter

Firm states



The Dictionary contains a list of states that characterizes the state of the firms:



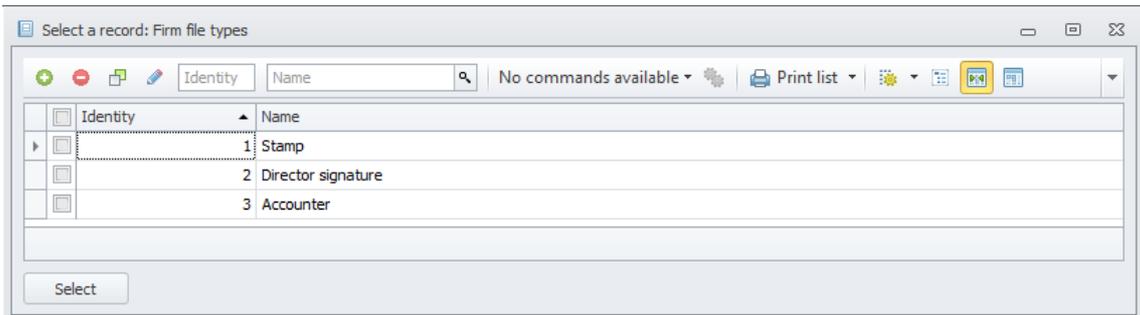
The states can be fast-filtered by *Name*.

The edit form allows to specify the single property of the state of the firm – *Name*.

Firm file types



The Dictionary contains a list of file types which can be loaded into the records of the Dictionary [Firms](#):



The file types can be fast-filtered by *Name*.

The edit form allows to specify the single property of the state of the firm – *Name*.

Documents logs

Warranty

Front-office

Claim debt settlements



Write-off of the applicant claims, in case when he has temporary articles, is carried out by means Document Journal *Claim debt settlements*:

Identity	Description
108499	Claim debt settlements (Settlement) #108499, 25.02.2015
110010	Claim debt settlements (Settlement) #110010, 04.03.2015
108688	Claim debt settlements (Settlement) #108688, 25.02.2015

Document Journals of *Claim debt settlements* have the single subtype *Settlement payment*, is created automatically on the fact carrying out the document [Claim refunds](#) into the subtype *Written off*.

Document edit form allows to specify the following properties of heading (all are filled automatically by the system):

Settlement: 302 Date: 5/11/2016 12:48:15 AM

Front office department identity	10	TestFrontOffice
Claimant identity	16	JCS "AIST"
Claim identity	33	987654321, Radio VEGA
Amount		556.98
Replacement article identity	6	Radio VEGA
Replacement amount		500
Office identity	1	Office №1
Cost item identity	10	Markdown warranty articles
Frc identity	8	Warranty Front Office
Project identity	1	None
Budget period identity	1	Autodetect

By root (Administrator), 5/11/2016 12:48:15 AM Comments:

- *Front Office department identity* – warranty department subdivision that interacts with the applicant (Dictionary record [Front Office](#));
- *Claimant identity* – a client whom mutual settlement is carried out with (Dictionary record [Agents](#));
- *Claim identity* – the claim according to which mutual settlement is carried out (Dictionary record [Claims](#));
- *Amount* – offset amount of the claim.
- *Replacement article identity* – temporary article, specified for *Claim* (Dictionary record [Articles](#));
- *Replacement amount* – temporary article cost;
- *Office identity* – Dictionary record [Offices](#);
- *Cost item identity* – Dictionary record [Costs items](#);
- *FRC identity* – Dictionary record [FRC](#);
- *Project identity* – an investment project for which expenses will be written off (Dictionary record

[Investment projects](#));

- *Budget period identity* – Dictionary record [Budget periods](#). If before saving the document *Budgetary period* was not selected, it will be automatically determined on date of the document.

⚡ Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

↻ When carrying out the document in the subtype *Claim debt settlements* the following motions are formed:

- *Temporary article* and *Claim* in quantity of 1 and cost *Exchange amount* are written off from [Agent warranty replacement debt](#), reducing the debt of *Applicant*, and *Exchange amount* are credited on [Expense](#), increasing them on *Account costs*;
- *Amount* is written off from [Costs](#), reducing costs on *Account costs*, are credited on [Agents warranty debt](#), increasing the debt of *Applicant*.

Claim replacement returns



Replacement Article Return received by clients when applying under warranty is carrying out by means of Document Journal *Claim Replacement Returns*:

Identity	Claimant.Name	Description
102089	Calim replacment returns (Accepted) #102089, 10.02.2015	ZAO "Digital Technology"

Document Journal *Claim Replacement Returns* have the one subtype *Recorded* that is created automatically as a result of command *Create return* for the Document Journal [Replacements](#) in the subtype *Issued*.

The edit form allows to specify the following properties of a header (all are specified automatically):

Claim replacement returns (Issued) #387 [changed]

Issued: 387 Date: 5/18/2016 9:12:50 PM Execute commands... OK Save Cancel

Department Front Office, ID: 10 TestFrontOffice

Claimant, ID: 15 ZAO "Digital Technology"

Original claim, ID: 21 war9, Radio VEGA

New claim, ID: 27 war100, Radio VEGA

Claim state, ID: 1 Return to store

Markdown

Amount: 55.5

By root (Administrator), 5/18/2016 9:12:50 PM Comments:

- *Department Front Office, ID* is division of Warranty Department where *the Claimant appealed* (Dictionary record [Front Office](#));
- *Claimant, ID* is a client (Dictionary record [Agents](#));
- *Original Claim, ID* is claim whereon substitution was issued (Dictionary record [Claims](#));
- *New Claim, ID* is claim created for return to the store a Replacement Article returned by *the Claimant* (Dictionary record [Claims](#));

- *Claim State, ID* is Dictionary record *Claim State*. *Return to the Store* value is automatically put down;
- *Markdown* – the set flag requires for additional markdown of the replacement article. When setting the flag *Claim State should also be set* to the value *Markdown*;
- *Amount* is refund amount of *New Claim*.

 Printing form *Claim Replacement goods* is available for the document:

Replacement goods № 186			
Store:	1, Moscow, Leningradskoe highway, 12		
Claimant:	16, JCS "AIST"		
Claim:	22, war12		
Shipping date:	5/4/2016 11:44:06 PM		
ID	Name	Quantity	Price
6	Radio VEGA	1	1100
Shipping allowed: _____ /Yury Alekseyevich Gagain/			
S.P.			

 Command *Show Document transactions* shows all movements generated by the document (for details, see the section [Show Document transactions](#)).

 When carrying out the document in a subtype *Recorded* the following movements are created:

- *Original Claim* with a replacement article of *New Claim* in number of 1 and cost *Amount* are written off [Agent replacement debts](#) reducing *the Claimant's debt* and *New Claim* in number of 1 and cost *Amount* is credited on [Claim Remains](#) increasing remains of *Front Office Department*;
- *New Claim* is credited on [Claim state](#) in state *Claim state*.

Claim returns



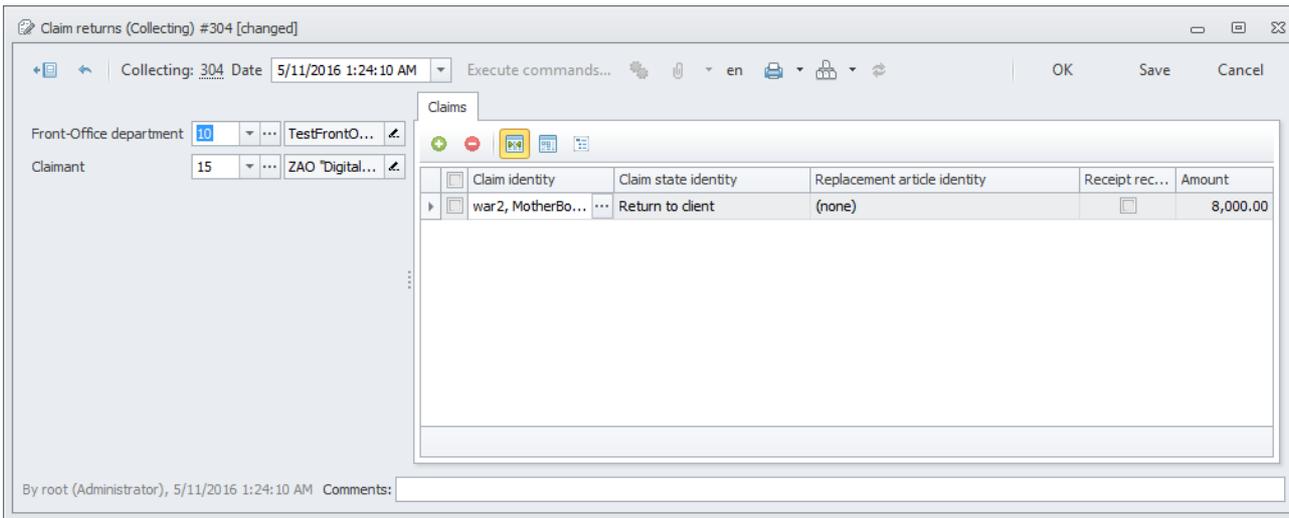
Claim Returns are carrying out by means of the Document Journal *Claim Returns*:

Claimant	Creator	Description	Front-office department	Transaction date
ZAO "Digital Technology"	root (Administrator)	Claim returns (Collecting) ...	TestFrontOffice	5/11/2016 1:22:26 AM
ZAO "Digital Technology"	root (Administrator)	Claim returns (Collecting) ...	TestFrontOffice	5/11/2016 1:24:10 AM

Document Journals *Claim Returns* have the following subtypes:

- *Picking up* is a subtype with which life cycle of the document begins. The document is created in this subtype automatically upon document transaction [Claim Diagnostics](#) in the subtype *Made* for claims with the decision *Rejection*;
- *Issued* – a document of this subtype is used to fix in the system the fact of Claim Returns to the Claimant: The document is transferred to this subtype from the subtype *Picking up* after performing over the last the command *Release*.

The Document edit form allows to specify the following properties of a header (all fields are mandatory):



- *Front-Office Department* is subdivision of Warranty Department that interacts with the Claimant (Dictionary Record [Front Office Warranty Departments](#));
- *Claimant* is a client (Dictionary Record [Agents](#));

Except a header the document has a table *Claims* where there are Claims returned to *the Claimant*:

- *Claim identity* – Dictionary Record [Claims](#);
- *Claim state identity* - Dictionary Record *Claim State*;
- *Replacement article identity* is an replacement article if that has been specified for *the Claim* (Dictionary Record [Articles](#));
- *Receipt is received* – the set flag specifies signing by *the Claimant* of the receipt on the claim receipt;
- *Amount* is *Claim refund amount*.

It is possible to add to the table part only the claim in the status *Claim Returns*.

Printing form *Claim Return* is available for the document:

Claim return № 304	
Department Front-office:	10, TestFrontOffice
Claimant:	15, ZAO "Digital Technology"
Transaction date	5/11/2016 1:24:10 AM
Claim	Serial Number
11, MotherBoard 1	 war2
Appearance: No. Completeness: No. Defect: No.	
Return reason:	
Gave out: _____ /Yury Alekseyevich Gagain/	
Do not have claims to the set and state.	
Claimant: _____ /ZAO "Digital Technology"/	

Command *Release* transfers the document from the subtype *Setting* to the subtype *Issued*. In this case check is carried out that substitution articles on the returned claims are not registered for *the Claimant*, and there is no offset document according to which money have been already returned to the client. If replacement articles are registered for *the Claimant* at first it is necessary to record their return. If in the system there is a refund document instead of issue to the Claimant the claim returns to the store.

Command *Show Document transactions* shows all movements generated by the document (for

details, see the section [Show Document Transactions](#)).

↻ When carrying out the document in a subtype *Issued* the following movements are created:

- each *Claim* in number of 1 cost *Amount* is written off [Claim Stock](#) reducing Remains *Front Office Department*, cost *Amount* of each table claim *Claims* is credited on [Agent Warranty Debt](#) increasing the *Claimant debt*;
- state of each table claim *Claims* on [Claim state](#) is changed to *Closed*.

Defect articles



All actions relating to registration of defect articles in the system are performed by using the *Defect Articles Document Journal*:

Identity	Description
104537	Defect articles (Ready for transfer) #104537, 13.02.2015 522, Leningradskoe highway, 12
104628	Defect articles (Ready for transfer) #104628, 13.02.2015 522, Leningradskoe highway, 12

Documents of the *Defect articles* register have the only subtype *Ready for transfer*, which is used for transfer of defect articles from a store to a warranty department. Documents are automatically created by a storage zone employee in the [Defect article](#) form, when picking up articles.

The document edit form allows to specify the following properties of the header (fields in **bold** are mandatory for filling):

Defect articles (Ready for transfer) #305 [changed]

Ready for transfer: 305 Date 5/11/2016 1:35:05 AM Execute commands... en OK

Article

Store: 14 Store main

Article: 86 [Low-price] Radio VEGA

Barcode: 6 barcode6

Price: 866.21

Defect

Defect: Do not turn off

Responsible employee: 2 Ivan Ivanovich Ivanov

By root (Administrator), 5/11/2016 1:35:05 AM Comments:

- **Article** – information on a defect article:
 - **Store** – a store, where the defect article was found ([Stores](#) Dictionary record).
 - **Article** – [Articles](#) Dictionary record;
 - **Barcode** – defect article’s barcode ([Barcodes](#) Dictionary record), in case if the article is identified by a barcode. If articles have no barcode, “0” shall be specified in the field;
 - **Price** – price of the defect article; defined automatically when saving the document;

- **Defect**– information on a defect:
 - **Defect** – description of a defect in free form. After the value of the *Defect* field is specified and the document is saved, a respective record in the [Recorded defects](#) Dictionary is generated;
 - *Responsible employee* – an employee responsible for discount of the *Article* ([Employees](#) Dictionary record).

⚡ *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

🔄 When posting a document of the *Transfer ready* subtype, the following transactions are booked:

- *An article in quantity of 1* is written-off from [Stock](#), thereby decreasing stock at a *Store*, and credited to [Auxiliary sales](#). After that, the *Article* in quantity of 1 and at cost of *Value* is written-off from [Auxiliary sales](#) and credited to [Store defect articles](#), thereby increasing stock at the *Store*;
- *A barcode in quantity of 1* is written-off from [Barcodes stock](#), thereby decreasing barcode stock for the *Article* at the *Store*;

Claim diagnostics



Fixing the diagnostic results of claims, which were accepted by warranty department with the bases *Internal diagnostics* or *External diagnostics*, is carried out by means of Document Journal *Claim diagnostics*:

Claim document	Creator	Decision document	Description	Front-office department	Transaction date
Claims (Processed) #32...	root (Administrat...	Claim exchanges (Reserv...	Claim diagnostics (Comple...	TestFrontOffice	5/15/2016 10:41:43 PM

Document Journals *Claim diagnostics* have the single subtype *Done*, which can be created directly in the Document Journal (by clicking the button).

document edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

document edit form is divided into two parts: on the right it is displayed the properties of the selected *Claim* (unavailable for editing), on the left – properties of document heading:

- *Scan a claim serial number...* – to choose *Claim*, according to which diagnostics is carried out, it is possible by scanning of its serial number in this field (by default when opening the form the cursor is set in it);
- *Properties* – basic claim properties:
 - **Front office department** – warranty department subdivision that interacts with the Claimant (Dictionary record [Front Office warranty department](#)); Filled automatically when selecting *Claims*;
 - **Claim** – the claim according to which diagnostics is carried out (Dictionary record [Claims](#));
 - **Claim document** – Document Journal [Claims](#), on which this claim was accepted by *Front-office department*. Filled automatically when selecting *Claims*;
- *Decision* – decision, made by the employee on a result of claim diagnostics:
 - **Decision** – Dictionary record *Warranty decisions*;
 - **Reason** – pronouncement base of *decisions* (Dictionary record *Warranty reasons*);
 - **State** – corresponding claim state to *Base* (Dictionary record *Claim state*). It is filled automatically in case of selecting *decisions* and *Basis*;
 - **Comments** – comment to the decision in a free form;

⚡ Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

🔄 When carrying out the document in the subtype *Done* the following motions are formed: new value *Claim states* is registered in [Claim state](#).

Store claim diagnostics



All actions concerning defect articles accepted by the warranty department on the basis of *Internal diagnostics* or *External diagnostics* are executed by using the *Store Claims Diagnostics* Document Journal:

Documents of the *Store Claims Diagnostics* register have the only subtype *Executed*, which can be created straight in the register by clicking the button .

The document edit form allows to specify the following properties of the header (fields in **bold** are mandatory for filling):

The document's edit form is divided into two parts: to the right, properties of the *Claim* selected are displayed (cannot be changed); to the left, the document header's properties are displayed:

- *Scan a claim serial number...* – to select a *Claim* showing defect articles subjected to diagnostics, scan its serial number in this field (by default, this field already has the character cursor set in it, when opening the form);
- *Properties* – claim's main properties. Defined automatically, when selecting a *Claim*:
 - **Claim** – a claim that shows articles subjected to diagnostics (a [Claims](#) Dictionary record);
 - **Front office department** – a division of the warranty department communicating with the claimant (a [Front Office](#) Dictionary record);
 - **Claimant** – a [Firms](#) Dictionary record;
 - **Claim document** – a [Store claims](#) register document, which is referent for the claim accepted by the

- Front office;*
- **Inspection agent** – an agent, on whose name claim discount is charged (an [Agents](#) Dictionary record);
 - **Amount** – claim refund amount;
 - **Decision** – a decision the employee made in accordance to diagnostics results:
 - **Decision** – a *Warranty decisions* Dictionary record;
 - **Reason** – grounds for *Decision* made (a *Warranty reasons* Dictionary record);
 - **State** – a state of the claim corresponding with the *Reason* (a *Claim state* Dictionary record). Defined automatically when selecting *Decision* and *Reason*;
 - **Comments** – comments to the decision in free form;
 - **Markdown** – the claim subjected to diagnostics can be discounted, when creating a new document (before the document is saved and posted). In this case, as a *Decision* on claim, you can just select *Refund*, and as a *Reason* – *Discount at cost of person responsible*. All discount properties are defined automatically:
 - **Markdown article** – an article discounted, which was created from the claim article being discounted (an [Articles](#) Dictionary record);
 - **Markdown agent** – a person responsible, at the expense of whom the discount is carried out (an [Agents](#) Dictionary record);
 - **Markdown FRC** – a [FRC](#) Dictionary record;
 - **Markdown amount** – new amount of the document; calculated by clicking the “Discount” button;
 - **Markdown** – after clicking the button, the discount calculation form opens:

Markdown

Original amount:

Markdown amount:

Difference:

Packaging status

Light marks

Medium marks

No packing

Excellent

Product condition

New

Slight marks of exploitation

Big marks of exploitation (scrapes and scratches)

Complectation

Full

Not full

Without kit

Warranty

Not full

No

No

OK Cancel

Original amount – claim refund amount (the *Amount* field of the document).

After each assessment criterion is defined (i.e., one of several values for each criterion group is selected), *Markdown amount* and *Difference* between it and *Original amount* are calculated.

Show document transactions command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

When posting a document of the *Executed* subtype, the following transactions are booked:

- a discount amount (i.e., difference between *Original Amount* and *Markdown Amount*) is written-off from [Claim stock](#), thereby decreasing the amount of the *Claim*, and credited to [Agent debts](#), thereby increasing a debt of an *Inspection agent*;
- a new value of a claim *State* is recorded to [Claim State](#).

Claim refunds



Claim processing with the made decision *Refund* is performed by using the Document Journal *Claim Refunds*:

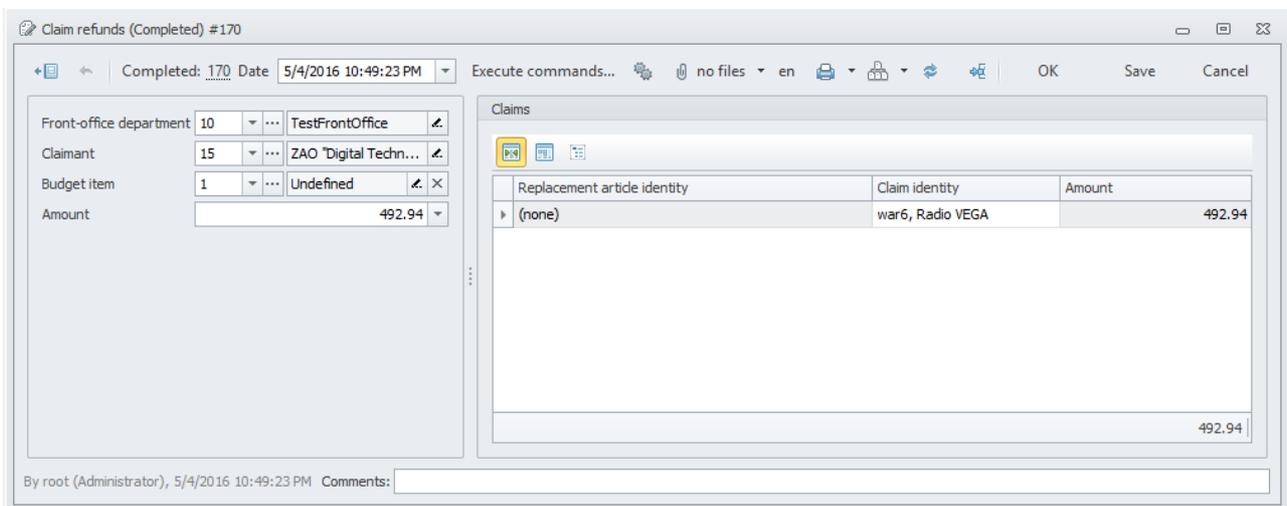
Amount	Claimant	Creator	Description	Transaction date
1,100.00	ZAO "Digital Technology"	root (Administrator)	Claim refunds (Completed) #167, 5/4/2016	5/4/2016 10:30:57 PM
492.94	ZAO "Digital Technology"	root (Administrator)	Claim refunds (Completed) #170, 5/4/2016	5/4/2016 10:49:23 PM
1,100.00	ZAO "Digital Technology"	root (Administrator)	Claim refunds (Completed) #173, 5/4/2016	5/4/2016 10:54:25 PM
597.68	ZAO "Digital Technology"	root (Administrator)	Claim refunds (Completed) #222, 5/6/2016	5/6/2016 11:39:53 AM

Document Journals *Claim Refunds* have the following subtypes:

- *Recording* - a document of this subtype is used to fix in the system the fact of performing Claim Refunds with an Claimant. The document is created in this subtype automatically:

- upon document posting [Claim Inspection](#) in the subtype *Processed* for claims in conditions *Internal diagnostics*, *External diagnostics* or *Return to the client* by which deficiencies have been identified;
- Upon Document Transactions [Warranty stock inspection](#) in the subtype *Made* for client claims;
- Upon Document Transactions [Rejected claim processing](#) in the subtype *Made* for client claims based on the perform refund option has been chosen;
- *Made* – a document of this subtype is used to fix in the system the fact of making Refunds with an Claimant:
 - it is created in this subtype automatically Upon Document Transactions Claims in the subtype *Processed* for claims with the decision *Refund*;
 - it is created in this subtype automatically upon document posting [Claim Diagnostics](#) in the subtype *Made* for claims with the decision *Refund*;
 - it is transferred to this subtype from the subtype *Recording* after performing over the last the command *Made*
- *Deactivated*– a document of this subtype is used to fix in the system the fact of Refunds with an Claimant: The document is transferred to this subtype from the subtype *Recording* after performing over the last the command *Refund Debt*;

The edit form allows to specify the following properties of a header (all are specified automatically):



Replacement article identity	Claim identity	Amount
(none)	war6, Radio VEGA	492.94

- *Front Office Department* is subdivision of Warranty Department that interacts with the Claimant (Dictionary record [Front Office](#));
- *Claimant* is a client (Dictionary record [Agents](#));
- *Amount* is Refund Amount, it is calculated automatically as subtotal by Claim Amounts of the table *Claims*.

Except a header the document has table of *the Claim* where there are *Claimant Claims* with the made decision *Refund*:

- *Claim identity* – Dictionary record [Claims](#);
- *Replacement Article identity* is a replacement article if that has been specified for *the Claim* (Dictionary record [Articles](#));
- *Amount* is *Claim refund amount*.

⚡ Command *Made* transfers the document from the subtype *Recording* in the subtype *Made* if *the Claimant* has no any debts for Replacement Article. Otherwise at first it is necessary to record return of the replacement Article from *the Claimant* using the Document Journal [Replacement Article Returns](#). In case of document posting in a subtype *Made* the child document is automatically created **and printed out for it** [Warranty cash outflows](#) In the subtype *Expecting* on the basis of which the counter and paid cash.

⚡ Command *Refund* transfers the document from the subtype *Recording* to the subtype *Deactivated*. At

the same time for each replacement article a document is created [Claim debt settlements](#) That writes off *the Replacement Article from the Claimant*.

 Command *Show Document transactions* shows all movements generated by the document (for details, see the section [Show Document Transactions](#)).

 When carrying out the document in a subtype *Made* the following movements are created: cost *Amount* of each claim in the table part of *the Claim* is written off [Agent Debts](#) reducing the *Claimant debt* , it is also credited on [Agent Warranty Debt](#) increasing *the Claimant debt*.

Claim stock inspections



Front office claim stock inspections are carried out by using the *Claim Stock Inspections* Document Journal:

Claim state	Creator	Description	Front-office d...	Overage amount	Shortage amount	Stocktaking ag...	Transaction date
Defect	root (Administr...	Claim stock ins...	TestFrontOffice	0.00	1,100.00	TestAgent	5/5/2016 11:5...

Documents of the *Claim Stock Inspections* register have the following subtypes:

- *Count* – the subtype initial for document’s life cycle. A document of such subtype can be created:
 - straight in the register by clicking the button ;
 - automatically when moving a [Warranty stock corrections](#) document from *Front office transfer ready* subtype to *Stock inspection needed* subtype;
- *Processed* – a document of the given subtype is used for registering of the fact that the stock inspection has been carried out, and Overagees and shortages were revealed. The document shall move to the given subtype from *Count* subtype after execution of the *Calculate* command in the latter subtype .

The document edit form allows to specify the following properties of the header (fields in **bold** are mandatory for filling):

Claim identity	Amount	Overage	Shortage	Refund document identity
war5, Radio VEGA	1,100.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(none)
war10, Radio VEGA	1,100.00	<input type="checkbox"/>	<input type="checkbox"/>	(none)
war7, Radio VEGA	1,100.00	<input type="checkbox"/>	<input type="checkbox"/>	(none)

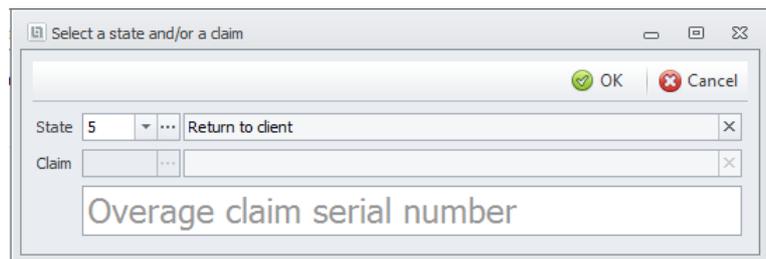
3300

- **Front-office department** – a division of the warranty department, where the stock inspection is carried out ([Front Office](#) Dictionary record);
- **Claim state** – a state of claims under inspection (a *Claim states* Dictionary record). Defined automatically when adding claims to the table part;;
- **Stocktaking agent** – an agent, on whose name divergences in amount revealed during stock inspection are charged ([Agents](#) Dictionary record). Defined automatically according to *Front office* selected; cannot be changed;
- **Firm** – [Firms](#) Dictionary record. Defined automatically according to *Front office* selected; cannot be changed;
- **Shortage amount** – total shortage taken from *Claims* table part. Defined automatically when saving the document; cannot be changed;
- **Overage amount** – total Overage taken from *Claims* table part. Defined automatically when saving the document; cannot be changed.

Besides the header, the document has the *Claims* table part defining claims being counted:

- **Claim identity**– [Claims](#) Dictionary record. Client claims are marked with the icon ;
- **Amount** – *Claim's* refund amount.
- **Overage** – claim's Overage. The flag is checked automatically when manually adding a claim to the table part; cannot be changed;
- **Shortage** – claim's shortage. The flag is checked manually for claims with shortages.
- **Refund document identity** – a [Claim refunds](#) register document, which is generated when moving the document to *Processed* subtype for claims, which are in *Internal diagnostics*, *External diagnostics*, or *Return to client* states and contain articles found short.

When adding claims to the table part, clicking the button  will open the state selection form.



After *State* (a *Claim states* Dictionary record) of the claims being counted is selected, clicking the OK button will cause all claims, which are in this *State* and accounted for the *Front office's* balance, to be added to the table part. The *State* selected will be added to the document's header. If the *State* specified in the header differs from the selected one (e.g., the document contains claims added earlier from another place of storage), before claims in the new *State* are added, the document's table part will be cleared.

Overagees found during stock inspection are added via the mentioned form to the document's table part by scanning or manual input of serial numbers of claims in the respective field. By clicking the OK button, the claim selected this way is added to the table part with the *Overage* flag checked. An exception is claims with a *State* specified in the header, which are accounted for the *Front office's* balance: these claims were already added to the document.

 The document is supplied with the *Claim stock inspection* print form:

Claim stock inspection № 192			
Department Front-office:	10, TestFrontOffice		
Claim state:	3, Defect		
Agent:	9, TestAgent		
Transaction date:	5/5/2016 11:59:54 AM		
Claim	Quantity	Fact. quantity	Amount
16, war5, Radio VEGA	1		1100
18, war10, Radio VEGA	1		1100
19, war7, Radio VEGA	1		1100
Recalculating performed: _____ /Yury Alekseyevich Gagain			

 *Calculate* command moves the document from *Count* subtype to *Processed* subtype. For claims, which are in *Internal diagnostics*, *External diagnostics*, or *Return to client* states and contain articles found short, [Claim refunds](#) register documents (*Drawing up* subtype) are generated in order that the claimant could receive money, since an article under warranty being in such states is owned by the client. Each claim has a separate document defined in the *Calculated document* column of the table part.

 *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

 When posting a document of the *Processed* subtype, the following transactions are booked:

- each *Claim* with the *Shortage* flag checked in quantity of 1 and at cost of *Amount* is written-off from [Claim stock](#), thereby decreasing *Front office* stock; the *Amount* of each *Claim* with articles found short is credited to [Agent debts](#), thereby increasing a debt of a *Stock Stocktaking agent*;
- the *Amount* of each *Claim* with the *Overage* flag checked is written-off from [Agent debts](#), thereby decreasing the *Stock Stocktaking agent's* debt, and each *Claim* with articles found *Overage* in quantity of 1 and at cost of *Amount* is credited to [Claim stock](#), thereby increasing *Front office* stock;
- a new value of a *Claim state* is recorded to [Claim state](#).

Warranty cargo transfers



Transfers of claims by means of cargoes from a front office to a Back-hub are carried out by the company's logistic department and recorded by using the *Warranty Cargo Transfers* Document Journal:

Acceptance store	Creator	Destination department	Source department	Description	Transaction date
Leningradskoe highway, ...	root (Administrator)	TestBackHub	TestFrontOffice	Warranty cargo transfe...	5/10/2016 11:13:38 PM

Documents of the *Warranty Cargo Transfers* register have the following subtypes:

- *Packing* – the subtype initial for document's life cycle. This is used for inclusion of claims in a cargo. Can be created straight in the register by clicking the button .

- *Accepting at store* – a document shall move to the given subtype from *Packing* subtype on arrival of a cargo to a front office’s acceptance store (for the following transfer to a logistic division) after execution of the *Accepting at store* command in the latter subtype;
- *Defect* – this subtype’s document is created for cargoes found defective during acceptance of an *Accepting at store* subtype’s document;
- *Overage* – this subtype’s document is created for cargoes found Overage during acceptance of an *Accepting at store* subtype’s document;
- *Shortage* – this subtype’s document is created for cargoes found short during acceptance of an *Accepting at store* subtype’s document;
- *Accepted by store* – the terminal subtype, to which a document shall move from *Accepting at store* subtype after the document has been accepted by a store.

The document edit form allows to specify the following properties of the header (all fields are mandatory):

Warranty cargo transfers (Took on charge) #297

Took on charge: 297 Date: 5/10/2016 11:13:38 PM Execute commands... no files en OK Save

Source

Source department: 10 TestFrontOffice

Acceptance store: 11 Leningradskoe highway, 12

Destination

Destination department: 6 TestBackHub

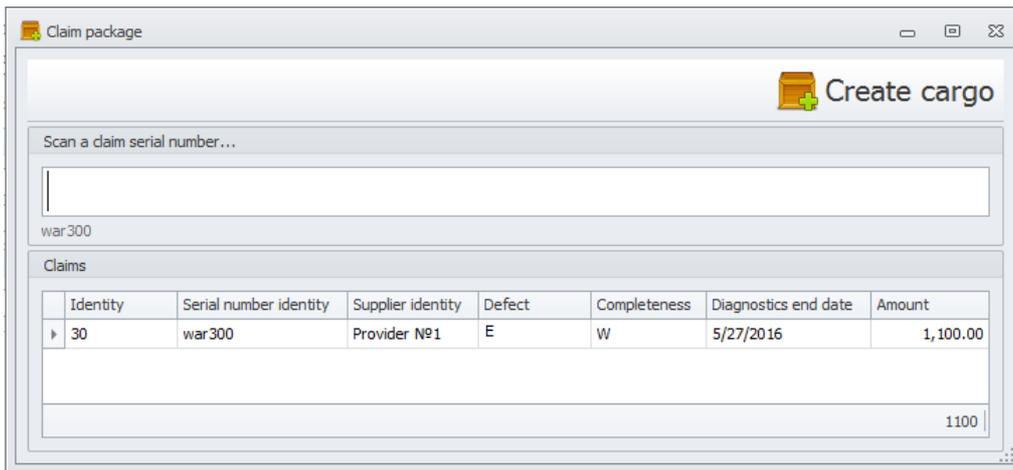
Claims

Claim identity	Claim state identity	Amount
Cargo identity: 17		
war200, Radio VEGA	Expected from a Back-hub	1,100.00

By root (Administrator), 5/10/2016 10:41:14 PM Comments:

- **Source** – cargo’s sender:
 - *Source department* – a front office division, from where the cargo with claims is transferred ([Front Office](#) Dictionary record). Defined automatically, if a front office is specified in the employee’s card;
 - *Acceptance store* – an acceptance store of the office, to which the front office division transferring cargoes is related to ([Stores](#) Dictionary record). Defined automatically according to front office division selected; cannot be changed.
 - **Destination** – a cargo’s recipient:
 - *Destination department* – a Back-hub division, to where the cargo with claims is transferred to ([Back-hub](#) Dictionary record);
- Besides the header, the document has the *Claims* table part defining claims being transferred in a tree-like structure. The claims are grouped by cargoes ([Cargoes](#) Dictionary records):
- *Claim identity*– [Claims](#) Dictionary record;
 - *Claim state identity* – a state, to which the claim shall be brought (a *Claim state* Dictionary record);
 - *Amount* – *Claim’s* refund amount.

Clicking the button of the table part tool bar will open the *Claim packing* form:



Scanning the serial number of a claim will add the claim to the *Claims* list in the bottom of the form. Claims that are in *Defect* and *External diagnostics* states only can be added to a cargo. Besides, they shall be accounted for the balance of a front office selected in the *Source department* field. After packing is completed, click the “Create cargo” button. For claims shown in the list a new record of the [Cargoes](#) Dictionary will be created, and the claims will be added to the document’s table part; the *Claim packing* print form for the newly created cargo will be sent to a printer. After that, the *Claim packing* form will be cleared to make it possible to resume the packing process.

The document is supplied with a number of print forms.

 The *Packing* subtype’s document is supplied with the *Claim packing* print form:

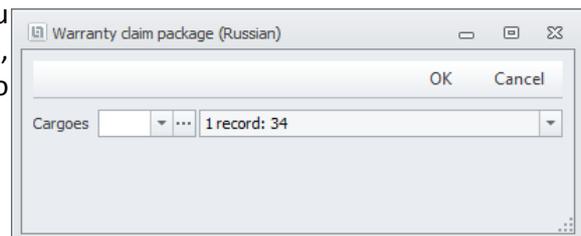


CargoID22

Source: 10, TestFrontOffice. Moscow, Leninradskoe h., 16
 Destinee: 6, TestBackHub. Lenina str. 58
 Document №: 297
 Claim quantity: 1
 Cargo amount: 1100 ₺



The form is automatically sent to a printer every time you create a new cargo in the *Claim packing* form. Therefore, when printing the form, choosing beforehand a cargo (one or several) to be printed is needed.



 **Warranty cargo transfer:**

Warranty cargo transfer № 592	
Department source:	10, TestFrontOffice
Dpartment dest:	6, TestBackHub
Acceptance store:	11, Leningradskoe highway, 12
Packed:	1, Yury Alekseyevich Gagarin
Shipping date:	7/13/2016 1:01:32 AM
	
Claim	Summ
CargoID 40	1100
89, wardiag0004, Radio VEGa	1100

⚡ *Accepting at store* command moves the document from *Packing* subtype to *Accepting at store* subtype. In doing so, the acceptance of the cargo commences.

⚡ *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

🔄 When posting a document of the *Accepting at store* subtype, the following transactions are booked: claims shown in the *Claims* table part in quantity of 1 and at cost of *Amount* are written-off from [Claim stock](#), thereby decreasing claim stock of a *Source department*, and credited to [Cargo pack buffer](#), thereby increasing the number of claims in a *Cargo* they are packed in. Thereupon, the *Cargo* at cost of *Amount* and in quantity of claims it includes is written-off from [Cargo pack buffer](#), and credited to [Claim pack](#), thereby increasing cargo stock of the *Source department*.

🔄 When posting a document of the *Accepted by store* subtype, the following transactions are booked:

- claims shown in the *Claims* table part in quantity of 1 and at cost of *Amount* are written-off from [Claim stock](#), thereby decreasing claim stock of a *Source department*, and credited to [Cargo pack buffer](#), thereby increasing the number of claims in a *Cargo* they are packed in. Thereupon, the *Cargo* at cost of *Amount* and in quantity of claims it includes is written-off from [Cargo pack buffer](#), and credited to [Claim pack](#), thereby increasing cargo stock of the *Source department*;
- The *cargoes* shown in the *Claims* table part are written-off from [Claim pack](#), thereby decreasing cargo stock at the *Source department*, and credited to [Cargo acceptance stock](#), thereby increasing stock at an *Acceptance store*.
- a new value of a *Claim state* is recorded to [Claim state](#).

Warranty claim transfers



Transfers of claims from a front office to a Back-hub are carried out directly bypassing the logistic service (if these divisions are located within a single office, or building/premises) by using the *Warranty Claim Transfers* Document Journal:

Warranty claim transfers				
Creator	Destination department	Source department	Description	Transaction date
root (Administrator)	TestBackHub	TestFrontOffice	Warranty claim transfers ...	6/17/2016 11:45:04 PM

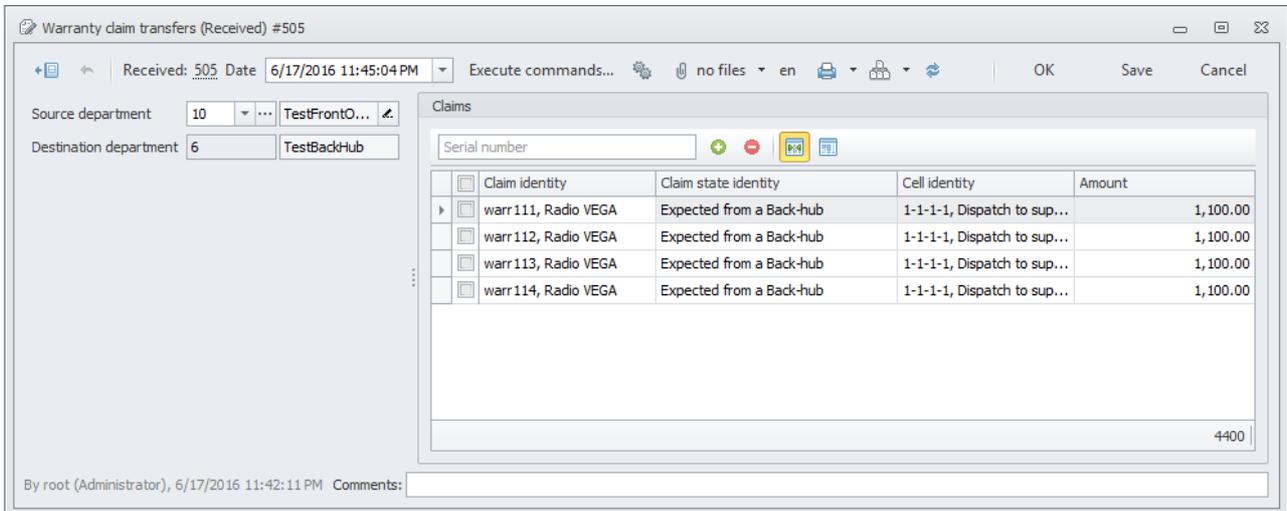
Documents of the *Warranty Claim Transfers* register have the following subtypes:

- *Picking up* – the subtype initial for document's life cycle. This is used for preparation of claims to be

sent to a Back-hub. Can be created straight in the register by clicking the button ;

- *Received* – the terminal subtype, to which a document moves from *Picking up* subtype after execution of the *Received* command in the latter subtype.

The document edit form allows to specify the following properties of the header (all fields are mandatory):



Claim identity	Claim state identity	Cell identity	Amount
warr111, Radio VEGA	Expected from a Back-hub	1-1-1-1, Dispatch to sup...	1,100.00
warr112, Radio VEGA	Expected from a Back-hub	1-1-1-1, Dispatch to sup...	1,100.00
warr113, Radio VEGA	Expected from a Back-hub	1-1-1-1, Dispatch to sup...	1,100.00
warr114, Radio VEGA	Expected from a Back-hub	1-1-1-1, Dispatch to sup...	1,100.00

- *Source department* – a front office division of the warranty department, from where claims are transferred ([Front Office](#) Dictionary record). Defined automatically, if a front office is specified in the employee's card;
- *Destination department* – a Back-hub division of the warranty department, to where claims are transferred to ([Back-hub](#) Dictionary record). Defined automatically according to front office division selected; cannot be changed.

 Besides the header, the document has the *Claims* table part defining claims being transferred:

- *Claim identity* – [Claims](#) Dictionary record;
- *Claim state identity* – a state, to which the claim shall be brought (a *Claim state* Dictionary record);
- *Cell identity* – [Warranty cells](#) Dictionary record; defined automatically;
- *Amount* – *Claim's* refund amount.

When adding claims to the table part manually by clicking the button  on the tool bar, a Dictionary list form will open. There will be shown claims, which are in the *External diagnostics* and *Defect* states and on the balance of the front office selected in the *Source department* field.

Claims can also be added to the table part by scanning their serial numbers. Before scanning, set the character cursor in the *Serial number* field of the table part control panel. When adding a claim, it is checked if it is accounted for the division's balance and if it's in either *External diagnostics* or *Defect* state.

 A *Picking up* subtype's document is supplied with the *Warranty Claim Transfers* print form:

Warranty claim transfer № 579	
Department source:	TestFrontOffice
Destenation department:	TestBackHub
Collected:	Yury Gagarin
Shipping date:	7/10/2016 3:22:20 PM
	
Cell, claim	
Amount	
1-1-5	
wardiag0004, Radio Vega	
1100	
Collected: _____ //	Accepted: _____ / _____ /

 *Received* command moves the document from *Picking up* subtype to *Received* subtype.

 *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

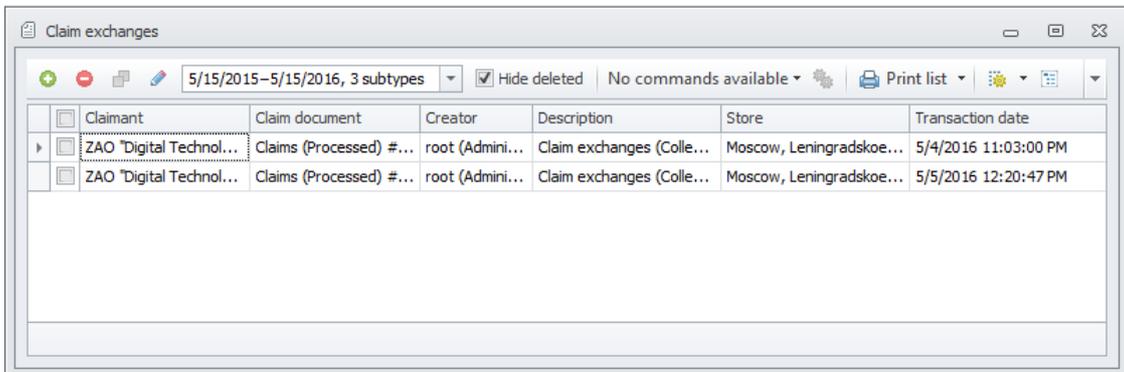
 When posting a document of the *Received* subtype, the following transactions are booked:

- *Claims* shown in the document's table part in quantity of 1 and at cost of *Amount* are written-off from [Claim stock](#), thereby decreasing stock at a *Source department*, and credited to [Warranty claim stock](#), thereby increasing stock in *Destination department's Cells*;
- a new value of a *Claim state* is recorded to [Claim state](#).

Claim exchanges



Claims processing with made decision *Exchange* is carried out by means of Document Journal *Claim exchanges*:



Claimant	Claim document	Creator	Description	Store	Transaction date
ZAO "Digital Technol...	Claims (Processed) #...	root (Admini...	Claim exchanges (Colle...	Moscow, Leningradskoe...	5/4/2016 11:03:00 PM
ZAO "Digital Technol...	Claims (Processed) #...	root (Admini...	Claim exchanges (Colle...	Moscow, Leningradskoe...	5/5/2016 12:20:47 PM

Document Journals *Claim exchanges* have the following subtypes:

- *Reserve* – a document is used to reserve the article for a client at the store. The document is created in this subtype automatically under the fact of carrying out of the document [Claims diagnostics](#) into the subtype *Done* for claims with the decision *Exchange*;
- *Collected* – a document s used to initiate the collection process of articles at the store:
 - it is transferred into this subtype from the subtype *Reserve* after making the last command *Start collecting*;
 - The document is created in this subtype automatically under the fact of carrying out of the document *Claims* into the subtype *Processed* for claims with the decision *Exchange*;
- *Issued* – document is transferred to this subtype under the fact of issue of articles to the client.

document edit form allows to specify the following properties of heading (all are filled automatically by the system):

- *Front Office department* – warranty department subdivision that interacts with the Claimant (Dictionary record [Front Office](#));
- *Claimant* – a client (Dictionary record [Agents](#));
- *Office* – an office where the exchange is carried out (Dictionary record [Offices](#));
- *Store* – a store, realizing the issue of articles (Dictionary record [Stores](#)).

Except the heading the document has several table parts:

In the table part *Articles* it is listed temporary articles for claims of *Claimant* with the made decision *Exchange*:

- *Article identity* – Dictionary record [Articles](#);
- *Quantity* – article quantity;
- *Price* – temporary article cost;
- *Amount* – temporary article amount.

In the table part *Excluded articles* articles are listed which in the process of collection or issue were deleted from the document for any reason (from table part *Articles*):

Article identity	Sale price	Quantity	Exclude reason identity
Lamp	0.00	1	The customer rejected the document

- *Article identity* – Dictionary record [Articles](#);
- *Quantity* – quantity of deleted article ;
- *Sale price* – sale price of deleted article;
- *Exclude reason identity* – a reason of article deleting from the document (Dictionary record [Store exclude reasons](#)).

In the table part *Article Barcodes* barcodes of articles for an exchange are listed, which are added to the document in the process of their collection at the store:

Barcode identity	Article identity	Quantity
barcode6	Radio VEGA	1

- *Article identity* – Dictionary record [Articles](#);
- *Barcode identity* – article barcode (Dictionary record [Barcodes](#));

- **Quantity** – quantity of article units with this barcode on it.

 **Claim exchanging goods** is available in printed form for a document :

Claim exchanging goods № 176			
Store:	1, Moscow, Leningradskoe highway, 12		
Claimant:	15, ZAO "Digital Technology"		
Shipping date:	5/4/2016 11:03:00 PM		
ID	Name	Quantity	Price
6	Radio VEGA	1	1100
Shipping allowed: _____ /Yury Alekseyevich Gagain/			
S.P.			

 Command *Start collection* transfers the document from the subtype *Reserve* into the subtype *Collected*. At the same time the collection of articles according to the document is initiated at the *Store*.

 Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

 When carrying out the document in the subtypes *Reserve* and *Collected* the following motions are formed: articles from the table part *Articles* are credited at the [Store reserves](#), increasing reserves at *Storage for Claimant*.

 When carrying out the document in the subtype *Issued* the following motions are formed:

- Barcodes from the table part *Barcodes* are written off from [Barcodes stock](#), reducing their residuals at the *Store*;
- articles from the table part *Articles* in quantity *Quantity* are written off from [Stock](#), reducing the residual at the *Store*, and credited on [Warranty sale](#). Then articles from the table part *Articles* in quantity *Quantity* and Amount of *Amount* are written off from [Warranty sale](#), and *Amount* is credited on [Agents warranty debts](#), increasing the debt of *Claimant*.

Warranty claims



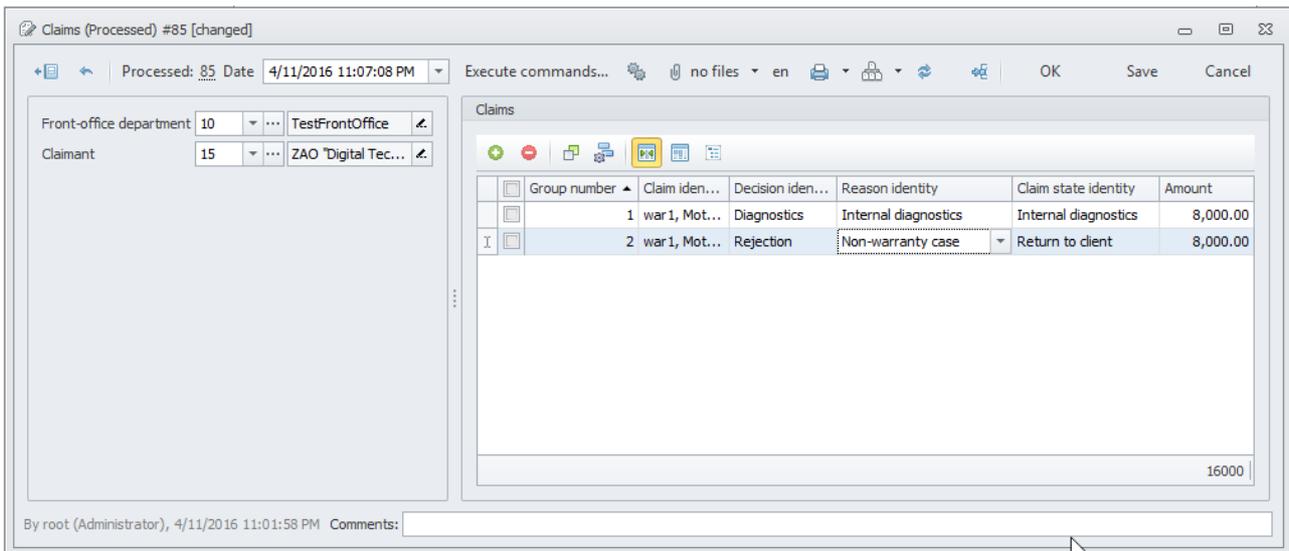
Logging in client's requests for warranty service of articles sold by the company is carried out by means of Document Journal *Claims*:

Identity	Claimant	Creator	Description	Front-office depart...	Transaction date
38	Konstantin Konstant...	root (Administrator)	Claims (Request) #3...	TestFrontOffice	3/27/2016 12:58:25 PM
85	ZAO "Digital Technol...	root (Administrator)	Claims (Processed) ...	TestFrontOffice	4/11/2016 11:07:08 PM
166	ZAO "Digital Technol...	root (Administrator)	Claims (Processed) ...	TestFrontOffice	5/4/2016 10:30:52 PM
169	ZAO "Digital Technol...	root (Administrator)	Claims (Processed) ...	TestFrontOffice	5/4/2016 10:49:22 PM
172	ZAO "Digital Technol...	root (Administrator)	Claims (Processed) ...	TestFrontOffice	5/4/2016 10:54:25 PM
175	ZAO "Digital Technol...	root (Administrator)	Claims (Processed) ...	TestFrontOffice	5/4/2016 11:02:54 PM
179	ZAO "Digital Technol...	root (Administrator)	Claims (Processed) ...	TestFrontOffice	5/4/2016 11:07:13 PM
181	ZAO "Digital Technol...	root (Administrator)	Claims (Processed) ...	TestFrontOffice	5/4/2016 11:11:19 PM
187	ZAO "Digital Technol...	root (Administrator)	Claims (Processed) ...	TestFrontOffice	5/5/2016 11:35:06 AM
193	ZAO "Digital Technol...	root (Administrator)	Claims (Processed) ...	TestFrontOffice	5/5/2016 12:20:45 PM

Document Journals *Claims* have the following subtypes:

- *Request* is a subtype with which life cycle of the document begins. It is used to fix the fact of client's requests for warranty service in the Front-Office subdivision of the Company Warranty Department. It can be created directly in the Document Journal (by clicking );
- *Processed* – a document of this subtype is used to complete the claim acceptance from the Claimant. The document is transferred to this subtype from the subtype *Request* after performing over the last the command *Release*.

The Document edit form allows to specify the following properties of a header (all fields are mandatory):



Claims (Processed) #85 [changed]

Processed: 85 Date: 4/11/2016 11:07:08 PM

Execute commands... no files en OK Save Cancel

Front-office department: 10 TestFrontOffice

Claimant: 15 ZAO Digital Tec...

Group number	Claim iden...	Decision iden...	Reason identity	Claim state identity	Amount
1	war 1, Mot...	Diagnostics	Internal diagnostics	Internal diagnostics	8,000.00
2	war 1, Mot...	Rejection	Non-warranty case	Return to client	8,000.00

16000

By root (Administrator), 4/11/2016 11:01:58 PM Comments:

- *Front Office Department* is subdivision of Warranty Department that accepted claims from the Claimant (Dictionary record [Front Office](#));
- *Claimant* is a client upon whose application a claim is made (Dictionary record [Agents](#)).

Except a header the document has a table *Claims* where there are claims returned by *the Claimant under the warranty*:

- *Group number* is official column, its value is automatically increases by one for each new claim added to the table part. I.e. each added claim is in the separate group by default. It is used to group claims in cloning: all cloned claims are automatically added to the same group as the original. The cloned claim can be selected in a separate group by selecting it and clicking  on the tool bar of the table. At that *Group Number of the selected claim will change for another value following in sequence*:

The first screenshot shows a table with the following data:

Group number	Claim iden...	Decision iden...	Reason identity	Claim state identity	Amount
1	war 1, Mot...	Diagnostics	Internal diagnostics	Internal diagnostics	8,000.00
1	war 2, Mot...	Diagnostics	Internal diagnostics	Internal diagnostics	8,000.00
1	war 3, Mot...	Diagnostics	Internal diagnostics	Internal diagnostics	8,000.00
2	war 1, Mot...	Rejection	Non-warranty case	Return to client	8,000.00

The second screenshot shows the same table after an action:

Group number	Claim iden...	Decision iden...	Reason identity	Claim state identity	Amount
1	war 1, Mot...	Diagnostics	Internal diagnostics	Internal diagnostics	8,000.00
1	war 2, Mot...	Diagnostics	Internal diagnostics	Internal diagnostics	8,000.00
2	war 1, Mot...	Rejection	Non-warranty case	Return to client	8,000.00
3	war 3, Mot...	Diagnostics	Internal diagnostics	Internal diagnostics	8,000.00

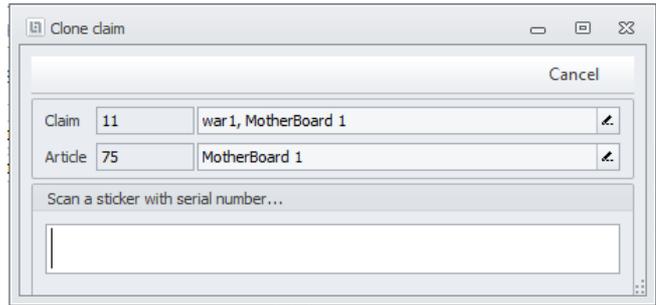
Also claims can be combined into one group, for example, to issue general Decision. For this purpose they must be selected by holding the key **Ctrl** and click on the tool bar of the table. At that *Group Number of the selected claims will change for another general value following in sequence:*

- *Claim identity* – Dictionary record [Claims](#);
- *Decision identity* is Decision passed by the employee receiving the claim (Dictionary record *Warranty Decisions*). The Decision chosen for the single claim of the group is automatically applied to all other claims with the same *Group Number*;
- Reason is basis for *Decision* (Dictionary record *Warranty Basis*). The Basis chosen for the single claim of the group is automatically applied to all other claims with the same *Group Number*;
- *Claim State identity* is claim status corresponding to *the Basis* (Dictionary record *Claim State*);
- *Amount* is *Claim refund amount*.

By clicking on the tool bar of the table it is opened a form of new [Claim](#):

When choosing a claim and clicking  on the tool bar of the table the form *Clone Claim* opens:

The *Clone Claim* and its *Article* are specified in the upper part of the form. When you scan the barcode the field *Scan the sticker with serial number...* the copy of the cloned claim is automatically created. The created copy is automatically added to the table part of the document with the same *Group Number* as the original claim.



 Printing form *Receipt of the goods accepting* is available for the document in the *Request subtype* that fixes acceptance of articles on diagnostics from an Claimant:

The receipt of the goods accepting № 289

Department Front-office: 10, TestFrontOffice
 Claimant: 15, ZAO "Digital Technology"
 Claim, №: 34

Company: Limited Liability Company (LLC) Firm Agent
 took to diagnosis on the period from 07 May 2016 . to 14 May 2016 . следующее оборудование:

ID	Name	Serial number
6	Radio VEGA	 wwar
Appearance: Smoke		
Completeness: Full		
Defect: Do not turn on		

• The customer agrees to diagnostics equipment. Sharing equipment or return it for cash is made in the case of detection in the diagnosis of defects arising through the fault of the manufacturer. The term diagnosis is determined in accordance with Russian legislation, including with regard to the requirements of the Law "On Protection of Consumer Rights", and the maximum diagnostic time may not exceed 20 days from the receipt of the goods.

• Equipment that has been transferred to the diagnostics, is a free storage at the time of diagnosis + 5 working days, after which the client is obliged to pick up the equipment in case of an establishment as a result of unfounded diagnosis Client requirements. If the consumer fails to take equipment to a specified period of time (20 days + 5 days), the Customer charged for equipment storage services in the amount of 5% of the purchase price per day of storage.

• The Company is not responsible for the security of the Customer's data information.

• The client shall bear civil, administrative, criminal liability for the installation and use of unlicensed software. The Company is not responsible for any negative consequences, including the removal of the Client's equipment by the competent authorities as a result of your breach of intellectual property rights.

With the rules of warranty service is familiar, packaging and condition of the appearance of the equipment confirm.

07 May 2016 г. S.P. Claimant: ZAO "Digital Technology" signature _____
 Responsibility person: Yury Alekseyevich Gagarin signature _____

 Printing form *Supplementary Sheet*:

Supplementary sheet		
Company: Limited Liability Company (LLC) Firm Agent		
Department Front-office: 10, TestFrontOffice		
ID	Name	Serial number
6	Radio VEGA	 war5
Purchase date: 14.04.2016	Customer: 15, ZAO "Digital Technology"	
Apperance: Box broken. Completeness: Ok. Defect: Damaged box, scuffed item.		
Purchasing information:	Income document, №	
	Supplier vendor code	Radio VEGA

 Printing form *Claim exchanging goods* is available for the document in the subtype *Processed* that is printed automatically for claims according to which the Decision *Replacement* is made:

Claim exchanging goods № 176			
Store:	1, Moscow, Leningradskoe highway, 12		
Claimant:	15, ZAO "Digital Technology"		
Shipping date:	5/4/2016 11:03:00 PM		
ID	Name	Quantity	Price
6	Radio VEGA	1	1100
Shipping allowed: _____ /Yury Alekseyevich Gagain/			
S.P.			

 Command *Processed* transfers the document from the subtype *Request* to the subtype *Processed*. At the same time all claims are carried out on balance of the subdivision. Depending on the Warranty *Decision* different scenarios of claim processing are executed in the system. The documents created according to these scenarios are added to child documents of the processed *Claims*:

- for each claim based on which the Decision *Refund is made* it is created the separate document [Claim Refunds](#) in the subtype *Made* that carries out on balance of the Claimant claim refund amount;
- for each claim based on which the Decision *Replacement is made* it is created one document [Claim Exchanges](#) in the subtype *Setting* that initiates a set of identical articles at the store. Printing form *Article Replacement under Warranty is also automatically printed*;
- for each claim based on which the Decision *Rejection is made* it is created one document [Claim Rejections](#) in the subtype *Recorded* that writes off claims from the balance of the subdivision;
- for each claim based on which the Decision *Diagnostic is made*, printing form *Receipt is automatically printed*.

 Command *Show Document transactions* shows all movements generated by the document (for details, see the section [Show Document Transactions](#)).

 When carrying out the document in a subtype *Processed* the following movements are created:

- Cost *Amount* of each claim in the table part *Claims* is written off [Agent Warranty Debts](#) reducing the *Claimant's debt*, and each *Claim* in number of 1 and cost *Amount* is credited on [Claim Stock](#) increasing remains of *Front Office Department*;
- each *Claim* in number of 1 is credited on [Claim state](#) Increasing claims in the *Claim state*.

Store claims



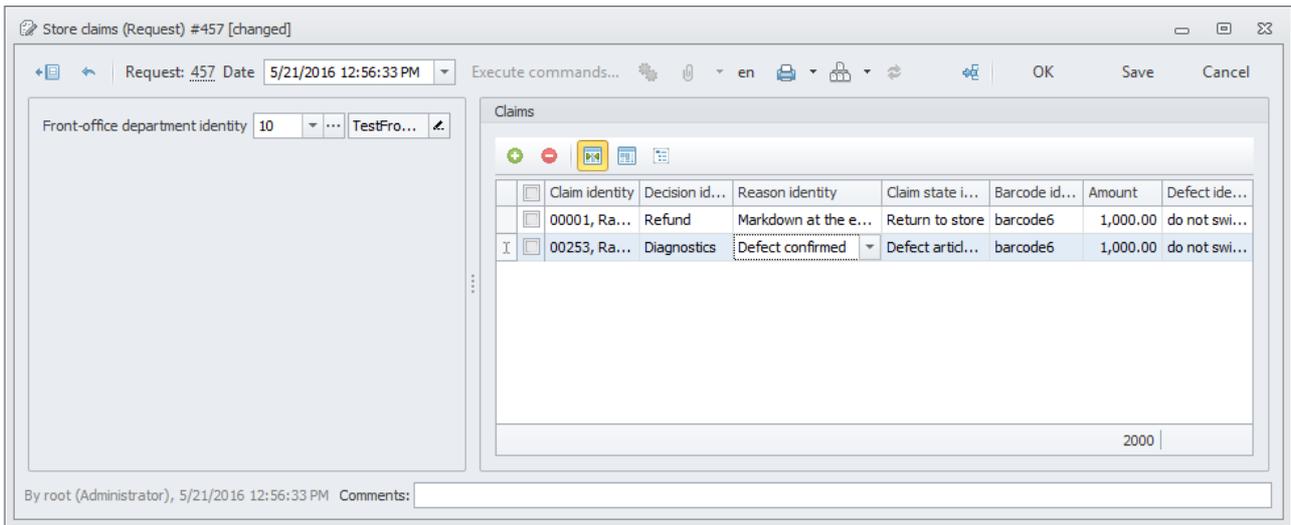
Submissions by a store in relation to warranty claims are recorded in the *Store claims* register:

Store claims	
Identity	Description
107597	Store claims (Submission) #107597, 23.02.2015
107604	Store claims (Processed) #107604, 23.02.2015
107586	Store claims (Processed) #107586, 23.02.2015

Documents of the *Store claims* register have the following subtypes:

- *Submission* – the subtype initial for document’s life cycle. This is used for registration of the fact of a store reference to a front office division of the company’s warranty department in relation to a warranty claim. Can be created straight in the register by clicking the button ;
- *Processed* – a document of the given subtype is used to indicate that the submitter’s claim has been accepted. The document shall move to the given subtype from *Submission* subtype after execution of the *Processed* command in the latter subtype.

The document edit form allows to specify the following properties of the header (all fields are mandatory):

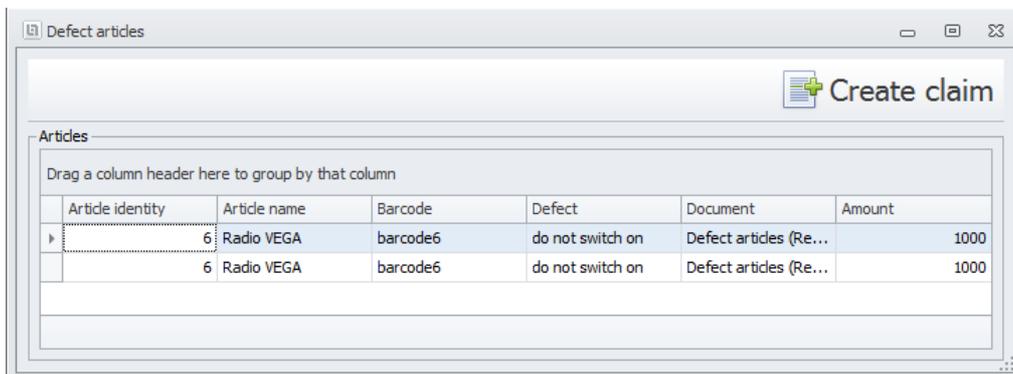


- *Front office department identity* – a division of the warranty department that accepted the store claim ([Front office](#) Dictionary record).

 Besides the header, the document has the *Claims* table part defining claims submitted by the store:

- *Claim identity*– [Claims](#) Dictionary record;
- *Decision identity* – a decision made by the employee by results of acceptance of the claim (*Warranty decisions* Dictionary record);
- *Reason identity*– grounds for *Decision* made (*Warranty reasons* Dictionary record);
- *Claim state identity* – a state of the claim corresponding with the *Reason* (*Claim state* Dictionary record), selected automatically, cannot be changed;
- *Barcode identity* – claim serial number ([Barcodes](#) Dictionary record)
- *Defect identity* – a defect of the claim’s *Article* ([Recorded defects](#) Dictionary record);
- *Amount* – *Claim*’s refund amount.

Clicking the button  in the table part tool bar will open the *Defect articles* selection form defining articles, which are recorded as Warranty defect articles on the *Front office department* balance:



- *Article identity* and *Article name* – a defect article ([Articles](#) Dictionary record);

- *Barcode* – barcode of the defect article ([Barcodes](#) Dictionary record)
- *Defect* – a defect of the *Article* ([Recorded defects](#) Dictionary record);
- *Document* – [Defect articles](#) register document, in which the *Article*'s defect was registered;
- *Amount* – value of the defect article.

To create a claim, select an *Article* from a list in the *Defect articles* form and click the button “Create claim”. As a result, a form will open to create a new *Claim* ([Claims](#) Dictionary record), to which the data of the *Article* selected will be inserted;

The claim is created on behalf of the *Markdown agent* - a store agent (e.g., Stocktaking agent). After the claim has been created, it will be added to the Claims table part, where a *Decision* and a *Reason* should be selected.

⚡ *Processed* command moves the document from *Submission* subtype to *Processed* subtype.

⚡ *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

🔄 When posting a document of the *Processed* subtype, the following transactions are booked:

- *Articles* of the respective *Claims* of the table part with a *Barcode* in quantity of 1 and at cost of *Amount* are written-off from [Warranty defect articles](#), thereby decreasing *Front office* stock. Thereupon, the *Claims* in quantity of 1 and at cost of *Amount* are credited to [Claim stock](#), thereby increasing *Front office* stock;
- each *Claim* in quantity of 1 is credited to [Claim state](#), thereby increasing claims of the given *Claim state*.

Claim rejections



Claim processing with the made decision *Rejection* is performed by using the Document Journal *Claim Rejections*:

Claimant	Claim document	Creator	Description	Front-office department	Transaction date
ZAO 'Digital Technol...	Claims (Processed) #...	root (Administrator)	Claim rejections (Iss...	TestFrontOffice	5/4/2016 11:07:13 PM

Document Journals *Claim Rejections* have the one subtype *Recorded*, which is created automatically upon document posting [Claim Refunds](#) in a subtype *Written off*.

The edit form allows to specify the following properties of a header (all are specified automatically):

Claim identity	Amount
war8, Radio VEGA	1,100.00

- *Front Office Department* is subdivision of Warranty Department that interacts with the Claimant (Dictionary record [Front Office](#));
- *Claimant* is a client (Dictionary record [Agents](#));
- *Amount* is total sum of document Claim Refunds (a table *Claims*).

Except a header the document has a table part *Claims* wherein there are claims delivered under warranty by *an Claimant* and which were submitted rejection of warranty service:

- *Claim identity* – Dictionary record [Claims](#);
- *Amount* is Claim refund amount.

⚡ Command *Show document transactions* shows all movements generated by the document (for details, see the section [Show document transactions](#)).

🔄 When carrying out the document in a subtype *Recorded* the following movements are created:

- each *Claim* in number of 1 cost *Amount* is written off [Claim Stock](#) reducing Claim Remains *Front Office Department* and cost *Amount* of each table claim *Claims* is credited on [Agent Warranty Debts](#) increasing the *Claimant debt*;
- status of each table claim *Claims* on [Claim state](#) is changed to *Closed*.

Defect article transfers



A transfer of defect articles from a store to a front office division of the warranty department is carried out by using the *Defect article transfers* Document Journal:

Identity	Description	Store
368	Defect article transfers (Ready for transfer) #368, 5/16/2016	Moscow, Leningradskoe highway, 12

Documents of the *Defect article transfers* register have the following subtypes:

- *Ready for transfer* – the subtype initial for document's life cycle. A document is generated automatically.
- *transferred* – a terminal subtype, to which a document shall move after its acceptance by the warranty department. The document shall move to the given subtype from *Transfer ready* subtype after execution of the *transferred* command in the latter subtype.

The document edit form allows to specify the following properties of the header (all fields are filled in automatically):

Article identity	Barcode identity	Defect identity	Price
Radio VEGA	barcode6	do not switch on	1,000.00
Radio VEGA	barcode6	do not switch on ...	1,000.00

- *Store* – a store, where defect articles were found (a [Stores](#) Dictionary record);
- *Front office department* – a front office division of the warranty department, where defect articles are transferred to (a [Front office](#) Dictionary record).

Besides the header, the document has the *Defect articles* table part defining articles being transferred:

- *Article identity* – a defect article (an [Articles](#) Dictionary record);
- *Barcode identity* – barcode of the defect article (a [Barcodes](#) Dictionary record)
- *Defect identity* – a defect of the *Article* (a [Recorded defects](#) Dictionary record);
- *Price* – price of the defect article.

 The document is supplied with the *Defect article transfer* print form, where articles to be transferred are grouped by storage zones:

Defect article transfer № 368	
Department Front-office:	10, TestFrontOffice
Store:	1, Moscow, Leningradskoe highway, 12
Date:	5/16/2016 10:35:51 PM
	
Section, article, defect	Price
95, Store zone 1	
6, barcode6, Radio VEGA, do not switch on	1000
6, barcode6, Radio VEGA, do not switch on	1000
Issued: _____ /Yury Alekseyevich Gagain/	
Accepted: _____ / _____ /	

 *transferred* command moves the document from *Transfer ready* subtype to *transferred* subtype.

 *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

 When posting a document of the *transferred* subtype, the following transactions are booked: each *Article* shown in the document's table part and supplied with a *Barcode* in *Quantity* of 1 and at cost of *Value* is written-off from [Store defect articles](#), thereby decreasing stock at a *Store*, and credited to [Warranty defect articles](#), thereby increasing *Front office* stock.

Claim store transfers



Transfers of claims from a front office to a store for the further realization are carried out by using the *Claim Store Transfers* Document Journal:

Creator	Description	Front-office department	Destination store	Transaction date
root (Administrator)	Claim store transfers (Too...)	TestFrontOffice	Leningradskoe highway, 12	5/4/2016 11:31:57 PM

Documents of the *Claim Store Transfers* register have the following subtypes:

- *Picking up* – the subtype initial for document's life cycle. It is used for preparing claims to be transferred to a store. Can be created straight in the register by clicking the button .
- *Accepting at store* – a document shall move to the given subtype from *Picking up* subtype on arrival of claims to a front office's acceptance store after execution of the *Accepting at store* command in the latter subtype;
- *Defect* – this subtype's document is automatically generated for claims found defective during acceptance of *Accepting at store* subtype's document;
- *Overage* – this subtype's document is automatically generated for claims found Overage during acceptance of *Accepting at store* subtype's document;
- *Shortage* – this subtype's document is automatically generated for claims found short during acceptance of *Accepting at store* subtype's document;
- *Accepted by store* – the terminal subtype, to which a document shall automatically move from *Accepting at store* subtype after the document has been accepted by a store.

The document edit form allows to specify the following properties of the header (all fields are mandatory):

- *Front office department* – a front office division of the warranty department, where claims are transferred from ([Front Office](#) Dictionary record);
- *Destination store* – an acceptance store of the office, to which a front office warranty division transferring claims is related to ([Stores](#) Dictionary record). Defined automatically according to front office division selected; cannot be changed.

Besides the header, the document has the *Claims* table part defining claims being transferred:

- *Claim identity* – [Claims](#) Dictionary record;
- *Article identity* – an article shown in the claim ([Articles](#) Dictionary record);
- *Claim state identity* – a *Claim state* Dictionary record;
- *Amount* – *Claim's* refund amount.

Claims can be added to the table part by scanning their serial numbers. Before scanning, set the character cursor in the *Serial number* field of the table part control panel.

The document is supplied with the *Claim store transfer* print form:

Claim		Amount
45, wardiag021 6, Radio VEGA		1100

Collected: _____ /Yury Alekseyevich Gagain/ Accepted: _____ /_____ /

⚡ *Accepting at store* command moves the document from *Picking up* subtype to *Accepting at store* subtype. In so doing, the acceptance of the document's articles is initiated.

⚡ *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

🔄 When posting a document of the *Accepting at store* subtype, the following transactions are booked: *Claims* shown in the document's table part in quantity of 1 and at cost of *Amount* are written-off from

[Claim stock](#), thereby decreasing *Front office* stock, and credited to [Collected claim](#), thereby increasing *Front office* stock.

↻ When posting a document of the *Accepted by store* subtype, the following transactions are booked:

- *Claims* shown in the document's table part in quantity of 1 and at cost of *Amount* are written-off from [Claim stock](#), thereby decreasing *Front office* stock, and credited to [Collected claim](#), thereby increasing *Front office* stock.
- *Claims* shown in the document's table part in quantity of 1 and at cost of *Amount* are written-off from [Collected claim](#), thereby decreasing *Front office* stock; *Articles* shown in the table part in quantity of 1 and at cost of *Amount* are credited to [Stock](#), thereby increasing *Target store* stock;
- a new value of a *Claim state* is recorded to [Claim state](#).

Claim replacements



Issue of the replacement article to the client who applies concerning warranty service to Front Office Department is carrying out by means of Document Journal *Claim Replacements*:

Claimant	Creator	Description	Return document	Store	Transaction date
JCS "AIST"	root (Administrator)	Claim replacements (Reserve) ...		Moscow, Leningr...	5/4/2016 11:44:06...

Document Journals *Claim Replacements* have the following subtypes:

- *Reserve* is a subtype with which life cycle of the document begins. It is used to reserve a replacement article at the store for a client who delivers the purchased article under the warranty. It is created automatically when saving the document [Claims](#) in the subtype *Request* which Claim (one or several) has a replacement article. The separate document is created for each claim with Replacement Articles;
- *Picking up* – the document is transferred to this subtype from the subtype *Reserve* automatically when transferring *Claims under Warranty in the subtype Processed* on the basis of which it was created. Transfer to this subtype initiates picking up a document article at the store;
- *Not found during pickup* – the document is transferred to this subtype from the subtype *Pick up* if during picking up the article was not found at the store;
- *Issued* – the document is transferred to this subtype from the subtype *Picking up* upon article issue to a client.

The edit form allows to specify the following properties of a header (all are specified automatically):

- *Department* is subdivision of the Warranty Department where *the Claimant appealed* :
 - *Front Office Department* is division of Warranty Department where *the Claimant appealed* (Dictionary record [Front Office](#));
 - *Office* is an office where is *Front Office Department* (Dictionary record [Offices](#));
 - *Store* is a storage depot of *the Office* (Dictionary record [Stores](#));
 - *Allow partial release* – the set flag allows a partial shipment of article on the document. For example, if part of the document articles is not found in picking up or it was abandoned during issue, the document according to which partial shipment is forbidden should be returned completely to the store;
- *Claim* is information on the claim according to which replacement is issued:
 - *Claim* – Dictionary record [Claims](#);
 - *Claimant* is a client (Dictionary record [Agents](#));
 - *Amount* is Total Document Amount. It is calculated automatically when saving the document as total *Amount* in the table part *Articles*.

Except a header the document has several table parts.

In the table *Articles* there is the Replacement Article issued to *the Claimant* according to *the Claim*:

- *Article identity* – Dictionary record [Articles](#);
- *Quantity* is Article Quantity (it is equal to 1);
- *Price* is price of the Replacement Article;
- *Amount* is cost of the Replacement Article.

In the table *Excluded Articles* there are articles that are in the process of picking up or issuing were removed from the document for any reason (from the table *Articles*):

- *Article identity* – Dictionary record [Articles](#);
- *Quantity* is Remote Articles Quantity;
- *Sale Price* is Remote Articles Price;
- *exclude reason* is Remote Article reason from the document (Dictionary record [Exclude Reasons](#)).

In the table *Barcodes* a barcode is specified for an replacement article that is added to the document during picking up at the store:

- *Article identity* – Dictionary record [Articles](#);
- *Barcode* is an Article Barcode (Dictionary record [Barcodes](#));
- *Quantity* is Article Quantity with this barcode (it is equal to 1).

 Printing form *Replacement goods* is available for the document:

Replacement goods № 186			
Store:	1, Moscow, Leningradskoe highway, 12		
Claimant:	16, JCS "AIST"		
Claim:	22, war12		
Shipping date:	5/4/2016 11:44:06 PM		
ID	Name	Quantity	Price
6	Radio VEGA	1	1100
Shipping allowed: _____ /Yury Alekseyevich Gagain/			
S.P.			

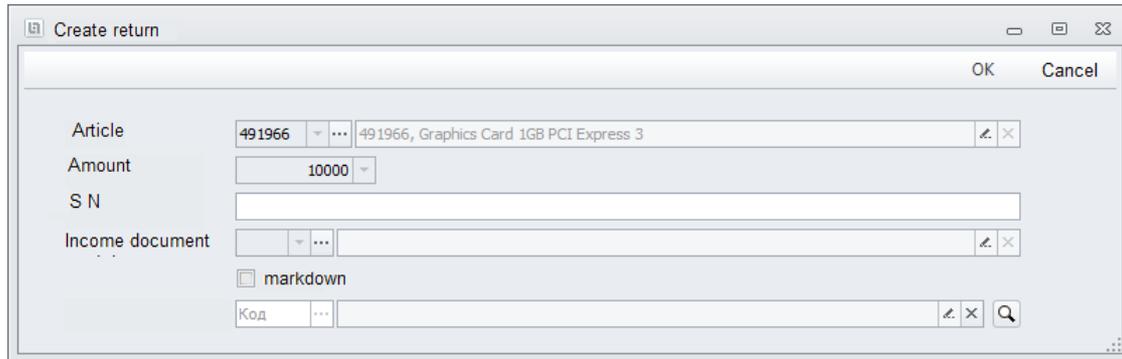
 Command *Create Return* is performed on the document in the subtype *Issued* and creates the child Document Journal [Claim Replacement Returns](#) by means of which return of the Replacement Article issued to *the Claimant* is arranged. *Front-Office Warranty Department* can take from *the Claimant* only claim, in case of return of a replacement article claim is automatically created for it:

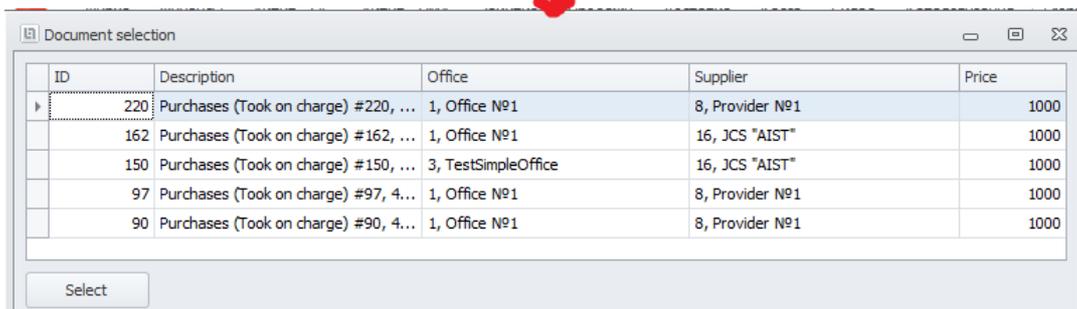


In the opened form *To Create Return* they are displayed:

- *Article* is a replacement article (Dictionary record [Articles](#)), issued according to *the Claim*;
- *Amount* is cost of the replacement article;
- *S N* is Claim Serial number that will be created to return the replacement article. If the replacement article is considered on unique Barcodes, its barcode was scanned in case of issue and *the Serial Number* will be added in the field automatically. Otherwise it is necessary to scan a claim sticker barcode which will be pasted on replacement articles;
- *Markdown* – the set flag requires for additional markdown of the replacement article;

- *Income document* is the document by means of which *the Article was credited*. If the single document was found, it is selected automatically. Otherwise *the Income Document* selection is carried out  by right-click:





ID	Description	Office	Supplier	Price
220	Purchases (Took on charge) #220, ...	1, Office №1	8, Provider №1	1000
162	Purchases (Took on charge) #162, ...	1, Office №1	16, JCS "AIST"	1000
150	Purchases (Took on charge) #150, ...	3, TestSimpleOffice	16, JCS "AIST"	1000
97	Purchases (Took on charge) #97, 4...	1, Office №1	8, Provider №1	1000
90	Purchases (Took on charge) #90, 4...	1, Office №1	8, Provider №1	1000

In the opened form *Document Select* all documents of the journal will be listed [Purchases](#), by means of which these articles were bought by the company:

- *ID* and *Description* is Outcome document information;
- *Office* is an office which makes purchase (Dictionary record [Offices](#));
- *Supplier* is Dictionary record [Agents](#);
- *Price* is an *Article Purchase Price* .

It is possible to select a purchasing document by double left-click in a list or by selecting a document and clicking "Select" in the lower left corner of the form.

By clicking OK in the form *To Create Return* if the replacement article is registered on the client's debts (otherwise error) in system:

- the claim is created for the returned replacement article;
- the document is created [Claim Replacement Returns](#) wherein the claim created for the returned Replacement Article is specified in the field *New Claim*.

 Command *Show Document transactions* shows all movements generated by the document (for details, see the section [Show Document Transactions](#)).

 When carrying out the document in subtypes *Reserve* and *Picking up* the following movements are created: articles from the table part *Articles* are credited on [Store reserves](#) increasing the reserves at *the Store for the Claimant* .

 When carrying out the document in a subtype *Recorded* the following movements are created:

- Barcodes from the table part *Barcodes* are written off [Barcodes Stock](#) reducing their Remains at *the Store*;
- articles from the table *Articles* are written off in quantity *Quantity* [Stock](#) reducing Remains at *the Store* and are credited on [Warranty sale](#). After articles from the table *Articles* in quantity *Quantity* and cost *Amount* are written off [Warranty sale](#) and *Claim* with *Article* in quantity *Quantity* and cost *Amount* are credited on [Agent warranty replacement debts](#) increasing *the Claimant debt*.

Claim cargo acceptances



Claim cargo acceptances from the cargo store, sent by a back-hub subdivision, is carried out by means of Document Journal *Claim cargo acceptances*:

Creator	Description	Front-office department	Store	Transaction date
root (Administrator)	Claim cargo acceptance (...)	TestFrontOffice	Moscow, Leningradskoe hi...	5/15/2016 11:18:25 PM

Document Journal *Claim cargo acceptances* have the following subtypes:

- *Application* – subtype, which begins with the life cycle of the document. The document is created in this subtype automatically when the cargo arrives at the final destination store;
- *Collected* – a document the document is transferred to this subtype to start collection and delivery of cargo to subdividing of front-office from subtype *Application* after execution of last command *Collected*. It can also be created in this subtype [Start cargo pickup for Front-office](#);
- *Issued* – final subtype, in which the document is translated automatically from subtype *Collected* after the issue of cargo to employee of the front-office subdivision.

document edit form allows to specify the following properties of heading (all are filled automatically by the system):

Cargo identity	Amount
17	1,100.00
1100	

By root (Administrator), 5/15/2016 11:13:33 PM Comments:

Store – store, to which the cargo arrived from or which it is necessary to receive one from moved back-hub subdivision (Dictionary record [Stores](#));

Front-office department – front-office subdivision of warranty department which accepts cargo (Dictionary record [Front Office](#)). It is filled automatically for the selected *Store*, it can not be changed.

Except the heading the document has several table parts:

At the table part *Cargoes* cargoes are listed which need to be accepted:

- *Cargo identity* – Dictionary record [Cargoes](#);
- *Amount* – cargo cost.

Into the table part *Deleted cargo* the cargoes are added, deleted from tabular one *Cargoes* when operating with document:

- *Cargo identity* – Dictionary record [Cargoes](#);
- *Amount* – cargo cost;
- *Reason identity* – a reason of deleting a cargo from the document (Dictionary record [Exclude reasons](#)).

Amount	Cargo identity	Reason identity
1,200.00	1	Not found on release

Acceptance of cargoes is available in printed form for a document :

Acceptance of cargoes in department Front-office № 347	
Department Front-office:	10, TestFrontOffice
Dispatch store:	1, Moscow, Leningradskoe highway, 12
Date:	5/15/2016 11:18:25 PM
Cargo	Summ
CargoID 17	1100
Cargo accepted: _____ /Yury Alekseyevich Gagain/	

Command *Collected* transfers the document from the subtype *Application* into the subtype *Collected*. At the same time the process of collection and issuance of cargo document is initiated.

Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

Whencarrying out the document in the subtype *Issued* the following motions are formed: Cargoes from the table part *Cargoes* in quantity 1 and cost *Amount* are written off [Cargo release stock](#), by reducing cargo residuals of *Store*, and are credited on [Claim unpack](#), increasing cargo residual of the *Front-office department*.

Claim overage incomes



Claim overage incomes, found when unpacking cargoes at the front-office subdivision, is carried out by means of document journal *Claim overage incomes*:

Identity	Description
458	Claim overage incomes (Issuing) #458, 5/21/2016

Document Journals *Claim overage incomes* have the following subtypes:

- *Registered* – subtype, which begins with the life cycle of the document. Document is created in this subtype automatically under the fact of carrying out the document [Claim cargo unpacks](#) into the subtype *Unpacked* for each claims excess, which is not listed on the balance of back-hub subdivision, which sent the cargo with them to the front-office;
- *Received* – the document of this subtype is used for processing the claim excess to the balance of the subdivision and transferred to it from the subtype *Registered* after running the last command

Received.

document edit form allows to specify the following properties of heading (all are filled automatically by the system):

- **Department** – subdivision of warranty department on which excess is credited:
 - *Front-office department* – Dictionary record [Front Office](#);
 - *Stock-taking agent* – Dictionary record [Agents](#);
 - *Firm* – Dictionary record [Firms](#);
- **Claim** – the claim according to which excess is identified:
 - *Claim* – Dictionary record [Claims](#);
 - *Claim State* – a claim state after carrying out the document (Dictionary record *Claim states*);
 - *Old Claim State* – a claim state after carrying out the document (Dictionary record *Claim states*);
 - *Amount* – offset amount of the *Claim*.

⚡ Command *Received* transfers the document from the subtype *Registered* into the subtype *Received*.

⚡ Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

🔄 When carrying out the document in the subtype *Received* the following motions are formed:

- *Amount* of the claim is written off from [Agent debts](#), reducing the debt of the *Stock-taking agent*, and *Claim* in quantity 1 and cost *Amount* is credited on [Claim stock](#), increasing residuals of *Front-office Department*;
- new value *States* of the claim is registered on [Claims state](#).

Claim cargo unpacks



Claim cargo unpacks received from the front-office subdivision and extraction of claims is carried out by means of Document Journal *Claim cargo unpack*:

Creator	Description	Front-office department	Transaction date
root (Administrator)	Claim cargo unpack (Issuing) #57...	TestFrontOffice	6/27/2016 11:42:57 PM

Document Journal *Claim cargo unpack* have the following subtypes:

- *Registered* – subtype, which begins with the life cycle of the document. It is used for cargo unpack in front-office subdivision. It can be created directly in the document journal (by clicking the button);
- *Unpacked* – the final subtype, in which the document is transferred by the end of the cargo unpacking from the subtype *Registered* after execution of last command *Unpacked*.

document edit form allows to specify the following heading properties (all fields are mandatory):

Claim identity	Claim state i...	Amount	Scanned	Shortage	Overage	Return r...	Comments
▼ Cargo identity: 39							
warr112...	Return to di...	1,100.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
warr113...	Return to di...	1,100.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
war200,...	Internal dia...	866.21	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		

By root (Administrator), 6/27/2016 11:42:57 PM Comments:

- *Front-office department identity* – front-office subdivision of warranty department where cargo is unpacked (Dictionary record [Front Office](#)). It is filled automatically, if the front-office subdivision is specified in the employee card.

Except the heading the document has several table parts *Claim*, in which in a tree structure the unpacked claims are listed, grouped in cargoes (Dictionary record [Cargoes](#)):

- *Claim identity* – Dictionary record [Claims](#);
- *Claim state identity* – a state to which the claim will be transferred (Dictionary record *Claim state*), it is set automatically, it can be changed;
- *Amount* – offset amount of the *Claim*;
- *Scanned* – the claims marked by flag, which serial number was scanned during unpacking. The flag is set automatically when scanning serial number of the claim, its state can not be changed manually;
- *Shortage* – claims are marked by the set the flag, which were not found in the cargo. The flag can be set manually for claims, which have no flag *Scanned*;
- *Overage* – claim excesses are marked by the set flag, that were not sent by the given cargo from the

back-hub subdivision. The flag is set automatically when adding claims into the table part, is not registered in the cargo, its state can not be changed manually;

- *Return reason* – Dictionary record [Warranty return reason](#), it is specified automatically from the claim card;
- *Comments* – a comment in a free form to the return reason.

To add the cargo to the table part and mark claims entering into them as *Scanned* is possible by scanning their Barcodes and serial numbers. For this purpose it is necessary to set beforehand the cursor in the field of tool bar of table part *Scan cargo barcode or claims*.

 For the document in a subtype *Registered* it is available a printing form of *Claim cargo unpack*:

Claim cargo unpack Front-office № 574		
Department Front-office:	10, TestFrontOffice	
Unpacked:	1, Yury Alekseyevich Gagain	
Date:	6/27/2016 11:42:57 PM	
State, claim		Amount
4, Internal diagnostics		
29, war200, Radio VEGA	CargoID 39	866.21
5, Return to client		
72, war112, Radio VEGA	CargoID 39	1100
74, war113, Radio VEGA	CargoID 39	1100
Unpacked: _____ /Yury Alekseyevich Gagain		

 Command *Unpacked* transfers the document from the subtype *Registered* into the subtype *Unpacked*. At the same time each *Excess* and *Shortage* of claims of table part are processed as follows:

- for each *Shortage* claim a subsidiary document is created [Warranty stock corrections](#) in a subtype *Ready to relocation for Back-hub*;
- for each *Excess* claims which are registered on balance of back-hub subdivision, which sent a cargo with it to the front-office, a subsidiary document is created as [Warranty stock corrections](#) in a subtype *Ready to relocation for Back-hub*;
- for each *Excess* claims which are not registered on balance of back-hub subdivision, which sent a cargo with it to the front-office, a subsidiary document is created as [Claim overage incomes](#) in a subtype *Registered*.

 Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

 When carrying out the document in the subtype *Unpacked* the following motions are formed:

- each *Cargo* of table part of the *Claim* in quantity of 1 and total cost *Amounts* which contains claims in it, except *Excesses*, it is written off from [Claim unpack](#), reducing cargo residuals from *Front-office department*, and are credited on appropriate number of claims, except *Excesses*, on [Cargo pack buffer](#). Then each *Cargo claim*, except *Excesses*, in quantity of 1 and cost *Amount* is written off from [Cargo pack buffer](#), reducing the number of claims in *Cargo*, and are credited on [Claim stock](#), increasing claims residuals of *Front-office department*;
- new value *Claim state* of each *Claim* is registered at [Claims state](#).

Warranty cash outflows



Payments to a client provided in case if his claim is assigned the *Refund* decision are executed by using the *Warranty Cash Outflows* Document Journal:

Identity	Description	Claimant.Name
168	Warranty cash outflows (Waiting) #168, 5/4/2016	ZAO "Digital Technology"
171	Warranty cash outflows (Waiting) #171, 5/4/2016	ZAO "Digital Technology"
174	Warranty cash outflows (Waiting) #174, 5/4/2016	ZAO "Digital Technology"
223	Warranty cash outflows (Waiting) #223, 5/6/2016	ZAO "Digital Technology"
330	Warranty cash outflows (Waiting) #330, 5/15/2016	ZAO "Digital Technology"

Documents of the *Warranty Cash Outflows* register have the following subtypes:

- *Expected* – the subtype initial for document's life cycle. This is used for reservation of funds to be paid to a client. Created automatically when saving a [Claim refunds](#) document of *Executed* subtype;
- *Expenditure* – a document of such subtype is used for registration of the fact of payment to a client as a refund for an article under warranty received from the client. The document shall move to the given subtype from *Expected* subtype after execution of the *Expenditure* command in the latter subtype .

The document edit form allows to specify the following properties of the header (all fields are filled in automatically):

Warranty cash outflows (Waiting) #168

Waiting: 168 Date: 5/4/2016 10:30:57 PM Execute commands... no files en OK

Front office department identity	10	TestFrontOffice	Currency identity	36	Russian Ruble RUB (643)
Claimant identity	15	ZAO "Digital Technology"	Currency rate		1.
Claimant budget item identity	1	Undefined	Currency amount		1,100.
Amount		1,100.	Checkout identity	ID	
			Agent identity	2	WarrantyReturnReserveAge...
			Agent budget item identity	1	Undefined

By root (Administrator), 5/4/2016 10:30:57 PM Comments:

- *Front office department identity* – a division of the warranty department, where a client made an application (a [Front Office](#) Dictionary record);
- *Claimant identity* – a client ([Agents](#) Dictionary record);
- *Amount* – an amount of the operation in rubles according to the *Rate* specified; defined automatically when saving the document;
- *Currency identity* – [Currencies](#) Dictionary record;
- *Currency rate* – a rate of the *Currency* selected to ruble; defined automatically when saving the document;
- *Currency amount* – an amount of the operation in *Currency* selected;
- *Checkout identity* – a checkout, at which the payment of cash resources was made (a [Checkouts](#) Dictionary record);

- *Agent identity* – a warranty service agent, on whose name the cash resources are reserved ([Agents Dictionary](#) record).

 The document is supplied with the *Warranty Cash Outflows* print form:



 *Expenditure* command moves the document from *Expected* subtype to *Expenditure* subtype.

 *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

 When posting a document of the *Expected* subtype, the following transactions are booked: *Amount* is written-off from [Agent debts](#), thereby decreasing an agent's debt, and credited to [Agent debts](#), thereby increasing an Claimant's debt.

 When posting a document of the *Expenditure* subtype, the following transactions are booked: *Currency amount* is written-off from [Checkouts](#), thereby decreasing a balance at the *Checkout*, and credited to [Conversion](#). After this, the *Amount* together with the *Currency amount* are written-off from [Conversion](#), and the *Amount* is credited to [Agent debts](#), thereby increasing an *Claimant's* debt.

Claim replacement deactivations



Writing off Replacement Articles received by the client when applying under warranty which he refuses to return is carrying out by means of Document Journal *Claim Replacement Deactivation*:

Id	Ident...	Claimant	Creator	Description	Front-office departm...	Transaction date
	420	ZAO "Digital Technology"	root (Administrator)	Claims (Processed) #420, 5/20/2016	TestFrontOffice	5/20/2016 6:14:27 PM
	433	ZAO "Digital Technology"	root (Administrator)	Claims (Processed) #433, 5/20/2016	TestFrontOffice	5/20/2016 9:50:08 PM

Document Journals *Claim Replacement Deactivation* have the single subtype *Processed* that can be created directly in the Document Journal (by clicking ).

The Document edit form allows to specify the following header properties (fields in **bold** are mandatory for filling):

- **Scan a B=barcode** – it is possible to select *Claim* based on which the client refuses to return Replacement Articles by scanning its serial number in this field (by default when you open the form the cursor is in it);
 - **Front Office department** is division of Warranty Department where *the Claimant appealed* (Dictionary record [Front Office](#)). It is determined automatically when choosing *Claim*;
 - **Office** is Dictionary record [Offices](#). It is determined automatically by scanning the claim serial number in the field *Scan a Barcode*;
 - **FRC** is Dictionary record [FRC](#). It is filled automatically;
 - **Cost item** is Dictionary record [Cost Items](#). It is filled automatically;
 - **Investment project** is Investment project which will be written off costs (Dictionary record [Investment Projects](#));
 - **Budget period** is Dictionary record [Budget Periods](#). If before saving a document *Budget Period* has not been selected, it will be determined automatically by date of the document;
 - **Replacement article** and **Amount** is Claim Replacement Article (Dictionary record [Articles](#)) and its cost (it is put down automatically). It is determined automatically when choosing *Claim*;
 - **Claim** and **Amount** is claim which was issued by *Replacement Article* (Dictionary record [Claims](#)) and its cost (it is put down automatically);
 - **Claim State** is Dictionary record *Claim State*. *Return to the Client* value is automatically put down, it cannot be changed;
 - **New claim** and **New Amount** is claim created for replacement article of *the Original Claim* in order to return it to the store (Dictionary record [Claims](#)) and its cost (it is put down automatically);
 - **New claim state** is Dictionary record *Claim State*. *Return to the Store* value is automatically put down.
- ⚡ Command *Show Document transactions* shows all movements generated by the document (for details, see the section [Show Document Transactions](#)).

🔄 When carrying out the document in a subtype *Made* the following movements are created:

- *Replacement Article* and *Claim* in number of 1 and cost of *Replacement Article Amount* are written off

[Agent warranty replacement debt](#) reducing the Claimant's debt according to *the Claim* and *Replacement Article Amount* is credited on [Costs](#) increasing costs according to *the Cost Item*;

- *Claim* in number of 1 for *Article Amount* is written off [Claim Stock](#) reducing remains of *Front Office Department* and *Amount* is credited on [Agent Warranty Debts](#) increasing the Claimant's debt of *the Claim*;
- *New Claim Amount* is written off [Expense](#) reducing costs according to *the Cost Item* and *New Claim* in number of 1 for *New Claim Amount* is credited on [Claim Stock](#) increasing remains of *Front Office Department*;
- *Claim* changes its state at [Claim state](#) to *Closed*, *New Claim* is credited on [Claim state](#) In a state *New State*.

Claim markdowns



All operations connected to change of the amount of claim offset at the subdivision of front-office are carried out by means of Document Journal *Claim markdowns*:

Amount	Claim	Creator	Description	Front-office departm...	New amount
1,100.00	,	root (Administrator)	Claim markdowns (C...	TestFrontOffice	866.21

Document Journals *Claim markdowns* have the single subtype *Done*, which can be created directly in the Document Journal (by clicking the button).

document edit form allows to specify the following properties (field in **bold** are mandatory for filling):

- **Department** – subdivision of warranty department where claim markdown is made:
 - **Front-office** – Dictionary record [Front-Office](#). Defined automatically when selecting *Claims*;
 - **Firm** – Dictionary record [Firms](#). It is filled automatically for the selected *Department of Front-office*, it can not be changed;
 - **Office**– Dictionary record [Offices](#); It is filled automatically for the selected *Department of Front-office*, it can not be changed;
- Claim that is subjected to markdown. Selection of the claim is carried out by scanning the serial number in the field *Serial number* (by default when opening the form the cursor is set in it). At the same time remaining fields of the group are filled automatically and can not be changed manually:
 - **Claim** – a claim that is subjected to markdown (Dictionary record [Claims](#));
 - **Claim state** – Dictionary record *Claims state*. It is set automatically the value *Return to the store*;
 - **Amount** – the claim amount to offset;
 - **New amount** – amount after markdown, is calculated by clicking the button "Markdown";

- *Markdown* – by clicking the button the form of markdown calculation opens:

Markdown amount and *Difference* between it and *Original amount* are calculated after evaluating all the criteria – select one of the values for each group-criteria. By clicking the button “OK”

Markdown amount is added to the field of the document *Amount (new one)* .

- **Additional** – a group of additional properties:
 - **Agent** – a person on which account the markdown is made (Dictionary record [Agents](#)). Not required if the *FRC* is specified;
 - **FRC** – Dictionary record [FRC](#). Filled automatically. Not required if the *Agent* is specified;
 - **Cost item** – Dictionary record [Cost items](#). Filled automatically;
 - **Project** – an investment project for which expenses will be written off (Dictionary record [Investment projects](#));
 - **Budget period** – Dictionary record [Budget periods](#). If before saving the document *Budget period* was not selected, it will be automatically determined on date of the document.

⚡ Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

↻ When carrying out the document in the subtype *Done* the following motions are formed:

- if the *Agent* was specified, markdown amount (difference between *Amount* and *Amount (new one)*) is written off from [Claim stock](#), reducing the cost of *Claim*, and is credited on [Agents debts](#), increasing the debt of *Agent*;
- if the *Agent* was not specified, markdown amount (difference between *Amount* and *Amount (new one)*) is written off from [Claims stock](#), reducing the cost of *Claim*, and is credited on [Expense](#), increasing the expenses under *Account cost*;
- new value *Claim states* is registered in [Claim states](#).

Back-hub

Warranty delivery returns

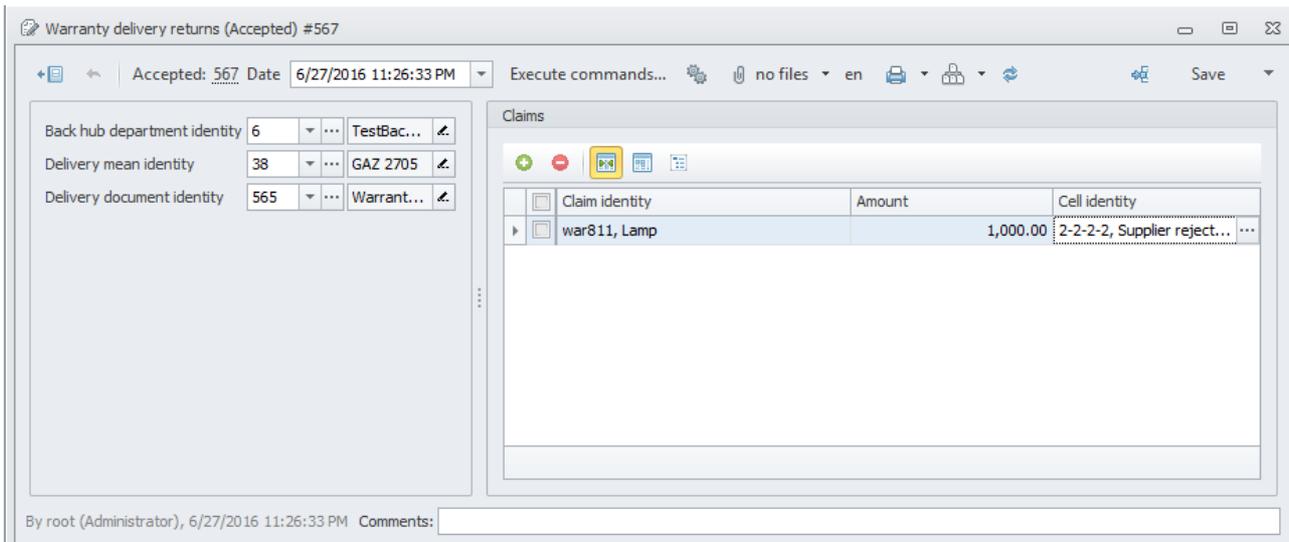


Claims given to a driver for delivery to a supplier, but returned by the driver to a Back-hub, are recorded by using the *Warranty Delivery Returns* Document Journal:

Back-hub department	Creator	Delivery document	Delivery mean	Description	Transaction date
TestBackHub	root (Administrator)	Warranty release to ...	GAZ 2705	Warranty delivery re...	6/27/2016 11:26:33 PM

Documents of the *Warranty Delivery Returns* register have the only subtype *Accepted* created automatically with the help of the [Back-hub delivery reports](#) tool after a driver has reported on delivery.

The document edit form allows to specify the following properties of the header (all fields are filled in automatically):



- **Back hub department identity** – a Back-hub division of the warranty department, where claims were shipped ([Back-hub](#) Dictionary record);
- **Delivery mean identity** – a means for delivery ([Delivery means](#) Dictionary record);
- **Delivery document identity** – [Warranty release to deliveries](#) register document, which includes claims that were sent for delivery.

Besides the header, the document has the *Claims* table part defining claims returned:

- **Claim identity** – [Claims](#) Dictionary record;
- **Amount** – Claim’s refund amount;
- **Cell identity** – a cell, where claims shall be placed in ([Warranty cells](#) Dictionary record).

The document is supplied with the *Warranty Delivery Return* print form:

Warranty delivery return № 567



Department Back-hub: 6, TestBackHub
Delivery document: Warranty release to deliveries (Released to driver) #565, 6/27/2016
Delivery mean: 38, GAZ 2705
Date: 6/27/2016 11:26:33 PM

Claim	Amount
2-2-2-2, Supplier rejection	
85, war811, Lamp	1000

Issued: _____ /Yury Alekseyevich Gagain

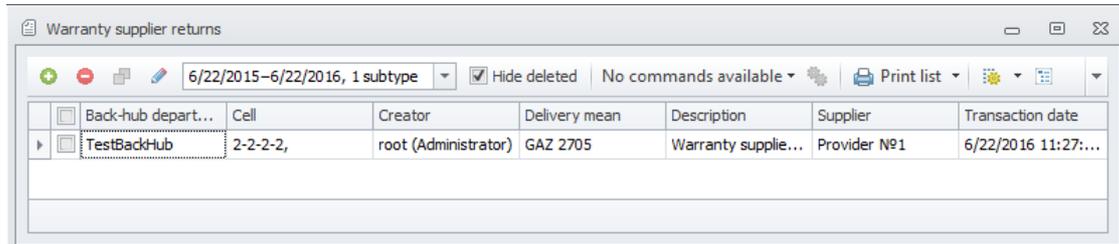
Show document transactions command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

When posting a document of the *Accepted* subtype, the following transactions are booked: each *Claim* shown in the table part in quantity of 1 and at cost of *Amount* is written-off from [Warranty delivery debt](#), thereby decreasing a debt of a *Delivery means*, and credited to [Warranty claim stock](#), thereby increasing stock of a *Back-hub Cell*.

Warranty supplier returns



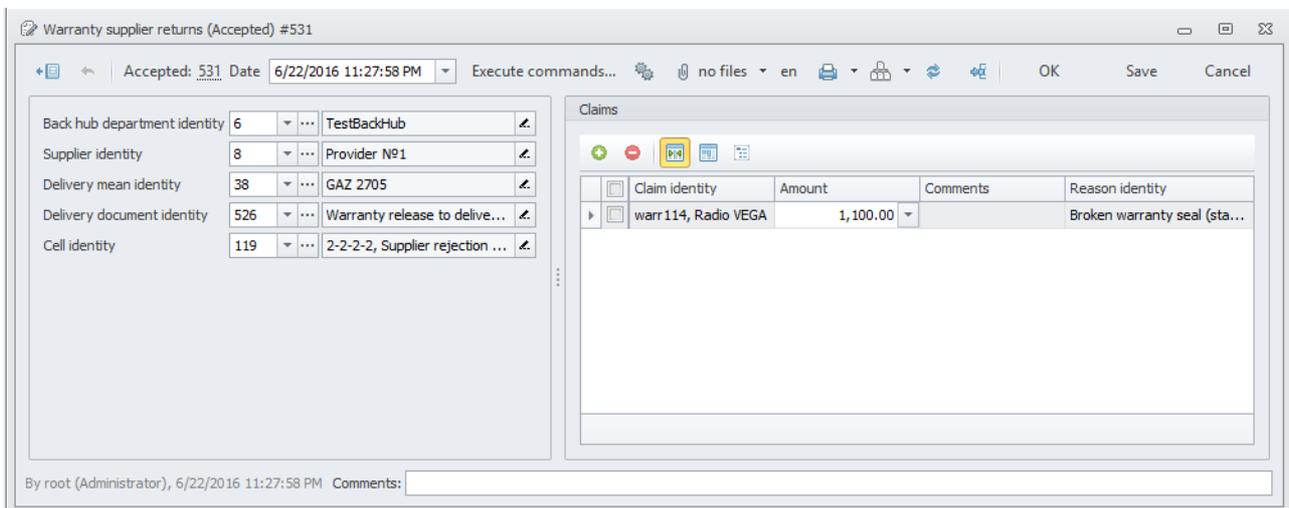
Return by the driver of the claims transferred to him for delivery to the supplier which were not accepted by the supplier for objective reasons is carried out by means of the Document Journal *Warranty supplier returns*:



Back-hub depart...	Cell	Creator	Delivery mean	Description	Supplier	Transaction date
TestBackHub	2-2-2-2,	root (Administrator)	GAZ 2705	Warranty supplie...	Provider №1	6/22/2016 11:27:...

Document Journals *Warranty supplier returns* have the only subtype *Recieved*, which is created automatically upon the report of the driver by means of the tool [Back-hub delivery reports](#).

document edit form allows to specify the following properties of heading (all are filled automatically by the system):



Back hub department identity	Supplier identity	Delivery mean identity	Delivery document identity	Cell identity
6	8	38	526	119
TestBackHub	Provider №1	GAZ 2705	Warranty release to delive...	2-2-2-2, Supplier rejection ...

Claim identity	Amount	Comments	Reason identity
warr 114, Radio VEGA	1,100.00		Broken warranty seal (sta...

By root (Administrator), 6/22/2016 11:27:58 PM Comments:

- *Back hub department identity* – back-hub subdivision of warranty department, which shipped the claims for delivery (Dictionary record [Back-hub](#));
- *Supplier identity* – a supplier, who rejected to receive the claims (Dictionary record Agents);
- *Delivery mean identity* – vehicle, by which the delivery is realized ((Dictionary record [Delivery means](#));
- *Delivery document identity* – Document Journal Warranty Release To Deliveries, which claims were transferred to delivery;
- *Cell identity* – a cell to which it is necessary to transfer rejected claims (Dictionary record [Warranty cells](#));

Except the heading the document has table part *Claims*, where the returned claims by the driver are listed:

- *Claim identity* – Dictionary record [Claims](#);
- *Amount* – offset amount of the *Claims*;
- *Reason identity* – a reason for which the supplier refused to receive the claim (Dictionary record [Warranty return reasons](#));
- *Comments* – a comment in a free form to the return reason.

 *Warranty supplier return* is available in printed form for a document :

Warranty supplier return № 531	
	
Department Back-hub:	6, TestBackHub
Supplier:	8, Provider №1
Delivery document:	Warranty release to deliveries (Released to driver) #526, 6/22/2016
Delivery mean:	38, GAZ 2705
Cell:	2-2-2-2, Supplier rejection
Date:	6/22/2016 11:27:58 PM
Claim	Amount
73, warr114, Radio VEGA Return reason: Broken warranty seal (stamp) Comment:	1100
Made: _____ /Yury Alekseyevich Gagaim	

 Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

 When carrying out the document in the subtype *Received* the following motions are formed: each *Claim* of the table part in quantity of 1 and cost *Amount* is written off from [Warranty driver debt](#), reducing debts of *Delivery mean*, and is credited on [Warranty at supplier facility](#), increasing residuals of *Supplier*. Then each *Claim* of the table part in quantity of 1 and cost *Amount* is written off from [Warranty at supplier facility](#), reducing residuals of *Supplier*, and is credited on [Warranty claim stock](#), increasing residuals at the *Reject cell* of *Back-hub department*.

Warranty stock inspections



Warranty stock inspections is carried out by means of Document Journal *Warranty stock inspections*:

Warranty stock inspections								
5/21/2016 – 5/21/2016, 2 subtypes								
<input checked="" type="checkbox"/> Hide deleted								
No commands available								
Print list								
<input type="checkbox"/>	Back-hub depa...	Cell	Creator	Description	Overage amount	Shortage amount	Stocktaking ag...	Transaction date
<input checked="" type="checkbox"/>	TestBackHub	1-1-2-1,	root (Administr...	Warranty stoc...	0.00	0.00	TestAgent	5/21/2016 11:...

Document Journals *Warranty stock inspections* have the following subtypes:

- *Recount* – subtype, which begins with the life cycle of the document. It can be created:
 - directly in the Document Journal (by clicking the button );
 - automatically when carrying out the document [Warranty stock corrections](#) from the subtype *Ready to relocation to Back-hub* into the subtype *Stock inspection is required*;
- *Done* – a document of this subtype is used to fix the fact of stock inspection execution in the system and identification of Overagees and shortages during the process. it is transferred into this subtype from the subtype *Recount* after making the last command *Count*.

document edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

Claim identity	Amount	Overage	Shortage	Refund document identity
war300, Radio VEGA	1,100.00	<input type="checkbox"/>	<input type="checkbox"/>	(none)

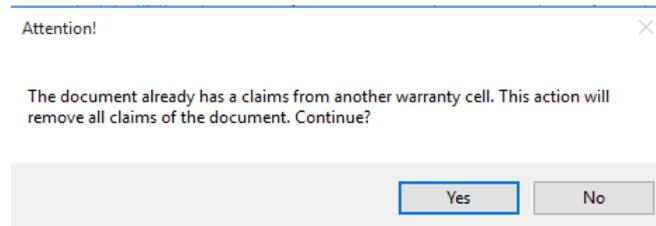
- **Back-hub department** – a subdivision of warranty department, where the stock inspection is carried out (Dictionary record [Back-hub](#)). It is filled automatically, if the back-hub subdivision is specified in the employee card.
- **Cell** – a cell in which stock inspection is held (Dictionary record [Warranty cells](#)). It is filled automatically when adding claims into the table part;
- **Stocktaking agent** – an agent, on whom amount-based discrepancies on stock inspection are calculated (Dictionary record [Agents](#)). It is filled automatically based on the selected *Back-hub Department*, it can not be changed;
- **Firm** – Dictionary record [Firms](#). It is filled automatically based on the selected *Back-hub Department*, it can not be changed;
- **Shortage amount** – the total shortage of the table part *Claims*. It is filled automatically when saving the document, it can not be changed;
- **Overage amount** – the total Overage of the table part *Claims*. It is filled automatically when saving the document, it can not be changed.

Except the heading the document has table part *Claims*, where the recounted claims are listed:

- **Claim identity** – Dictionary record [Claims](#). Icon marks the client claims;
- **Amount** – offset amount of the *Claim*.
- **Overage** – claim Overage. The flag is set automatically when adding the claim in the table part manually, it can not be deleted;
- **Shortage** – claim shortage. The flag is set manually for missing claims;
- **Refund document identity** – the document of journal [Claim refunds](#), created when carrying out the document in a subtype *Done* client claims according to which shortages were revealed.

When adding claims into the table part by clicking the button the cell selection form is opened:

When selecting *Cell* (Dictionary record [Warranty cells](#)), in which stock inspection is carried out, and by clicking of the OK button all claims which are registered on balance of the *Back-hub Department* in the selected *Cell*, are added into the table part. Selected *Cell* is added to the heading of the document. If the heading of the document contains the *Cell*, different from the selected one (claims from other cell were added to the document earlier), before adding of the claims which are registered on its balance, the table part of the document will be cleared:



The Overages of claims found in process of stock inspection are added into the table part of the document through the same form by scanning or typing manually of their serial number in the appropriate field. By clicking "OK" button, the claim selected in such a way is added into the table part with the set flag *Overage*.

Warranty stock inspection is available in printed form for a document :

Back-hub Warranty stock inspection № 451			
DepartmentBack-hub:	6, TestBackHub		
Cell:	1-1-2-1, Return to Front-office		
Agent:	9, TestAgent		
Date:	5/21/2016 11:53:31 AM		
Claim	Quantity	Fact quantity	Сумма
30, war300, Radio VEGA	1		1100
Calculation compiled: _____ /Yury Alekseyevich Gagain/			

Command *Count* transfers the document from the subtype *Recount* into the subtype *Done*. For client claims (marked with an icon), according to which shortages were revealed, Document Journals are created [Claim refunds](#) in the subtype *Registered* for receiving money by the Claimant as the warranty articles in these states are property of the client. For each claim the separate document is created which is specified in the column of the table part *Offset for the Claimant*.

Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

When carrying out the document in the subtype *Done* the following motions are formed:

- each *Claim* with the set flag *Shortage* in quantity 1 and cost *Amount* is written off from [Warranty claim stock](#), reducing residuals at the *Cell of Back-hub department*, and cost *Amount* of each missing *Claim* is credited on [Agents debts](#), increasing the debt of *Stock Stocktaking agent*;
- cost *Amount* of each *Claim* with the set flag *Overage* is written off from [Agents debts](#), reducing the debt of the *Stock Stocktaking agent*, and each *Overageive Claim* in quantity 1 and cost *Amount* is credited on [Warranty claim stock](#), increasing residuals at the *Cell of Back-hub department*;
- new value *Claim states* is registered in [Claim states](#).

Courier tasks



When sending drivers (couriers) on a commission of a Back-hub division, documents of the *Claim delivery shipments* register is used:

Identity	Description
112949	Courier task (Completed) #112949, 13.03.2015
110745	Courier task (Processing) #110745, 05.03.2015

Documents of the *Claim delivery shipments* register have the following subtypes:

- *Drawing up* – the subtype initial for document’s life cycle. It is used for task generation. A document of such subtype can be created:
 - straight in the register by clicking the button ;
 - by using the [Back-hub sending to supplier](#) tool;
- *Executing* – a document shall automatically move to the given subtype from *Drawing up* subtype after the routing process is completed;
- *Executed* – a document shall move to the given subtype from *Executing* subtype after execution of the *Execute* command in the latter subtype, if the courier has done the task;
- *Not executed* – a document shall move to the given subtype from *Executing* subtype after execution of the *Not executed* command in the latter subtype, if the courier failed to do the task.

The document edit form allows to specify the following properties of the header (fields in **bold** are mandatory for filling):

Office 5 ... Office 2

Agent 8 ... Provider №1

Need warrant

Task 1 ... Drive documents

Delivery

Delivery type: Own delivery Logistic company None

Delivery address [field]

Delivery date [field]

Delivery time range [field]

Requires delivery to a terminal

Delivery mean [field]

Terminal address [field]

Cargo name [field]

Logistic company price: 0

Places quantity: 0

Calculate

Delivery order: [field]

Delivery service: ID

Delivery date: [field]

Delivery time: ID

Store: ID

Delivery means: ID

Source address: ID

Price: [field]

State: [field]

Packed volume, m3: [field]

Volume, m3: [field]

Weight, kg: [field]

By root (Administrator), 5/21/2016 12:20:47 AM Comments: [field]

- **Office** – an [Offices](#) Dictionary record. Defined automatically; taken from the employee’s card;
- **Agent** – a supplier of destination (an Agents Dictionary record);
- **Need warrant** – the checked flag indicates that the courier has to bring power of attorney, e.g., to receive tangibles from the supplier;

- **Task** – a task the courier is commissioned to execute (a [Courier tasks](#) Dictionary record).

Besides the header, the document has the *Delivery* table part defining attributes of the trip to the supplier: *Address*, *Date* and *Period* of task execution. Detailed information in the table part is given in the [corresponding section](#).

⚡ *Execute* command moves the document from *Executing* subtype to *Executed* subtype.

⚡ *Not executed* command moves the document from *Executing* subtype to *Not executed* subtype.

Warranty cargo reverse transfers



Transfers of claims by means of cargoes between Back-hubs and front offices are carried out by the company's logistic department and recorded by using the *Warranty Cargo Reverse Transfers* Document Journal:

Acceptance store	Cell	Creator	Destination depar...	Source department	Description	Transaction date
Store acc	1-1-2-1,	root (Administrator)	TestFrontOffice	TestBackHub	Warranty cargo r...	5/21/2016 1:56:5...

Documents of the *Warranty Cargo Reverse Transfers* register have the following subtypes:

- *Packing* – the subtype initial for document's life cycle. This is used for including claims to a cargo. Can be created straight in the register by clicking the button ;
- *Accepting at store* – a document shall move to the given subtype from *Packing* subtype on arrival of a cargo to a Back-hub's acceptance store (for the following transfer to a logistic division) after execution of the *Accepting at store* command in the latter subtype;
- *Defect* – this subtype's document is created for cargoes found defective during acceptance of an *Accepting at store* subtype's document;
- *Overage* – this subtype's document is created for cargoes found Overage during acceptance of an *Accepting at store* subtype's document;
- *Shortage* – this subtype's document is created for cargoes found short during acceptance of an *Accepting at store* subtype's document;
- *Accepted by store* – the terminal subtype, to which a document shall move from *Accepting at store* subtype after the document has been accepted by a store.

The document edit form allows to specify the following properties of the header (all fields are mandatory):

- **Source** – cargo’s sender:
 - *Source department* – a back-hub division of the warranty department, from where a cargo with claims is transferred (a [Back-hub](#) Dictionary record). Defined automatically, if a Back-hub is specified in the employee’s card;
 - *Acceptance store* – an acceptance store of the office, to which the Back-hub division transferring cargoes is related to (a [Stores](#) Dictionary record). Defined automatically according to the Back-hub division selected; cannot be changed.
- **Destination** – a cargo’s recipient:
 - *Destination department* – a front office division, to where the cargo with claims is transferred to (a [Front Office](#) Dictionary record);
 - *Cell* – a cell releasing the cargo (a [Warranty cells](#) Dictionary record). Defined automatically according to the front office division selected; cannot be changed.

Besides the header, the document has the *Claims* table part defining claims being transferred in a tree-like structure. The claims are grouped by cargoes ([Cargoes](#) Dictionary records):

- *Claim identity* – a [Claims](#) Dictionary record;
- *Amount* – *Claim’s* refund amount.

Clicking the button of the table part tool bar will open the *Claim package* form:

Scanning the serial number of a claim will add the claim to the *Claims* list in the bottom of the form. Before you add a claim, ensure that it is accounted for the balance of the Back-hub division selected in

the *Source department* field and kept in the *Cell* you specified. After packing is completed, click the “Create cargo” button. For claims shown in the list a new record of the [Cargoes](#) Dictionary will be created, and the claims will be added to the document’s table part; the *Claim packing* print form for the newly created cargo will be sent to a printer. After that, the *Claim packing* form will be cleared to make it possible to resume the packing process.

The document is supplied with a number of print forms.

 The *Packing* subtype’s document is supplied with the *Claim package* print form:

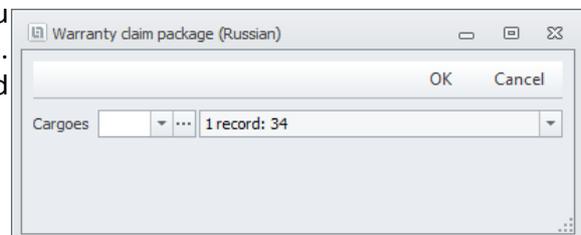

CargoID33

Source:	6, TestBackHub. Lenina str. 58
Destinee:	10, TestFrontOffice. Moscow, Leninradskoe h., 16
Document №:	450
Claim quantity:	1
Cargo amount:	1100 P





The form is automatically sent to a printer every time you create a new cargo in the *Warranty claim package* form. Therefore, when printing the form, choosing beforehand a cargo (one or several) to be printed is needed.



 **Warranty Cargo Reverse Transfer:**

Warranty cargo reverse transfer № 460	
Department source:	6, TestBackHub
Department destination:	10, TestFrontOffice
Accepted store:	15, Store acc
Cell:	118, 1-1-2-1
Packed:	1, Yury Alekseyevich Gagarin
Date:	5/21/2016 1:56:57 PM
	
Claim	Amount
CargoID 34	1100
30, war300, Radio VEGA	1100
Packed: _____ /Yury Alekseyevich Gagarin/	
Cargo in amount 1 units accepted: _____ /	

⚡ *Accepting at store* command moves the document from *Packing* subtype to *Accepting at store* subtype. In doing so, the acceptance of the cargo commences.

⚡ *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

🔄 When posting a document of the *Accepting at store* subtype, the following transactions are booked: claims shown in the *Claims* table part in quantity of 1 and at cost of *Amount* are written-off from [Warranty claim stock](#), thereby decreasing claim stock at a *Source department cell*, and credited to [Cargo pack buffer](#), thereby increasing the number of claims in a *Cargo* they are packed in. Thereupon, the *Cargo* at cost of *Amount* and in quantity of claims it includes is written-off from [Cargo pack buffer](#), and credited to [Warranty claim pack](#), thereby increasing cargo stock of the *Source department*.

🔄 When posting a document of the *Accepted by store* subtype, the following transactions are booked:

- claims shown in the *Claims* table part in quantity of 1 and at cost of *Amount* are written-off from [Warranty claim stock](#), thereby decreasing claim stock at a *Source department cell*, and credited to [Cargo pack buffer](#), thereby increasing the number of claims in a *Cargo* they are packed in. Thereupon, the *Cargo* at cost of *Amount* and in quantity of claims it includes is written-off from [Cargo pack buffer](#), and credited to [Warranty claim pack](#), thereby increasing cargo stock of the *Source department*;
- *The cargoes* shown in the *Claims* table part are written-off from [Warranty claim pack](#), thereby decreasing the cargo stock at the *Source department*, and credited to [Cargo acceptance stock](#), thereby increasing stock at an *Acceptance store*.

Warranty claim reverse transfers



Transfers of claims from a Back-hub to a front office are carried out directly bypassing the logistic service (if these divisions are located within a single office, or building/premises) by using the *Warranty Claim Reverse Transfers* Document Journal:

Identity	Description	Destination department	Source department
112383	Warranty claim revers transfers (Accepted) #112383, 11.03.2015	1, TestBack-Hub	6, TestFrontOffice

Documents of the *Warranty Claim Reverse Transfers* register have the following subtypes:

- *Picking up* – the subtype initial for document's life cycle. This is used for preparation of claims to be sent to a front office. Can be created straight in the register by clicking the button ;
- *Received* – the terminal subtype, to which a document moves from *Picking up* subtype after execution of the *Received* command in the latter subtype.

The document edit form allows to specify the following properties of the header (all fields are mandatory):

- *Source department* – a Back-hub *division* of the warranty department, from where claims are transferred (a [Back-hub](#) Dictionary record). Defined automatically, if a Back-hub is specified in the employee's card;
- *Destination department* – a front office division of the warranty department, to where the claims are transferred to (a [Front Office](#) Dictionary record). Defined automatically according to Back-hub division selected; cannot be changed.
- *Cell* – a [Warranty cells](#) Dictionary record; defined automatically for the *Destination department* selected; cannot be changed.

 Besides the header, the document has the *Claims* table part defining claims being transferred:

- *Claim identity* – a [Claims](#) Dictionary record;
- *Claim state identity* – a state, to which the claim shall be brought (a *Claim state* Dictionary record);

The Document edit form allows to specify the following properties of a header (all fields are mandatory):

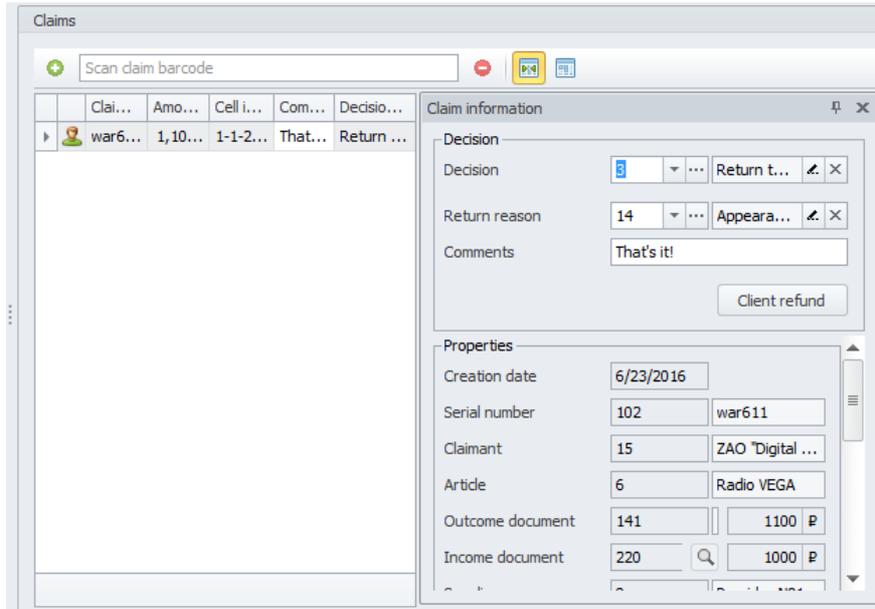
- *Back-hub department identity* is the subdivision of Warranty Department which processes rejected claims (Dictionary Record [Back-Hub](#)). It is filled automatically if Back-Hub Subdivision is specified in the employee card;
- *Rejection cell identity* is a cell which claims are processed (Dictionary Record [Warranty Cells](#)). It is filled automatically if the warranty cell with rejected claims is registered for the employee creating the document.

☒ Except a header the document has a table *Claims* where there are Rejected Claims Processing:

- *Claim identity* – Dictionary record [Claim](#). With Icon client claims are marked. With Icon client claims are marked according to which *Refund is issued*;
- *Amount* is *Claim refund amount*;
- *Cell identity* is a cell wherein it is necessary to place the claim on the processing competition (Dictionary record [Warranty Cells](#)). It is filled automatically based on the made *Decision*;
- *Decision identity* is Dictionary record *Rejected Claim Decision*, is put down in *Claim Information*;
- *Comment* is a comment in the free format to *Decision*, is put down in *Claim Information*.

It is possible to add to the table part cargoes scanning their serial numbers. For this purpose it is necessary to set beforehand the cursor in the field *Scan the Claim Barcode* of the table part control bar. When adding claims in the table part by clicking in the control bar, there are only claims in the list which are registered on balance *Back-hub Department* in the selected *Cell Reject*.

To the right of the claim list there is *Claim Claim Information* selected from the table part:



For each claim it is necessary to fill the property group *Decision* and to specify:

- *Decision* – Dictionary record *Rejected Claim Decision*;
- *Comments* is a comment in free format for *the Decision*.

Based on the selected decision in the table part for the claim *the Cell wherein it should be placed on processing completion is specified automatically*.

The following *Decisions* are available to client claims (are marked with an icon 🧑):

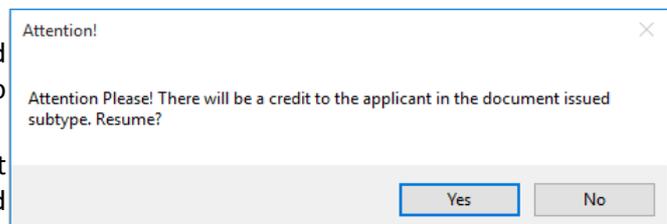
- the client can be issued refund by clicking *Claim refund*:



The option is available only to client claims.

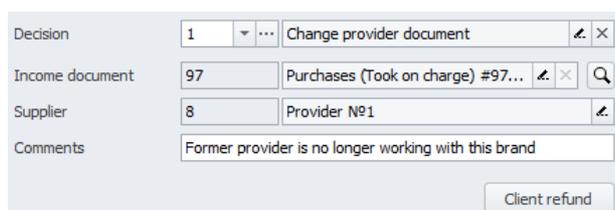
The claim icon on which refund is executed changes in the table part of the document to corresponding one – 🧑.

After that for the claim it is necessary to select *Decision* and options accompanying the selected decision.



When carrying out the document *Rejected Claim Processing* in a finite subtype *Executed* the child document will be created for each such claim [Claim Refunds](#);

- *To Change supplier's document* – process of claim guarantee maintenance at a new supplier is used for continuation:



Change of the supplier is carried out by a choice of an *Income document* by means of which this article was purchased by the Company (the Document Journal [Purchases](#)), it is also executed by right-click . In the opened form *Document selection* all documents *Article purchases* are listed, by which the Claim *Article* was purchased by the Company:

ID	Description	Office	Supplier	Price
220	Purchases (Took on charge) #220, 5/7/2016	1, Office №1	8, Provider №1	1000
162	Purchases (Took on charge) #162, 5/5/2016	1, Office №1	16, JCS "AIST"	1000
150	Purchases (Took on charge) #150, 4/29/2016	3, TestSimpleOffice	16, JCS "AIST"	1000
97	Purchases (Took on charge) #97, 4/13/2016	1, Office №1	8, Provider №1	1000
90	Purchases (Took on charge) #90, 4/12/2016	1, Office №1	8, Provider №1	1000

Select

- *ID* and *Description* is Outcome document information;
- *Office* is an office which makes purchase (Dictionary record [Offices](#));
- *Supplier* is Dictionary record [Agents](#);
- *Price* is an *Article Purchase Price*.

It is possible to select a purchasing document by double left-click in a list or by selecting a document and clicking "Select" in the lower left corner of the form. The fact of the supplier change remains also on the claim card tab Supplier Change History;

- *Resend to the supplier* is used in case of the supplier claim elimination who refused to accept article on warranty. It allows to continue process of the claim guarantee maintenance at the same supplier;
- *Return to FO* – it is used for the claim return to Front-Office subdivision to eliminate the supplier claim or accept other decision:

Decision

Decision: 3 ... Return to FO  

Return reason: 12 ... No corporate guarantee card  

Comments: the buyer has provided a guarantee seller

Client refund

For this decision it is also necessary to specify *the Return Reason* (Dictionary record [Claim Return Reasons](#)).

For store claims - defective articles (they aren't marked with an icon ) or client claims according to which refund is executed (they are marked with an icon ) , in addition to above-mentioned the following *Decisions* are available :

- *Markdown and Return to the store* – it is used for the claim markdown and its return to the store for further implementation:

Decision

Decision: 4 ... 4, Mark-down and return to store  

Mark-down article: 492584 492584, 8 GB DDR3-1600 DIMM SDRAM 5   Mark-down

Comment: warranty service denied

New amount: 634,03

The markdown is carried out by clicking Markdown:

After all criteria assessment – in a choice of one of values for each criteria group – *Markdown Amount* and *Difference* between it and *the Original amount is calculated*. By clicking OK *Markdown Amount* is

added to the field *New Amount* of the claim, and in the field *Markdown Article* the created markdown article is put down. When carrying out the document *Rejected Claim Processing* in a finite subtype *Executed* the child document will be created for each such claim [Warranty Markdown – Back-hub](#);

- *To Store* – it is used for the claim article return to the store for further implementation.

 Printing form *Rejected Claim Processing* is available for the document:

Rejected claim processing № 553



Department Back-hub: 6, TestBackHub
Cell: 2-2-2-2, Supplierrejection
Employee: 1, Yury Alekseyevich Gagarin
Date: 6/24/2016 8:19:00 PM

Claim	Amount
1-1-2-1, Return to Front-office	
79, war611, Radio VEGA	1100

Issued: _____ /Yury Alekseyevich Gagarin/

 Command *Execute* transfers the document from the subtype *Record* to the subtype *Executed* if in the table part there are no claims according to which the *Decision isn't selected*. At the same time in the system:

- for each client claim at which the refund execution option was selected the child document is created [Claim Refunds](#) In the subtype *Record*;
- for each claim at which the markdown was executed the child document is created [Warranty Markdown – Back-hub](#);
- information on change of the supplier, markdown or return to Front-Office subdivision is fixed in cards of the appropriate claims.

 Command *Show Document transactions* shows all movements generated by the document (for details, see the section [Show Document Transactions](#)).

 When carrying out the document in a subtype *Executed* the following movements are created:

- each *Claim* of the table part in number of 1 with cost *Amount* is written off [Warranty claim stock](#) reducing remains in *Rejected Cell of Back-hub Department* and is credited on [Warranty claim stock](#) increasing remains in *the Cell of the Back-hub Department*;
- New value of the claim state is registered on [Claim state](#).

Warranty release to deliveries



Shipping of claims to a supplier by means of delivery service is carried out by using the *Warranty Release To Deliveries* Document Journal:

Warranty release to deliveries								
5/21/2015–5/21/2016, 5 subtypes <input checked="" type="checkbox"/> Hide deleted No commands available 								
	Count places	Creator	Delivery date	Delivery mean)	Description	Supplier	Transaction date	
▶ TestBackHub	1	root (Administr...	5/23/2016 12:...		Warranty rele...	Provider №1	5/20/2016 1:0...	
▶ TestBackHub	1	root (Administr...	5/20/2016 12:...		Warranty rele...	Provider №1	5/20/2016 10:...	

Documents of the *Warranty Release To Deliveries* register have the following subtypes:

- *Request* – the subtype initial for document’s life cycle. It is used for shipment generation. A document of such subtype can be created
 - straight in the register by clicking the button ;
 - by using the [Back-hub sending to supplier](#) tool;
- *Delivery ready* – a document shall move to the given subtype from *Request* subtype after execution of the *Delivery ready* command in the latter subtype, when all claims are prepared to be shipped. This subtype’s document comes up for routing;
- *Shipping ready* – a document shall move to the given subtype from *Delivery ready* subtype after the routing process is finished;
- *Shipped to driver* – a document shall move to the given subtype from *Shipping ready* subtype after the execution of the *Shipped to driver* command in the latter subtype, when claims are shipped to a driver for the following delivery;
- *Not executed* – a document shall move to the given subtype from *Shipping ready* subtype after execution of the *Not executed* command in the latter subtype, if delivery is canceled and collected claims need to be sorted out.

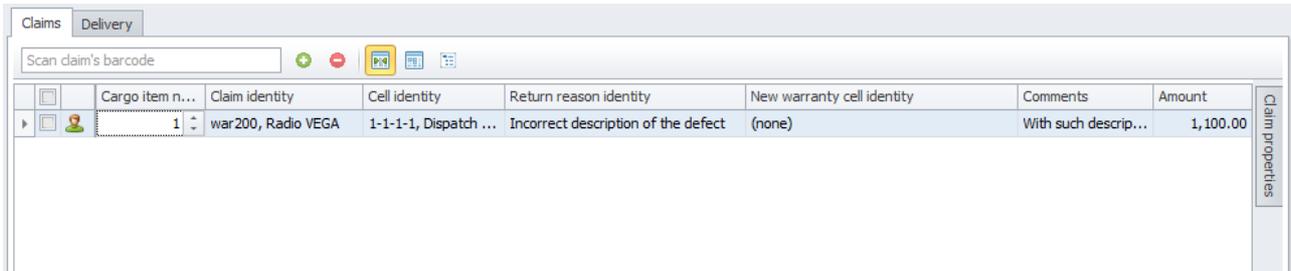
The document edit form allows to specify the following properties of the header (fields in **bold** are mandatory for filling):

- **Back hub department** – a Back-hub division of the warranty department, from where claims are shipped (a [Back-hub](#) Dictionary record). Defined automatically, if a Back-hub is specified in the employee’s card;
- **Supplier** – a supplier, to whom the claims are shipped to (an Agents Dictionary record);
- **Delivery mean** – a [Delivery means](#) Dictionary record. Defined automatically according to delivery routing results.
- **Delivery date** – date of delivery agreed with the *Supplier*. Defined automatically according to data shown in the *Delivery* table part;
- **Received receipt quantity** – number of receipts received by the driver from the *Supplier*. Defined automatically as a result of the driver’s report.
- **Supplier documents received** – informs that the driver has received receipts from the *Supplier*. Defined automatically as a result of the driver’s report.

- The following properties of the header are automatically defined on the basis of data of the document's table parts; cannot be changed:
 - *Claims quantity* – total number of claims to be shipped;
 - *Places quantity* – number of pack items (e.g., boxes) with claims;
 - *Weight* – claims' total weight;
 - *Volume* – claims' total volume;
 - *Amount* – claims' total amount.

Besides the header, the document has a number of table parts.

 The *Claims* table part defines claims to be shipped to the *Supplier*:



Cargo item n...	Claim identity	Cell identity	Return reason identity	New warranty cell identity	Comments	Amount
1	war200, Radio VEGA	1-1-1-1, Dispatch ...	Incorrect description of the defect	(none)	With such descrip...	1,100.00

- *Cargo item number* – sequence number of an item, e.g., a box containing the claim to be shipped. By default, the value is 1. When the first box is full, a claim placed first in the next box is manually assigned the number of *Item* increased by one. After that, when adding another claim to the table part, this claim will automatically be assigned the new item number. In the document's hard copy, the collected claims are grouped by *Item*—this makes release to a driver easier and facilitates a search for a desired claim;
- *Claim identity* – a [Claims](#) Dictionary record. Client claims are marked with the icon ;
- *Cell identity* – a cell, where the claim to be shipped is placed in (a [Warranty cells](#) Dictionary record);
- *New warranty cell identity* – a [Warranty cells](#) Dictionary record. Specified automatically, when changing the supplier of the claim in its *Properties*, or when choosing a reason for return;
- *Amount* – *Claim's* refund amount;
- *Return reason identity* – a [Warranty return reasons](#) Dictionary record; specified in *Claim properties*;
- *Comments* – comments in free form to the return reason; specified in *Claim properties*.

To add cargoes to the table part, scan their serial numbers. Before scanning, set the character cursor in the *Scan claim barcode* field of the table part control panel. When adding claims to the table part by using the button  on the control panel, only claims, which are accounted for a *Back-hub's* balance in the selected *Cell*, will be displayed in the list.

To the right of the claim list, *Claim Properties* of the claim selected in the table part are displayed:

In the course of request pickup, you can, when necessary:

- return the *Claim* back to the *Front office* having indicated:
 - *Reason* for return (a [Warranty return reasons](#) Dictionary record);
 - *Comments* in free form (as an option);
- or: try to ship the claim to another supplier. To change the supplier, change a *Receipt document*, under which the given article was purchased by the company (a [Purchases](#) register document). Selection of the *Receipt document* is carried out by clicking the button  to the right. A form titled *Document selection* will open, where will be defined all *Purchases* documents, under which the claim's *Article* was purchased by the company:

ID	Description	Office	Supplier	Price
220	Purchases (Took on charge) #220, 5/7/2016	1, Office №1	8, Provider №1	1000
162	Purchases (Took on charge) #162, 5/5/2016	1, Office №1	16, JCS "AIST"	1000
150	Purchases (Took on charge) #150, 4/29/2016	3, TestSimpleOffice	16, JCS "AIST"	1000
97	Purchases (Took on charge) #97, 4/13/2016	1, Office №1	8, Provider №1	1000
90	Purchases (Took on charge) #90, 4/12/2016	1, Office №1	8, Provider №1	1000

- *ID* and *Description* – information on the Outcome document;
- *Office* – an office that bought the article (an [Offices](#) Dictionary record);
- *Supplier* – an [Agents](#) Dictionary record;
- *Price* – *Article's* purchase price.

To select a Outcome document, double click left mouse button in the list or select a document and click the button "Select" in the form's bottom left corner.

When selecting another supplier's document, it is needed to write a comment describing the reason of change.

Information on supplier change is also recorded in the "Supplier switch history"

tab of the claim's card.

The **Delivery** table part defines options for delivery of claims to **Supplier**. Detailed information in the table part is given in the [corresponding section](#).

The document is supplied with a number of print forms.

Warranty Release To Delivery:

Warranty release to delivery № 419



Department Back-hub: 6, TestBackHub	Delivery mean:
Supplier: 8, Provider №1	Driver:
Date: 5/20/2016 1:09:43 AM	Delivery date: 5/23/2016 12:00:00 AM
Picked up: 1, Yury Alekseyevich Gagarin	Places: 1

Claim
Place № 1
29, war200, Radio VEGA

Released: _____ / _____ / Accept 1 places: _____ / _____ /

Waybill:



Waybill

Typical cross-sectional form № 1-П Approved by Decree of the Russian State Statistics Committee of 11/28/97 number 17

Shipper: Firm №1, INN 7707049388, 125047, Moscow, Tverskaya street 1st, 141, 202-11-11-82	OKUD form №	256	Code 0345009
Consignee: ICS "AIST", INN 6321061310, 445027, Russia, Samara region, Tolvami, Str. Yubileynaya, 31/K, box № 0007, (8482) 20-20-20, fax (8482) 20-20-22	Date of preparation	06 05 2016	40913000
Receiver: ICS "AIST", INN 6321061310, 445027, Russia, Samara region, Tolvami, Str. Yubileynaya, 31/K, box № 0007	438 640	438 640	438 640

1. COMMODITY SECTION (completing by the shipper)

Product code (stock number)	Price list number and amendments to it	Article or price list number	Amount	Price, rub. cop.	Article production name (cargo), TU, brand, sim. grade	unit of measurement	Packing type	Number of places	Weight, t	Amount rubles cop.	Serial number entry for store file cabinet (shipper, consignee)
1	2	3	4	5	6	7	8	9	10	11	12
73		1532684	1	7999.00	MotherBoard	pcs	cardboard	1	0.0200	7999.00	
1			1	250.00	Delivery		cardboard	0	0.0000	250.00	
Total page			2	8249.00				X	0.0200	8249.00	
Total invoice			2	8249.00				X	0.0200	8249.00	

Waybill has appendix on and contains _____ (in words) sheets, on forms № _____ note sequence numbers

Total names _____ (in words) Cargo weight (net) _____ (in words) 0.0200 t

Total places _____ (in words) Cargo Weight (gross) _____ (in words) 0.0200 t

Appendix (passports, certificate, etc) at _____ (in words) sheets

Total released amount _____ (in words) rub. 00 cop

Cargo release allowed **Chief Director** _____ (signature) **Ivanov I. I.** (full name)

Chief (senior) accountant _____ (signature) **Gagarin Y. A.** (full name)

Cargo released _____ (signature) _____ (signature) _____ (signature)

S.P. _____ (signature) _____ (signature) _____ (signature)

Power of attorney N _____ from _____ to _____ issued _____

Cargo accepted to transporting _____ (signature) _____ (signature) _____ (signature)

(In person receiving article in quantity and assortment)

Cargo received the consignee _____ (signature) _____ (signature) _____ (signature)

2. TRANSPORT SECTION

Cargo delivery date _____ Vehicle _____ Vehicle license number _____ TTN № 256

Organisation _____ (Name, address, telephone number, bank details) To work № _____

Customer (owner) _____ (Name, address, telephone number, bank details)

Driver _____ Driver license № _____ Code _____
 License card _____ Delivery type _____

Registration № _____ Series _____ № _____ Upload point _____ (address, phone number) _____ Route _____

Readress _____ (Name and address of the new consignee enterprise) 1. trailer _____ State license number _____ Garage number _____
 2. trailer _____ State license number _____ Garage number _____

(Signature of the responsible person) _____

CARGO INFORMATION

Quick cargo name	Documents with cargo	Packing type	Number of places	weight determination method	Cargo ID	Container number	Cargo class	Gross weight, t
1.	2.	3.	4.	5.	6.	7.	8.	9.
1.								
2.								
3.								

Pointed cargo with intact seals, case and packaging _____ Number of places _____ (in words) _____
 Gross weight _____ t to transport _____
 Deliverer person signature _____ All name _____
 Delivery driver _____ signature _____ All name _____

Pointed cargo with intact seals, case and packaging _____ Number of places _____ (in words) _____
 Gross weight _____ t.
 Deliverer driver delivered _____ signature _____ All name _____
 Took _____ person signature _____ All name _____

Number of trips, visits _____ Total gross weight, t _____

Marks about acts made _____
 Transport services _____

LOADING AND UNLOADING OPERATIONS

operation	Performer (car owner, the recipient, the sender)	additional operations (name, number)	mechanism, lifting capacity, bucket capacity	operation date (day, month), time, hour	signature	additional operations time, min.	signature of the responsible person
10	11	12	13	14	15	16	19
load							
unload							

OTHER INFORMATION (filling by organization, the owner of the vehicle)

distance transport by road airways km		cargo forwarding code			for transport services		rate for improper operation, rub. cop.		correction factor		downtime, hours, minutes		Rating				
total	in town	I gr.	II gr.	III gr.	from client	due to the delay	rate	coefficient	basic rate	under loading	unloading						
20	21	22	23	24	25	26	27	28	29	30	31	32					
For ton		For non-kilometer		Loading and unloading, tons		Car and trailer underload		Forwarding		For order urgency		For special transport		Other extra charge		Total	
33	34	35	36	37	38	39	40	41	42	43							

Rate _____ (signature) _____ (Amount) _____

Назначение № 256 Страница 6 из 9 Планшетов: 1 06.05.2016 12:32:22

⚡ *Separate problem claims* command removes from the document all problem claims, which have *Return reason* specified, or *Supplier* changed, and adds them to a [Warranty Inter-Cell Transfers](#) document, which sets new storing places (cells) for the claims. The newly created document is printed out automatically.

⚡ *Delivery ready* command moves the document from *Request* subtype to *Delivery ready* subtype, if the document contains no problem claims. The document comes up for delivery routing. By default, the *Warranty Release To Deliveries* print form is also sent to the user's printer automatically.

⚡ *Shipped to driver* command moves the document from *Shipping ready* subtype to *Shipped to driver* subtype.

⚡ *Not executed* command moves the document from *Shipping ready* subtype to *Not executed* subtype. A [Warranty delivery rejections](#) document is also automatically created and printed out for all claims shown in the table part.

⚡ *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

🔄 When posting a document of the subtypes: *Delivery ready*, *Shipping ready*, and *Not executed*, the following transactions are booked: each *Claim* shown in the table part in quantity of 1 and at cost of *Amount* is written-off from [Warranty claim stock](#), thereby decreasing stock at a *Back-hub Cell*, and credited to [Collected warranty claim](#), thereby increasing stock of the *Back-hub division*.

🔄 When posting a document of the *Shipped to driver* subtype, the following transactions are booked: each *Claim* shown in the table part in quantity of 1 and at cost of *Amount* is written-off from [Warranty claim stock](#), thereby decreasing stock at a *Back-hub Cell*, and credited to [Collected warranty claim](#), thereby increasing stock of the *Back-hub division*. Thereupon, each *Claim* shown in the table part in quantity of 1 and at cost of *Amount* is written-off from [Collected warranty claim](#), thereby decreasing stock of the *Back-hub division*, and credited to [Warranty driver debt](#), thereby increasing a debt of a *Delivery means*.

Warranty release to suppliers



Transfers of claims that a supplier picks up from a Back-hub on his own are carried out by using the *Warranty Release To Suppliers* Document Journal:

Amount	Back-hub department	Claim quantity	Creator	Description	Supplier
0.00	TestBackHub	0	root (Administrator)	Warranty release to ...	Provider N91

Documents of the *Warranty Release To Suppliers* register have the following subtypes:

- *Request* – the subtype initial for document’s life cycle. It is used for shipment generation. A document of such subtype can be created:
 - straight in the register by clicking the button ;
 - by using the [Back-hub sending to supplier](#) tool;
- *Shipping ready* – a document shall move to the given subtype from *Request* subtype after execution of the *Shipping ready* command in the latter subtype, when all claims are prepared to be shipped.
- *Shipped* – a document shall move to the given subtype from *Shipping ready* subtype after execution of the *Ship* command in the latter subtype, when claims are shipped to a supplier;
- *Rejection* – a document shall move to the given subtype from *Shipping ready* subtype after execution of the *Ship* command in the latter subtype, if all its claims were rejected.

The document edit form allows to specify the following properties of the header (fields in **bold** are mandatory for filling):

- *Information* – information on shipper and receiver of claims:
 - **Back hub department** – a division of the warranty department, where claims are shipped (a [Back-hub](#) Dictionary record). Defined automatically, if a Back-hub is specified in the employee’s card;
 - **Cell** – a cell releasing the cargo (a [Warranty cells](#) Dictionary record);
 - **Supplier** – a supplier, to whom claims are shipped to (an [Agents](#) Dictionary record); Defined automatically according to *Cell* selected; cannot be changed;
- *Summary* – information on claims shipped to the *Supplier*. Defined automatically when saving the document; cannot be changed:
 - **Claim quantity** – total number of claims to be shipped;

- *Amount* – claims' total amount.

Besides the header, the document has the *Claim identity* table part defining claims to be shipped to the *Supplier*:

Claim identity	Amount	Return reason identity	Comments
war300, Radio ...	1,100.00	(none)	

Claim properties	
Rejection	
Reason	Incorrect description of the defect
Comment	
Properties	
Creation date	5/6/2016
Serial number	52 war300
Claimant	15 ZAO "Digital Technology"
Article	6 Radio VEGA
Outcome document	103 Sales (R... 1100 P
Income document	90 Purch... 1000 P
Supplier	8 Provider №1
Amount	1100 P
Description	
Appearance	Q
Completeness	W
Defect description	E

- *Claim identity* – a [Claims](#) Dictionary record. Client claims are marked with the icon ;
- *Amount* – *Claim's* refund amount;
- *Return reason identity* – a [Warranty return reasons](#) Dictionary record; specified in *Claim properties*;
- *Comments* – comments in free form to the return reason; specified in *Claim properties*.

To add cargoes to the table part, scan their serial numbers. Before scanning, set the character cursor in the *Scan claim barcode* field of the table part control panel. When adding claims to the table part by using the button  on the control panel, only claims, which are accounted for a *Back-hub's* balance in the selected *Cell*, will be displayed in the list.

To the right of the claim list, *Properties* of the claim selected in the table part are displayed. In the course of request pickup or claim shipping to a supplier, if necessary, you can:

- return the *Claim* back to the *Front office* having indicated:
 - *Reason* for return (a [Warranty return reasons](#) Dictionary record);
 - a *Comment* in free form (as an option);
- or: try to ship the claim to another supplier. To change the supplier, change a *Receipt document*, under which the given article was purchased by the company (a [Purchases](#) register document). Selection of the *Receipt document* is carried out by clicking the button  to the right. A form titled *Document selection* will open, where will be defined all *Purchases* documents, under which the claim's *Article* was purchased by the company:

ID	Description	Office	Supplier	Price
220	Purchases (Took on charge) #220, 5/7/2016	1, Office №1	8, Provider №1	1000
162	Purchases (Took on charge) #162, 5/5/2016	1, Office №1	16, JCS "AIST"	1000
150	Purchases (Took on charge) #150, 4/29/2016	3, TestSimpleOffice	16, JCS "AIST"	1000
97	Purchases (Took on charge) #97, 4/13/2016	1, Office №1	8, Provider №1	1000
90	Purchases (Took on charge) #90, 4/12/2016	1, Office №1	8, Provider №1	1000

Select

- *ID* and *Description* – information on the Outcome document;

- *Office* – an office that bought the article (an [Offices](#) Dictionary record);
- *Supplier* – an [Agents](#) Dictionary record;
- *Price* – *Article*'s purchase price.

To select a Outcome document, double click left mouse button in the list or select a document and click the button "Select" in the form's bottom left corner.

When selecting another supplier's document, it is needed to write a comment describing the reason of change.

Information on supplier change is also recorded in the "Supplier switch history" tab of the claim's card.

The document is supplied with the *Warranty release to supplier* print form:

Warranty release to supplier № 442	
Department Back-hub:	6, TestBackHub
Supplier:	8, Provider №1
Cell:	1-1-1-1, Dispatch to supplier
Date:	5/20/2016 11:19:21 PM
Claim	
30, war300, Radio VEGA	
Appearance: Q. Completeness: W.	
Defect: E	
Released: _____ /Yury Alekseyevich Gagain/	Accepted: _____ / _____ /
Claim quantity: 1	

Separate problem claims command removes from the document all problem claims, which have *Return reason* specified, or *Supplier* changed, and adds them to a [Warranty Inter-Cell Transfers](#) document, which sets new storing places (cells) for the claims. The newly created document is printed out automatically.

Shipping ready command moves the document from *Request* subtype to *Shipping ready* subtype, if the document contains no problem claims. The newly created document is also printed out automatically.

Ship command moves the document from *Shipping ready* subtype to:

- *Rejection* subtype, if the supplier has rejected the acceptance of all document's claims (all claims are problem);
- *Shipped* subtype, if the document contains non-problem claims.

In the process, the system creates and opens a [Warranty supplier pickup rejections](#) document for all problem claims irrespective of the document's subtype.

Show document transactions command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

When posting a document of the *Shipping ready* subtype, the following transactions are booked: each *Claim* shown in the table part in quantity of 1 and at cost of *Amount* is written-off from [Warranty claim stock](#), thereby decreasing stock at a *Back-hub Cell*, and credited to [Collected warranty claim](#), thereby increasing stock of the *Back-hub division*.

When posting a document of the *Shipped* and *Rejection* types, the following transactions are booked: each *Claim* shown in the table part in quantity of 1 and at cost of *Amount* is written-off from [Warranty claim stock](#), thereby decreasing stock at a *Back-hub Cell*, and credited to [Collected warranty](#)

[claim](#), thereby increasing stock of the *Back-hub division*. Thereupon, each *Claim* shown in the table part in quantity of 1 and at cost of *Amount* is written-off from [Collected warranty claim](#), thereby decreasing stock of the *Back-hub*, and credited to [Warranty at supplier facility](#), thereby increasing stock of the *Supplier*.

Warranty supplier pick-up rejections



Processing of claims, which were declined by the supplier when shipping them to him into the back-hub subdivision is carried out by means of Document Journal *Warranty supplier pickup rejections*:

Back-hub department	Cell	Creator	Description	Supplier	TransactionDate
TestBackHub	2-2-2-2,	root (Administrator)	Warranty supplier pi...	Provider №1	6/23/2016 11:40:08 PM

Document Journals *Warranty supplier pickup rejections* have the single subtype *Done*, which is created automatically when carrying out the document [Release to suppliers](#) to the subtypes *Shipped* or *Rejection* for its problem claims.

document edit form allows to specify the following properties of heading (all are filled automatically by the system):

Claim identity	Amount	Comments	Return reason identity
war611, Radio VEGA	1,100.00	Broken warranty stamp	Broken warranty seal (stamp)

- *Back-hub department identity* – back-hub subdivisions of warranty department, where the rejection was done (Dictionary record [Back-hub](#));
- *Cell identity* – a cell to which it is necessary to transfer rejected claims (Dictionary record [Warranty cell](#));
- *Release document identity* – a document of the journal [Release to suppliers](#), according to the claims which were rejected;
- *Supplier identity* – a supplier, who rejected the claims (Dictionary record [Agents](#)).

Except the heading the document has table part *Claims*, where the rejected claims are listed:

- *Claim identity* – Dictionary record [Claims](#);
- *Amount* – offset amount of the *Claim*;
- *Return reason identity* – a rejection reason (Dictionary record [Warranty return reasons](#));

- *Comments* – a comment in a free form to the rejection reason.

 *Warranty supplier pickup rejections* is available in printed form for a document :

Warranty supplier pickup rejection № 546



Department Back-hub: 6, TestBackHub
Supplier: 8, Provider №1
Release document: Warranty release to suppliers (Rejection) #545, 6/23/2016
Cell: 2-2-2-2, Supplierrejection
Date: 6/23/2016 11:40:08 PM

Claim	Amount
79, war611, Radio VEGA Return reason: Broken warranty seal (stamp) Comment: Broken warranty stamp	1100

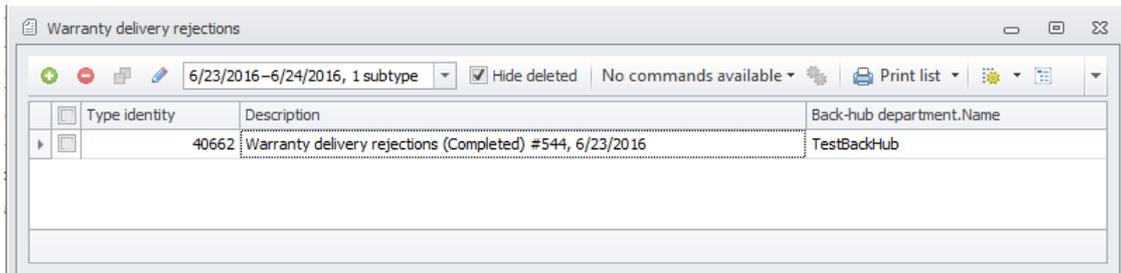
Issued: _____ /Yury Alekseyevich Gagain/

 Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

 When carrying out the document in the subtype *Done* the following motions are formed: each *Claim* of the table part in quantity of 1 and cost *Amount* is written off from [Warranty at supplier facility](#), reducing residuals of *Supplier*, and is credited on [Claim stock](#), increasing residuals at the *Back-hubCell*.

Warranty delivery rejections

 Claims collected to be delivered to a supplier, but left for some reason in a Back-hub by the delivery service, are processed with the help of the *Warranty Delivery Rejections* Document Journal:

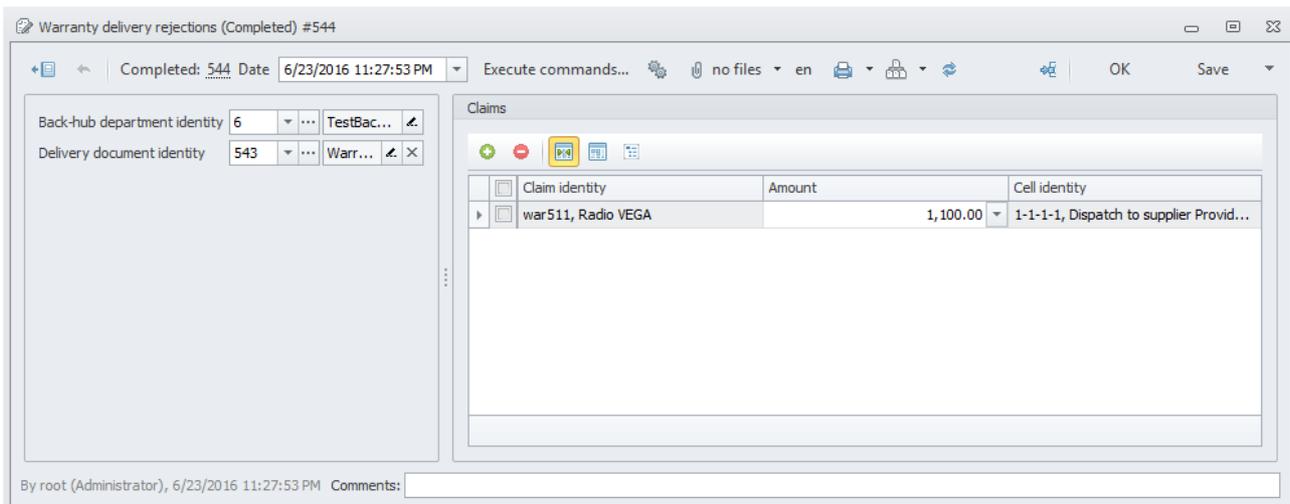


The screenshot shows a window titled "Warranty delivery rejections" with a toolbar and a table. The toolbar includes a dropdown menu showing "6/23/2016-6/24/2016, 1 subtype", a "Hide deleted" checkbox, and a "Print list" button. The table has three columns: "Type identity", "Description", and "Back-hub department.Name".

Type identity	Description	Back-hub department.Name
40662	Warranty delivery rejections (Completed) #544, 6/23/2016	TestBackHub

Documents of the *Warranty Delivery Rejections* register have the only subtype *Executed* created automatically for all claims of a [Warranty release to deliveries](#) document of *Not executed* subtype, after the document is posted.

The document edit form allows to specify the following properties of the header (all fields are filled in automatically):



- *Back-hub department identity* – a Back-hub division of the warranty department, where claims were collected ([Back-hub](#) Dictionary record).
- *Delivery document identity* – a [Warranty release to deliveries](#) register document, which includes claims that were not sent for delivery.

Besides the header, the document has the *Claims* table part defining claims left undelivered:

- *Claim identity* – [Claims](#) Dictionary record;
- *Amount* – *Claim's* refund amount;
- *Cell identity* – a cell, where claims shall be placed in ([Warranty cells](#) Dictionary record).

The document is supplied with the *Warranty Delivery Rejection* print form:

Warranty delivery rejection № 544



Department Back-hub: 6, TestBackHub
Delivery document: Warranty release to deliveries (Not completed) #543, 6/23/2016
Date: 6/23/2016 11:27:53 PM

Claim	Amount
1-1-1-1, Dispatch to supplier	
78, war511, Radio VEGA	1100

Issued: _____ /Yury Alekseyevich Gagainv

Show document transactions command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

When posting a document of the *Executed* subtype, the following transactions are booked: each *Claim* shown in the table part in quantity of 1 and at cost of *Amount* is written-off from [Collected warranty claim](#), thereby decreasing stock at a *Back-hub*, and credited to [Warranty claim stock](#), thereby increasing stock of the *Back-hub's Cell*.

Warranty delivery reports



Drivers' reports on claims delivered to suppliers are recorded by using the *Warranty Delivery Reports* Document Journal:

Identity	Description
498	Warranty delivery reports (Completed) #498, 6/17/2016
527	Warranty delivery reports (Completed) #527, 6/22/2016

Documents of the *Warranty Delivery Reports* register have the only subtype *Executed* created automatically with the help of the [Back-hub delivery reports](#) tool after a driver has reported on delivery.

The document edit form allows to specify the following properties of the header (all fields are filled in automatically):

Warranty delivery reports (Completed) #498

Completed: 498 Date: 6/17/2016 10:36:13 PM

Back hub department identity: 6 (TestBac...)

Supplier identity: 8 (Provider...)

Delivery mean identity: 38 (GAZ 2705)

Delivery document identity: 479 (Warrant...)

Amount: 866.21

Claim identity	Amount
war200, Radio VEGA	866.21

By root (Administrator), 6/17/2016 10:36:13 PM Comments:

- *Back-hub department identity* – a Back-hub division of the warranty department, where claims were shipped ([Back-hub](#) Dictionary record);
- *Supplier identity* – a supplier, to whom the claims were shipped (an Agents Dictionary record);
- *Delivery mean identity* – a means for delivery (a [Delivery means](#) Dictionary record);
- *Delivery document identity* – [Warranty release to deliveries](#) register document, which includes claims that were sent for delivery.
- *Amount* – claims' total amount.

Besides the header, the document has the *Claims* table part defining claims left undelivered:

- *Claim identity* – [Claims](#) Dictionary record;
- *Amount* – *Claim's* refund amount.

Show document transactions command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

When posting a document of the *Executed* subtype, the following transactions are booked: each *Claim* shown in the table part in quantity of 1 and at cost of *Amount* is written-off from [Warranty driver debt](#), thereby decreasing debts of a *Delivery means*, and credited to [Warranty at supplier facility](#), thereby increasing *Supplier's* stock.

Warranty inter cell transfers



Transfers of claims between Back-hub's warranty cells are carried out with the help of the *Warranty Inter-Cell Transfers* Document Journal:

Claimant	Claim document	Creator	Description	Front-office department	Transaction date
ZAO 'Digital Technol...	Claims (Processed) #...	root (Administrator)	Claim rejections (Iss...	TestFrontOffice	5/4/2016 11:07:13 PM

Documents of the *Warranty inter cell Transfers* register have the only subtype *Executed* created automatically:

- after the *Separate problem claims* command is executed in a [Warranty release to suppliers](#) document of *Request* subtype;
- after the *Separate problem claims* command is executed in a [Warranty release to deliveries](#) document of *Request* subtype;

The document edit form allows to specify the following properties of the header (all fields are filled in automatically):

Claim identity	Source cell identity	Destination cell identity	Amount
war300, Radio VEGA ...	1-1-1-1, Dispatch to supplier ...	1-1-2-1, Return to Front-office TestF...	1,100.00

- *Back-hub department* – a Back-hub division of the warranty department, within which claims are transferred ([Back-hub](#) Dictionary record).
- *Amount* – total refund amount of the document's claims (shown in the *Claims* table part).

Besides the header, the document has the *Claims* table part defining claims being transferred:

- *Claim identity* – a [Claims](#) Dictionary record;
- *Source cell identity* – a cell, from which the claim is transferred ([Warranty cells](#) Dictionary record);
- *Destination cell identity* – a cell, to which the claim is transferred to ([Warranty cells](#) Dictionary record);
- *Amount* – *Claim's* refund amount.

 The document is supplied with the *Warranty inter cell Transfer* print form:

Warranty inter cell transfer № 446	
Department Back-hub:	6, TestBackHub
Date:	5/21/2016 12:01:12 AM
Claim	
Cell source: 1-1-1-1, Dispatch to supplier	
30, war300, Radio VEGA destination cell: 1-1-2-1	
Finished: _____ /Yury Alekseyevich Gagain/	

 *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

 When posting a document of the *Executed* subtype, the following transactions are booked: each *Claim* shown in the table part in quantity of 1 and at cost of *Amount* is written-off from [Warranty claim stock](#), thereby decreasing stock of a *Back-hub's Warranty source cell*, and credited to [Warranty claim stock](#), thereby increasing stock of the *Back-hub's Warranty destination cell*.

Warranty store transfers



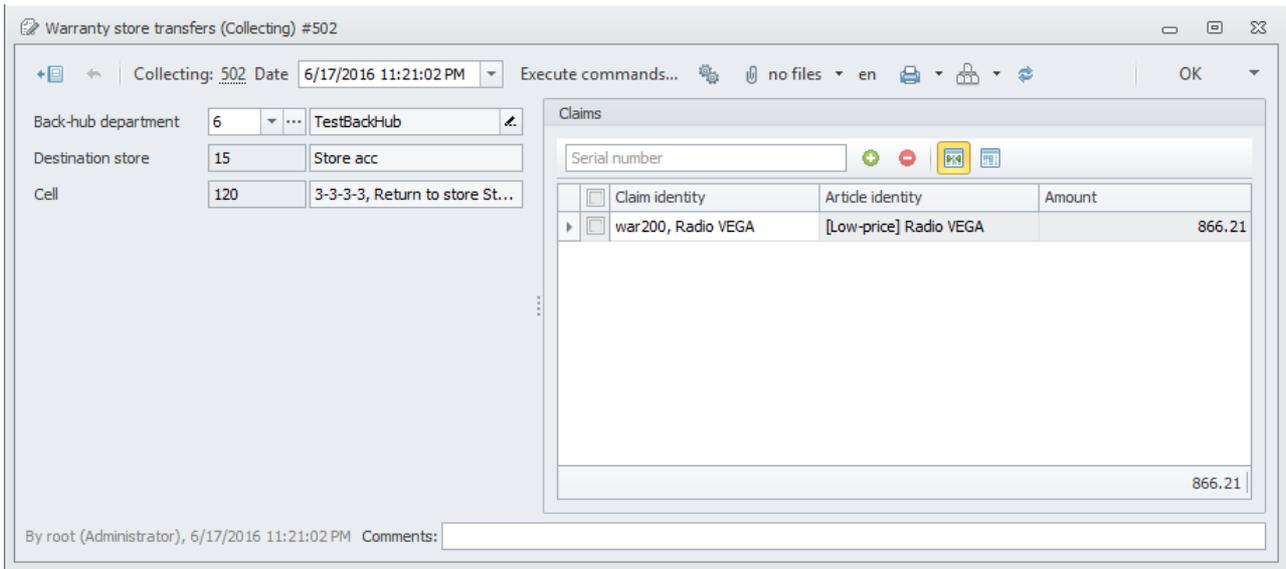
Warranty store transfers for further implementation is carried out by means of Document Journal *Warranty store transfers*:

Back-hub department	Creator	Description	Destination store	Transaction date
TestBackHub	root (Administrator)	Warranty store transfers ...	Store acc	6/17/2016 11:21:02 PM

Document Journals *Warranty store transfers* have the following subtypes:

- *Collected* – subtype, which begins with the life cycle of the document. It is used for the preparation of warranty store transfers. It can be created directly in the document journal (by clicking the button );
- *Is accepted by store* – a document is transferred into the sub-type on claims arrival to the store of receiving the subtype back-hub from the subtype *Collected* after making the last command *Is accepted by store*;
- *Defect* – a document is created in this subtype automatically for claims when accepting them according to the document in a subtype *Is accepted by store* any defect was revealed;
- *Overage* – a document is created in this subtype automatically for claims Overagees, revealed when accepting the document in the subtype *Is accepted by store*;
- *Shortage* – a document is created in this subtype automatically for missed claims, revealed when accepting the document in the subtype *Is accepted by store*;
- *Was accepted by store* – a final subtype to which the document is transferred automatically from a subtype *Is accepted by store* after its acceptance by the store.

document edit form allows to specify the following heading properties (all fields are mandatory):



- **Back-hub department** – a subdivision of warranty department, which transfers the claims to the store (Dictionary record [Back-hub](#)). It is filled automatically, if the back-hub subdivision is specified in the employee card;
- **Destination store** – a store of office acceptance, warranty subdivision of back-hub which transfers the claims (Dictionary record [Stores](#)). It is filled automatically for the selected back-upsubdivision , it can not be changed;
- **Cell** – a cell from which the transfer is held (Dictionary record [Warranty cells](#)). It is filled automatically for the selected *Destination store*, it can not be changed.

Except the heading the document has table part *Claims*, where the transferred claims are listed:

- **Claim identity** – Dictionary record [Claims](#);
- **Article identity** – claim article (Dictionary record [Articles](#));
- **Amount** – offset amount of the *Claim*.

Claims can be added to table part by scanning their serial numbers. For this purpose it is necessary to set beforehand the cursor in the field of tool bar of table part *Serial number*.

Claim transfers are available in printed form for a document :

Claim transfer from Back-hub to store № 502

Department Back-hub: 6, TestBackHub
Store: 15, Store acc
Cell: 120, 3-3-3-3
Picked up: 1, Yury Alekseyevich Gagarin
Date: 6/17/2016 11:21:02 PM

Claim	Amount
29, war200 91, [Low-price] Radio VEGA	866.21

Picked up: _____ /Yury Alekseyevich Gagarin/ Accepted: _____ /_____ /

Command *Is accepted by store* transfers the document from the subtype *Collected* to the subtype *Is accepted by store*. At the same time the process of acceptance of the article of the document is initiated.

⚡ Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

↻ When carrying out the document in the subtype *Is accepted by store* the following motions are formed: *Claims* of the table part of the document in quantity 1 and cost *Amount* are written off from [Warranty claim stock](#), reducing residuals at *Cell of Back-hub department*, and are credited on [Collected warranty claim](#), increasing residuals at *Back-hub department*.

↻ When carrying out the document in the subtype *Was accepted by store* the following motions are formed:

- *Claims* of the table part of the document in quantity 1 and cost *Amount* are written off from [Warranty claim stock](#), reducing residuals at *Cell of Back-hub department*, and are credited on [Collected warranty claim](#), increasing residuals at *Back-hub department*;
- *Claims* of the table part of the document in quantity 1 and cost *Amount* are written off from [Collected warranty claim](#), reducing residuals of *Back-hub department*, and *Articles* of the table part of the document in quantity 1 and cost *Amount* are credited on [Stock](#), increasing residuals of *Destination store*.

Warranty cargo incomes



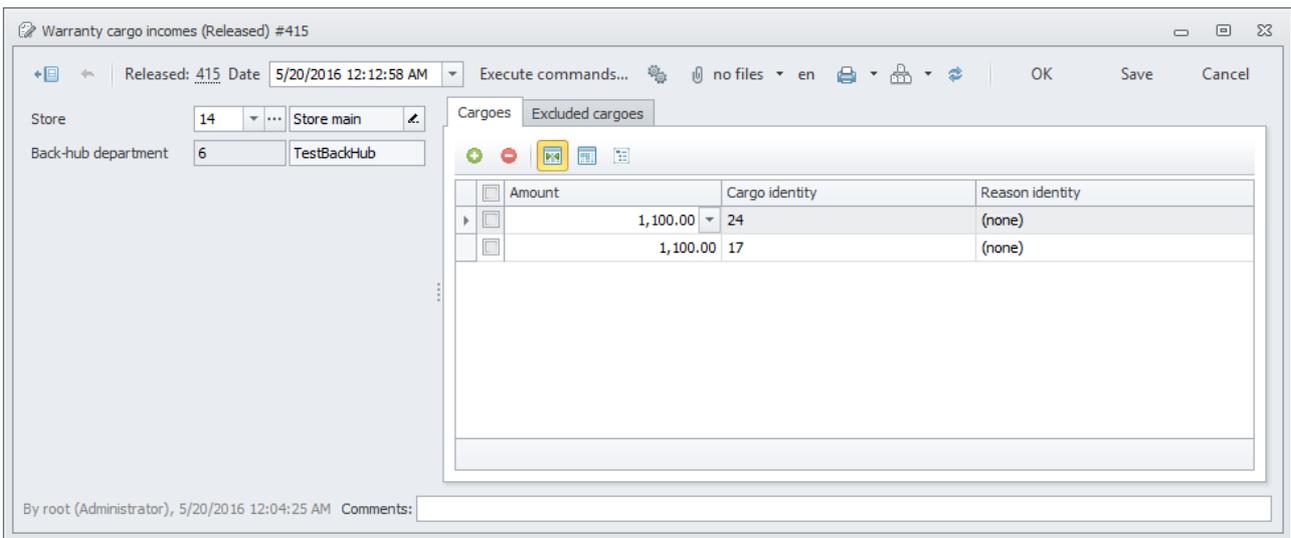
Cargoes sent from a store by a front office are accepted by a Back-hub and registered by using the *Warranty Cargo Incomes* Document Journal:

Back-hub department	Creator	Description	Store	Transaction date
TestBackHub	root (Administrator)	Warranty cargo incomes (...)	Store main	5/20/2016 12:12:58 AM

Documents of the *Warranty Cargo Incomes* register have the following subtypes:

- *Submission* – the subtype initial for document’s life cycle. A document of such subtype is created automatically, when a cargo comes to a target store;
- *Picking up*– a document shall move to the given subtype from *Submission* subtype after execution of the *Pick up* command in the latter subtype. This commences the process of pickup and release of a cargo to a Back-hub. This subtype’s document can also be created by the command [Start cargo pickup for Back-hub](#);
- *Released* – the terminal subtype, to which a document shall automatically move from *Picking up* subtype after the cargoes are released to a Back-hub employee.

The document edit form allows to specify the following properties of the header (all fields are filled in automatically):



Back-hub department – a back-hub division of the warranty department (a [Back-hub](#) Dictionary record);
Store – a store, to which a cargo arrived and from which a cargo transferred from a front office is shall be received (a [Stores](#) Dictionary record). Defined automatically according to *Back-hub* selected.

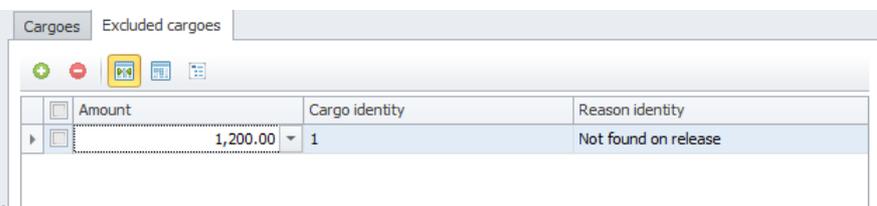
Besides the header, the document has a number of table parts.

The *Cargoes* table part defines cargoes to be accepted:

- *Cargo identity* – a [Cargoes](#) Dictionary record;
- *Amount* – value of the cargo.

Cargoes excluded from the *Cargoes* table part during handling of the document are added to the *Cargoes excluded* table part:

- *Cargo identity* – a [Cargoes](#) Dictionary record;
- *Amount* – value of the cargo;
- *Reason identity* – a reason for exclusion of the cargo from the document (a [Store Exclude Reasons](#) Dictionary record);



The document is supplied with the *Warranty cargo income* print form:

Back-hub warranty cargo income № 427

department Back -hub: 6, TestBackHub

Release store: 14, Store main

Date: 5/20/2016 8:11:52 PM

Cargo	Amount
CargoID 24	1100

Cargo accepted: _____ /Yury Alekseyevich Gagain/

Pick up command moves the document from *Submission* subtype to *Picking up* subtype. In doing so, the process of pickup and release of the cargo commences.

Show document transactions command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

When posting a document of the *Released* subtype, the following transactions are booked: cargoes shown in the *Cargoes* table part in quantity of 1 and at cost of *Amount* are written-off from [Cargo release stock](#), thereby decreasing stock at a *Store*, and credited to [Warranty claim unpack](#), thereby increasing stock of a *Back-hub*.

Warranty overage incomes



Overages of claims revealed in a Back-hub division during unpack of cargoes are recorded by using the *Warranty Overage Incomes* Document Journal:

Identity	Description
120214	Overage incomes - Back-hub (Issued) #120214, 06.04.2015

Documents of the *Warranty Overage Incomes* register have the following subtypes:

- *Drawing up* – the subtype initial for document’s life cycle. The document of such subtype is created automatically after a [Warranty cargo unpacks](#) document is posted in *Unpacked* subtype for each claim overage, which is not accounted for the balance of a front office that sent the cargo with overage claims to a Back-hub;
- *Accepted* – a document of the given subtype is used for registration of a claim overage in the division’s balance. The document moves to the subtype from *Drawing up* subtype after execution of the *Accepted* command in the latter subtype.

The document edit form allows to specify the following properties of the header (all fields are filled in automatically):

- *Department* – a division of the warranty department, to which an overage is credited:
 - *Back-hub department* – a [Back-hub](#) Dictionary record;
 - *Stock-taking agent* – an [Agents](#) Dictionary record;
 - *Firm* – a [Firms](#) Dictionary record;

- *Claim* – a claim found Overage:
 - *Claim*– a [Claims](#) Dictionary record;
 - *Cell* – a cell, where the claim shall be placed in (a [Warranty cells](#) Dictionary record);
 - *Amount* – *Claim*'s refund amount.

⚡ *Accepted* command moves the document from *Drawing up* subtype to *Accepted* subtype.

⚡ *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

🔄 When posting a document of the *Accepted* subtype, the following transactions are booked: *Amount* of a claim is written-off from [Agent debts](#), thereby decreasing a debt of a *Stock Stocktaking agent*; the *Claim* in quantity of 1 and at cost of *Amount* is credited to [Warranty claim stock](#), thereby increasing stock at a *Cell* of a *Back-hub division*.

Warranty cargo unpacks



Unpack of cargoes accepted by a Back-hub from a front office and retrieval of claims from them is carried out by using the *Warranty Cargo Unpacks* Document Journal:

Back-hub department	Creator	Description	Transaction date
TestBackHub	root (Administrator)	Warranty cargo unpacks (Unpack...	5/20/2016 12:26:26 AM

Documents of the *Warranty Cargo Unpacks* register have the following subtypes:

- *Drawing up* – the subtype initial for document's life cycle. This is used when a cargo is being unpacked by a Back-hub. Can be created straight in the register by clicking the button ;
- *Unpacked* – the terminal subtype, to which a document moves from *Drawing up* subtype after a cargo is unpacked and the *Unpacked* command is executed in the latter subtype.

The document edit form allows to specify the following properties of the header (all fields are mandatory):

Warranty cargo unpacks (Unpacked) #418 [changed]

Unpacked: 418 Date: 5/20/2016 12:26:26 AM Execute commands... no files en OK Save

Back-hub department identity: 6 TestBackHub

Claims

Scan cargo or claim barcode

Claim id...	Amount	Cell id...	Scanned	Shortage	Overage	Comm...	Return re...
Cargo identity: 17							
war200...	1,100...	1-1-1-...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Incorrect ...
Cargo identity: 24							
war300...	1,100...	1-1-1-...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		(none)

2200

Claim properties

Rejection

Reason: Incorrect description of the defect

Comments:

Properties

Creation date: 5/6/2016

Serial number: 51 war200

Claimant: 15 ZAO "Digital Technology"

Article: 6 Radio VEGA

Outcome document: 103 Sales (Release... 1100 P

Income document: 90 Purchases (T... 1000 P

Supplier: 8 Provider №1

Amount: 1100 P

Description

Appearance: K

By root (Administrator), 5/20/2016 12:13:38 AM Comments:

- **Back-hub department identity** – a back-hub division of the warranty department, where cargoes are unpacked (a [Back-hub](#) Dictionary record). Defined automatically, if a Back-hub is specified in the employee's card.

Besides the header, the document has the *Claims* table part defining claims being unpacked in a tree-like structure. The claims are grouped by cargoes ([Cargoes](#) Dictionary records):

Claims

Scan cargo or claim barcode

Claim identity	Amount	Cell identity	Scanned	Shortage	Overage	Comments	Return reason identity
Cargo identity: 17							
war200, Radio V...	1,100.00	1-1-1-1, Dispatc...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	With such descri...	Incorrect description of ...
Cargo identity: 24							
war300, Radio V...	1,100.00	1-1-1-1, Dispatc...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		(none)

2200

- **Claim identity** – a [Claims](#) Dictionary record. Client claims are marked with the icon ;
- **Scanned** – claims with serial numbers scanned during unpack shall be checked with the flag. The flag is set automatically when scanning a claim's serial number; cannot be unchecked manually.
- **Shortage** – the checked flag indicates claims that failed to be found in the cargo. The flag can be checked manually for claims with the *Scanned* flag unchecked;
- **Overage** – the checked flag indicates Overage claims found in the cargo. The flag is set automatically when adding to the table part a claim that is not recorded in the cargo; cannot be unchecked manually.
- **Cell identity** – a cell, where the claim shall be placed in (a [Warranty cells](#) Dictionary record); defined automatically. Cells, where claims to be returned to the front office are placed in, are highlighted in **yellow**;

- *Amount* – *Claim's* refund amount;
- *Return reason identity* – a [Warranty return reasons](#) Dictionary record; defined in *Claim properties*;
- *Comments* – comments in free form to the return reason; defined in *Claim properties*.

To add cargoes to the table part and mark claims they include as *Scanned*, scan their barcodes and serial numbers. Before scanning, set the character cursor in the *Scan cargo or claim barcode* field of the table part control panel.

To the right of the cargo and claim list, *Claim properties* of the claim selected in the table part are displayed:

After a claim is received, in the course of unpack it is possible to:

- return the *Claim* back to the *Front office* having indicated:
 - *Reason* (a [Warranty return reasons](#) Dictionary record). When selecting a return reason, a *Cell* of the claim in the document's table part is automatically changed to the respective cell;
 - *Comments* in free form to the return reason;
- change the supplier performing warranty services of the claim by changing a *Income document*, under which the given article was purchased by the company (a [Purchases](#) register document). Selection of the *Income document* is carried out by clicking the button  to the right. A form titled *Document selection* will open, where will be defined all *Outcome* documents, under which the claim's article was purchased by the company:

ID	Description	Office	Supplier	Price
220	Purchases (Took on charge) #220, 5/7/2016	1, Office №1	8, Provider №1	1000
162	Purchases (Took on charge) #162, 5/5/2016	1, Office №1	16, JCS "AIST"	1000
150	Purchases (Took on charge) #150, 4/29/2016	3, TestSimpleOffice	16, JCS "AIST"	1000
97	Purchases (Took on charge) #97, 4/13/2016	1, Office №1	8, Provider №1	1000
90	Purchases (Took on charge) #90, 4/12/2016	1, Office №1	8, Provider №1	1000

- *ID* and *Description* – information on the *Outcome* document;
- *Office* – an office that bought the article (an [Offices](#) Dictionary record);
- *Supplier* – an [Agents](#) Dictionary record;
- *Price* – article's purchase price.

To select a Outcome document, double click left mouse button in the list or select a document and click the button “Select” in the form’s bottom left corner.

When selecting another supplier’s document, it is needed to write a comment describing the reason of change. In so doing, the claim’s *Cell* in the document’s table part automatically changes to the respective one.

Information on supplier change is also recorded in the “Supplier change history” tab of the claim’s card.

 A *Drawing up* subtype’s document is supplied with the *Warranty cargo unpack* print form:

Warranty cargo unpack Back-hub № 439		
Department	Test BackHub	
Back-hub:		
Unpacked:	Yury Gagarin	
Date:	7/10/2016 4:24:57 PM	
Cell, claim		Amount
1-1-2-1, Return to Front Office		
war200, Radio VEGA	CargoID 64	1100
Unpack: _____ //		

 *Unpacked* command moves the document from *Drawing up* subtype to *Unpacked* subtype. In so doing, each *Overage* and *Shortage* of the claim shown in the table part are processed as follows:

- for each claim’s *Shortage* a daughter document titled [Warranty stock corrections](#) of *Front Office transfer ready* subtype is created;
- for each claim’s *Overage*, which is accounted for the balance of the front office that sent the cargo with the claim’s *Overage*, a daughter document titled [Warranty stock corrections](#) of *Back-hub transfer ready* subtype is created;
- for each claim’s *Overage*, which is not accounted for the balance of the front office that sent the cargo with the claim’s *Overage*, a daughter document titled [Warranty overage incomes](#) of *Drawing up* subtype is created;

 *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

 When posting a document of the *Unpacked* subtype, the following transactions are booked: each *Cargo* shown in the *Claims* table part in quantity of 1 and at total cost of *Amount* of all claims it includes, except *Overagees*, is written-off from [Warranty claim unpack](#), thereby decreasing *Back-hub*’s cargo stock, and, together with the respective quantity of claims, except *Overagees*, is credited to [Cargo pack buffer](#). Thereupon, each *Cargo*’s *Claim*, except *Overagees*, in quantity of 1 and at cost of *Amount* is written-off from [Cargo pack buffer](#), thereby decreasing the number of claims in the *Cargo*, and credited to [Warranty claim stock](#), thereby increasing *Back-hub*’s claim stock.

Warranty supplier settlements



Return and processing of the claims from the supplier which are earlier received by him for warranty service, is carried out by means of Document Journal *Warranty supplier settlements*:

Back-hub department	Creator	Description	Supplier	Transaction date
TestBackHub	root (Administrator)	Warranty supplier settle...	Provider №1	6/17/2016 11:14:59 PM

Document Journals *Warranty Supplier Settlements* have the following subtypes:

- **Registration** – subtype, which begins with the life cycle of the document. It can be created directly in the document journal (by clicking the button);
- **Done** – a document is transferred to this subtype from the subtype *Registration* after making the last command *Complete*, when all claims of the document are processed.

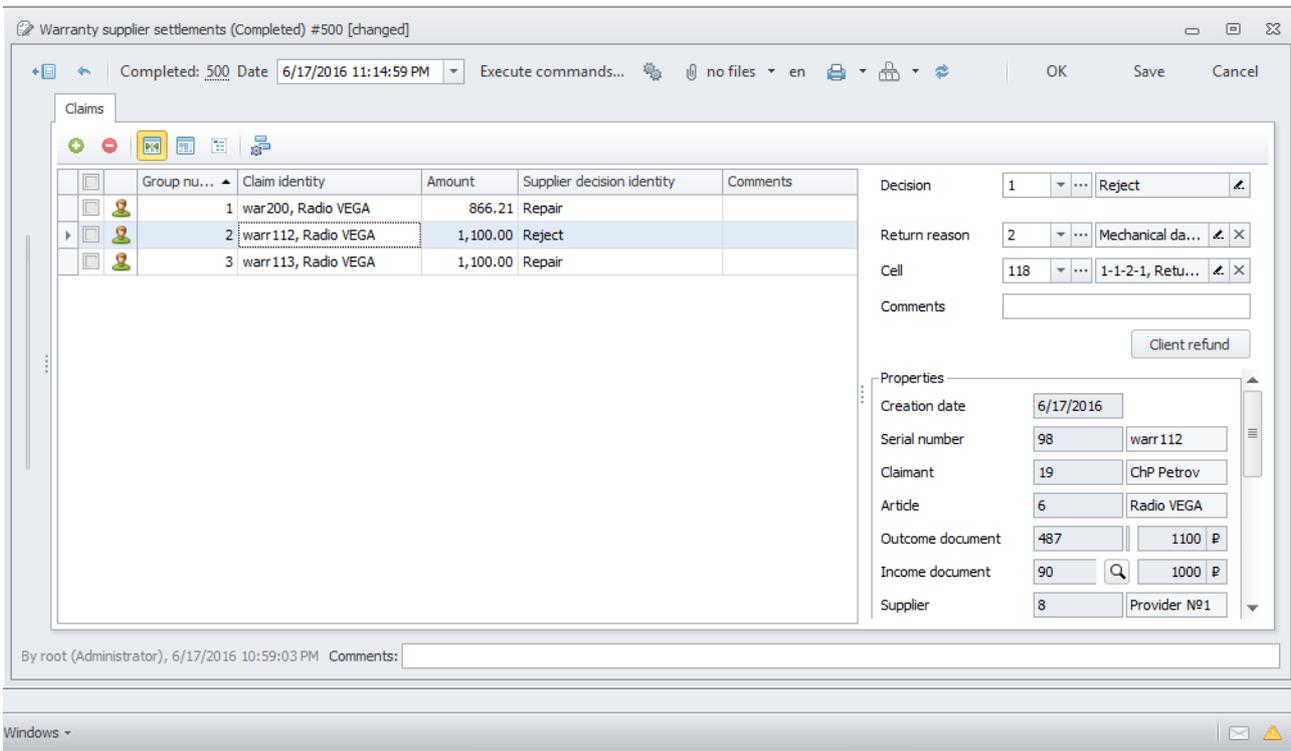
document edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

Clai...	Amount	Sup...	C...	Decision
1 war...	866.21	Repair		
2 war...	1,100.00	Reject		
3 war...	1,100.00			

- **Back-Hub department** – a subdivision of warranty department, which receive claims (Dictionary record [Back-hub](#)). It is filled automatically, if the back-hub subdivision is specified in the employee card;
- **Supplier** – a supplier, who returns the claims (Dictionary record [Agents](#));
- **Warranty agent** – an agent for whom expenses are written off (Dictionary record [Agents](#)). Not required if the *FRC* is specified;
- **Expenses** – a group of additional properties for write-off of expenses:
 - **Office** – Dictionary record [Offices](#). It is filled automatically for the selected back-hub subdivision;
 - **FRC** – Dictionary record [FRC](#). Filled automatically. Not required if the *Agent* is specified;
 - **Cost item** – Dictionary record [Cost items](#). Filled automatically;
 - **Project** – Dictionary record [Investment projects](#). Filled automatically;
 - **Budget period** – Dictionary record [Budget periods](#). If before saving the document *Budget period* was

not selected, it will be automatically determined on date of the document.

Except the heading the document has table part *Claims*, in which the claims returned by the supplier are listed:



- Group number** – a service column, which value is automatically increased in 1 for each new claim, added to the table part. I.e. each added claim by default is in its particular group. It is used for claims grouping when executing replacement operation. For combining of claims in group they should be selected, keeping the button clicked **Ctrl**, and press the button  of a tool bar of the table part. Lines with the selected claims will be highlighted in a color, and their *Group number* is changed on new general value, which is the following in order of importance:

Group nu...	Claim identity	Amount	Supplier decision identity	Comments
1	war200, Radio VEGA	866.21	Repair	
2	warr112, Radio VEGA	1,100.00	Reject	
3	warr113, Radio VEGA	1,100.00	Repair	



Group nu...	Claim identity	Amount	Supplier decision identity	Comments
1	war200, Radio VEGA	866.21	Repair	
2	warr112, Radio VEGA	1,100.00	Reject	
3	warr113, Radio VEGA	1,100.00	Repair	



Group nu...	Claim identity	Amount	Supplier decision identity	Comments
1	war200, Radio VEGA	866.21	Repair	
4	warr112, Radio VEGA	1,100.00	Reject	
4	warr113, Radio VEGA	1,100.00	Reject	

- *Claim identity* – Dictionary record [Claims](#). Icon  marks the client claims. Icon  marks the client claims according to which the offset will be issued to Claimants;
- *Amount* – offset amount of the *Claim*;
- *Supplier decision identity* – Dictionary record *Warranty Decisions*, is put down in ;
- *Comments* – a comment in a free form to the *Decision*, is put down in *Information on a claim*.

When adding claims into the table part by clicking the button  in the tool bar panel, only the claims which are registered on the balance are displayed in the list of the *Supplier*.

To the right from the claim list the information about the selected claim in the table part is located. Here for each claim it is necessary to specify the *Decision*, made according to it by the supplier (optionally made Decision can be accompanied by the *Comment* in a free form). *Cell* is automatically specified on the basis of the selected Decision for the claim (Dictionary record [Warranty cells](#)), in which it is necessary to place the claim at the end of its processing.

Also for each Decision it is necessary to specify the additional properties accompanying it:

- *Reject* – Decision selected when the supplier to refused warranty service and returned the claim:

Decision	1	...	Reject	
Return reason	8	...	Broken warranty seal (stamp)	 
Cell	118	...	1-1-2-1, Return to Front-office TestFrontOf...	 
Comments	Broken warranty stamp			

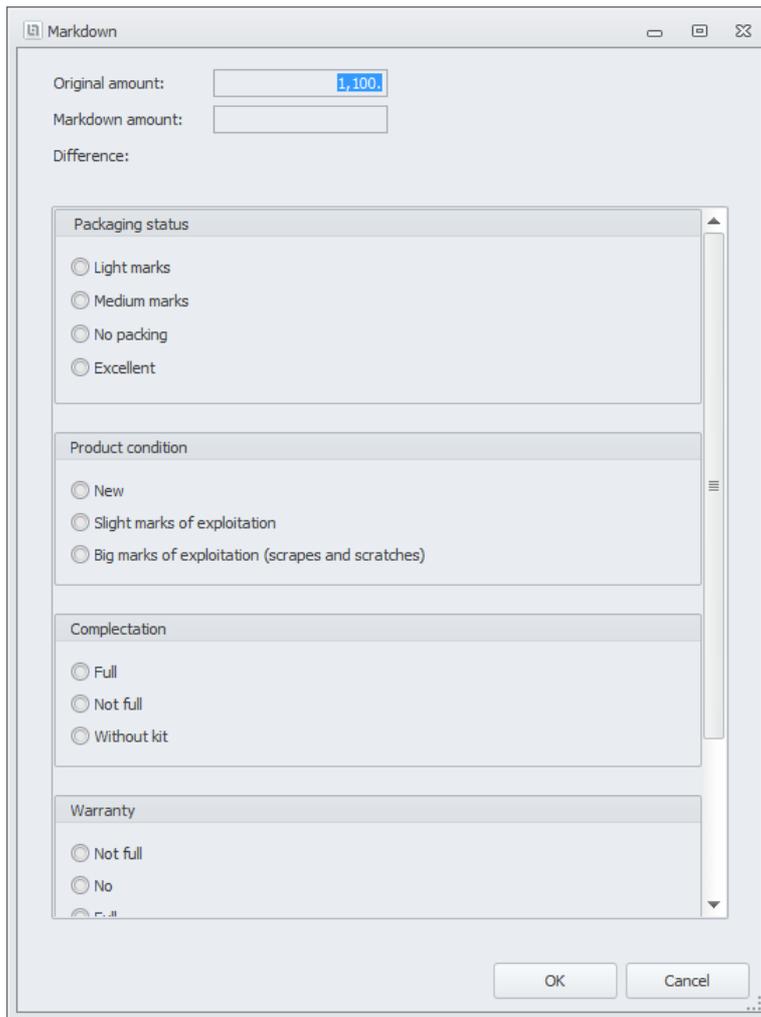
For such Decision it is necessary to specify in addition the *Return reason* of the claim by the supplier (Dictionary record [Warranty return reasons](#)).

Also for the client claims (marked with an icon ) offset can be done, by clicking the button "Offset for client". Claim icon, according to which the offset is made, is changed in the table part of the document into an appropriate one – . When carrying out the document *Warranty supplier settlements* to the final subtype *Done* for each such claim the subsidiary document will be created [Claim refunds](#);

- *Repair* – a Decision is chosen, if the supplier repaired the returned claim:

Decision	2	...	Repair	
Cell	118	...	1-1-2-1, Return to Front-office TestFrontOf...	 
Comments				

For such Decisions for storage claims (notmarked with an icon ) it is necessary to make a markdown additionally, by clicking the button “Markdown” (for client claims a markdown option is not available):



Original amount:

Markdown amount:

Difference:

Packaging status

- Light marks
- Medium marks
- No packing
- Excellent

Product condition

- New
- Slight marks of exploitation
- Big marks of exploitation (scrapes and scratches)

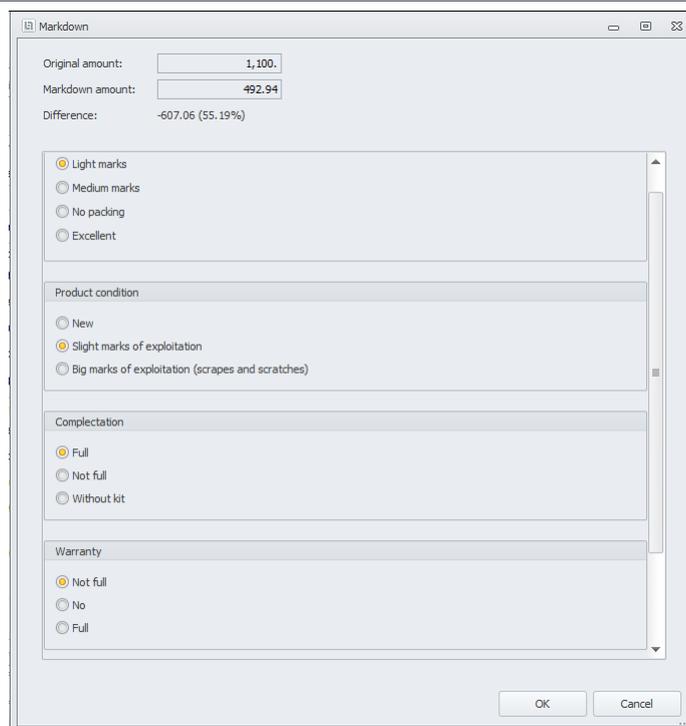
Complectation

- Full
- Not full
- Without kit

Warranty

- Not full
- No
- Full

OK Cancel



Original amount:

Markdown amount:

Difference: -607.06 (55.19%)

Light marks

- Medium marks
- No packing
- Excellent

Product condition

- New
- Slight marks of exploitation
- Big marks of exploitation (scrapes and scratches)

Complectation

- Full
- Not full
- Without kit

Warranty

- Not full
- No
- Full

OK Cancel

Markdown amount and Difference between it and Original amount are calculated after evaluating all

the criteria – select one of the values for each group-criteria. By clicking the button “OK” *Markdown amount* is added in the field *Markdown amount* of the claim, and in the field *Markdowned article* created markdowned article is put down. When carrying out the document *Warranty supplier settlements* to the final subtype *Done* for each such claim the subsidiary document will be created [Warranty markdown – Back-hub](#);

- *Exchange* – the Decision is selected if the supplier returned new article instead of claim article:

The screenshot shows a software interface for recording a claim decision. The 'Decision' is set to '3' with a dropdown menu showing 'Replacement'. The 'Cell' is '120' with a dropdown showing '3-3-3-3, Return to store Store main'. The 'Comments' field contains 'model is out of production and out of stock'. The 'Article' is '6' with a dropdown showing 'Radio VEGA'. The 'Scanned quantity' is '0'. There is a 'Serial number' field. Below the form is a table with columns for 'Group nu...', 'Article identity', and 'Serial number identity'. The table is currently empty.

For such a Decision it is necessary to select additionally returned by the supplier new *Article* (Dictionary record [Articles](#)), type in the field *Serial number* and its barcode and click the button **Enter**. Barcode will be added to the list under the typing field of the *Serial number*. At the column *Group number* claim group of table part is specified, which are replaced by given articles.

To simplify the registration of the exchange under some claims they can be preliminary [arranged into groups](#). For grouped claims (if the group has more then one claim) only one Decision can be taken – *Exchange*. Thus the Decision, chosen for any group claim, is applied to all its claims. There can be situations when the supplier returns one more expensive article (or three cheaper ones) instead of two claims, for example. In this case, arrangement into groups is very useful.

When carrying out the document *Warranty supplier settlements* to the final subtype *Done* for each client claim, on which the supplier made the exchange (its icon changes into the table part of the document into the appropriate one – 🧑), subsidiary document will be created [Claim refunds](#);

- *Refund* – the Decision is selected if the supplier returned money for the claim:

The screenshot shows a software interface for recording a claim decision. The 'Decision' is set to '4' with a dropdown menu showing 'Offset'. The 'Refund amount' field is empty. The 'Comments' field contains 'defect'.

For such a Decision is necessary to specify additionally the *Refund amount*, returned by the supplier. Thus the client claim icon is changed in the table part of the document into an appropriate one – 🧑. When carrying out the document *Warranty supplier settlements* to the final subtype *Done* for each such claim the subsidiary document will be created [Claim refunds](#);

 Printed form is available for the document *Warranty supplier settlement*, in which claims are grouped in cells where they should be placed:

Warranty supplier settlement № 500	
	
Department Back-hub:	6, TestBackHub
Supplier:	8, Provider №1
Created:	1, Yury Alekseyevich Gagarin
Date:	6/17/2016 11:14:59 PM
Claim	Amount
1-1-2-1, Return to Front-office	
72, warr112, Radio VEGA	1100
29, war200, Radio VEGA	866.21
74, warr113, Radio VEGA	1100
Laid by: _____ /Yury Alekseyevich Gagarin	

 Command *Complete* transfers the document from the subtype *Registration* into the subtype *Done*, if there are no claims in the table part according to which the *Decision* is not taken. Thus in the system:

- for each client claim at which such Decisions were takes as *Offset*, *Exchange* or the offset was made under the Decision *Rejection*, the subsidiary document [Claim refunds](#) is created in the subtype *Registered*;
- for each claim according to which the markdown was executed, the subsidiary document is created [Warranty markdown – Back-hub](#);
- for each article which were received from the supplier on exchange of the claims, Dictionary record is created [Claims](#). Total offset amount of the created claims is equal to the offset claims amount, according to which the exchange was made;
- information about the markdown or return to the front-office subdivision is fixed in the cards of the appropriate claims.

 Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

 When carrying out the document in the subtype *Done* the following motions are formed:

- each *Claim* of the table part with the *Decision Rejection* and *Repair* in quantity of 1 and cost *Amount* is written off from [Warranty at supplier facility](#), reducing residuals of the *Supplier*, and is credited on [Claim residuals – Back-hub](#), increasing residuals at the *Cell of Back-hub department*;
- each *Claim* of the table part with the *Decision Offset* in quantity of 1 and cost *Amount* is written off from [Warranty at supplier facility](#), reducing residuals of the *Supplier*, and *Amount* is credited on [Agent debts](#), increasing the debt of the *Warranty agent* (if he is not specified – *Supplier*). Then the difference between *Amount* and *Offset amount*, if it is not zero, is written off from [Agent debts](#), reducing the debt of the *Warranty agent* ((if he is not specified – *Supplier*), and is credited on [Expense](#), increasing the expenses on *Cost item*;
- each *Claim* of the table part with the *Decision Exchange* in quantity of 1 and cost *Amount* is written off from [Warranty at supplier facility](#), reducing residuals of the *Supplier*, and *Amount* is credited on [Supplier settlement buffer](#), increasing residual of the *Supplier*. Then the offset claims amounts, created for each of given articles on exchange by the supplier, are written off from [Supplier settlement buffer](#), reducing residual of the *Supplier*, in quantity of 1 are credited on [Warranty claim stock](#), increasing residuals in the *Cell of Back-hub department*;
- new value of the state of the claim is registered on [Claim state](#).

Warranty markdowns



All actions relating to changes in claim refund amount in a Back-hub division are carried out by using the *Warranty Markdowns* Document Journal:

Amount	Bac-hub department	Claim	Description	New amount
1,100.00	TestBackHub	,	Warranty markdowns (Completed) #431, 5/20/2016	866.21

Documents of the *Warranty Markdowns* register have the only subtype *Executed*, which can be created:

- straight in the register by clicking the button ;
- automatically by posting a [Rejected claim processing](#) document in *Executed* subtype for claims subjected to a markdown.

The document edit form allows to specify the following properties of the header (fields in **bold** are mandatory for filling):

- *Department* – a division of the warranty department, where a claim is marked down:
 - **Back-hub** – a [Back-hub](#) Dictionary record. Defined automatically, if a Back-hub is specified in the employee's card;
 - **Firm** – a [Firms](#) Dictionary record. Defined automatically according to *Back-hub division* selected; cannot be changed.
 - **Office** – an [Offices](#) Dictionary record. Defined automatically according to *Back-hub division* selected; cannot be changed.

- Claim subjected to a markdown. To select a claim, scan its serial number into the *Serial number* field (by default, the character cursor is set in this field, when opening the form). Other fields of the form are filled in automatically and cannot be changed manually:
 - **Claim** – a claim subjected to a markdown (a [Claims](#) Dictionary record);
 - **Cell** – a cell, where the claim is placed in (a [Warranty cells](#) Dictionary record);
 - **Amount** – claim’s refund amount;
 - **New amount** – new amount calculated by clicking the “Markdown” button;
 - **Markdown** – after clicking the button, the markdown calculation form opens:

Markdown

Original amount:

Markdown amount:

Difference:

Packaging status

Light marks

Medium marks

No packing

Excellent

Product condition

New

Slight marks of exploitation

Big marks of exploitation (scrapes and scratches)

Complectation

Full

Not full

Without kit

Warranty

Not full

No

Full

OK Cancel

After each assessment criterion is defined (i.e., one of several values for each criterion group is selected), *Markdown amount* and *Difference* between it and *Original amount* are calculated. Clicking the OK button results in adding of the *Markdown amount* to the *New amount* field of the document.

- **Additional** – additional properties:
 - **Agent** – a person responsible, at the expense of whom the markdown is carried out (an [Agents Dictionary](#) record). Not required, if *FRC* is defined;
 - **FRC** – a [FRC Dictionary](#) record. Defined automatically. Not required, if *Agent* is defined;
 - **Cost item** – a [Cost items Dictionary](#) record; Defined automatically;
 - **Project** – an investment project, to which the costs will be written-off (an [Investment projects Dictionary](#) record);
 - **Budget period** – a [Budget periods Dictionary](#) record. If the *Budget period* was not selected before saving of the document, the field will be filled in automatically according to the document date.

⚡ **Show document transactions** command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

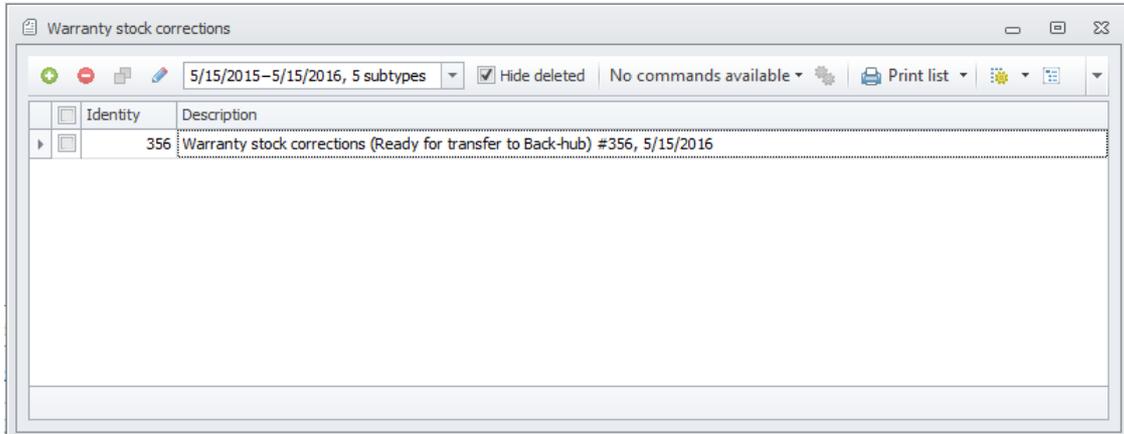
🔄 When posting a document of the *Executed* subtype, the following transactions are booked:

- if *Agent* was specified, the markdown (difference between *Amount* and *New amount*) is written-off from [Warranty claim stock](#), thereby decreasing the value of the *Claim*, and credited to [Agent debts](#), thereby increasing a debt of the *Agent*;
- if *Agent* was not specified, the markdown (difference between *Amount* and *New amount*) is written-off from [Warranty claim stock](#), thereby decreasing the value of the *Claim*, and credited to [Expense](#), thereby increasing expense of the *Cost item*.

Warranty Stock Corrections



Warranty stock corrections become necessary, when a claim, which is accounted for the balance of a Back-hub, reveals itself in a front office, and vice versa. These corrections are carried out by using the *Warranty Stock Corrections* Document Journal:



Documents of the *Warranty Stock Corrections* register have the following subtypes:

- *Back-hub transfer ready* – one of subtypes initial for document's life cycle. This subtype's document is created automatically:
 - straight in the register by clicking the button (+);
 - according to actual fact of posting of a [Claim cargo unpacks](#) document of *Unpacked* subtype for each claim found short;
 - according to actual fact of posting of a [Warranty cargo unpacks](#) document in *Unpacked* subtype for each claim overage, which is accounted for the balance of a front office that sent the cargo with overage claims to the Back-hub;
- *Front office transfer ready* – one of subtypes initial for document's life cycle. This subtype's document is created automatically:
 - straight in the register by clicking the button (+);
 - according to actual fact of posting of a [Warranty cargo unpacks](#) document of *Unpacked* subtype for each claim found short;
 - according to actual fact of posting of a [Claim cargo unpacks](#) document of *Unpacked* subtype for each claim overage, which is accounted for the balance of a Back-hub that sent the cargo with overage claims to the front office;
- *transferred to Back-hub* – a document of the given subtype is used for registration of a claim in the Back-hub division's balance. The document shall move to the subtype from *Back-hub transfer ready* subtype after execution of the *transferred* command in the latter subtype;
- *transferred to front office* – a document of the given subtype is used for registration of a claim in the front office division's balance. The document shall move to the subtype from *Front office transfer ready* subtype after execution of the *transferred* command in the latter subtype;
- *Stock inspection needed* – a document of the given subtype is used when a problem situation occurs and a stock inspection becomes necessary. The document shall move to the subtype from *Back-hub transfer ready* or *Front office transfer ready* subtypes after execution of the *Stock inspection needed* command in the latter subtypes.

The document edit form allows to specify the following properties of the header (all fields are filled in automatically):

- *Departments* – warranty divisions, where stock corrections are carried out:
 - *Front office department* – a [Front Office](#) Dictionary record;
 - *Back-hub department* – a [Back-hub](#) Dictionary record;
- *Claim* – a claim being transferred between the divisions:
 - *Claim* – a [Claims](#) Dictionary record;
 - *Claim state* – a claim state after posting of the document (a *Claim state* Dictionary record);
 - *Old claim state* – a claim state before posting of the document (a *Claim state* Dictionary record);
 - *Cell* – a [Warranty cells](#) Dictionary record;
 - *Amount* – *Claim's* refund amount.

⚡ *transferred* command moves the document from *Back-hub transfer ready* subtype to *transferred to Back-hub* subtype, or from *Front office transfer ready* subtype to *transferred to front office* subtype:

⚡ *Stock inspection needed* command moves the documents from *Back-hub transfer ready* and *Front office transfer ready* subtypes to *Stock inspection needed* subtype. In the process:

- for a document of *Front office transfer ready* subtype, a [Claim stock inspections](#) daughter document of *Count* subtype is generated, where the *Claim* specified is added to the table part and marked with the “Shortage” state;
- for a document of *Back-hub transfer ready* subtype, a [Warranty stock inspections](#) daughter document of *Count* subtype is generated, where the *Claim* specified is added to the table part.

⚡ *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

🔄 When posting a document of the *Back-hub transfer ready* subtype, the following transactions are booked:

- *Claim* in quantity of 1 and at cost of *Amount* is written-off from [Claim stock](#), thereby decreasing stock of a *Front office*, and credited to [Warranty claim stock](#), thereby increasing stock of a *Cell* in a *Back-hub*;
- a new value of a claim *State* is recorded to [Claim State](#).

🔄 When posting a document of the *Front office transfer ready* subtype, the following transactions are booked:

- *Claim* in quantity of 1 and at cost of *Amount* is written-off from [Warranty claim stock](#), thereby decreasing stock of a *Cell* in a *Back-hub*, and credited to [Claim stock](#), thereby increasing stock of a *Front office*;
- a new value of a claim *State* is recorded to [Claim State](#).

Logistics

Delivery return



All delivery returns are contained at the Document Journal *Delivery returns*:

Identity	Description	Delivery means.Name
39	Delivery returns (Registered) #39, 3/27/2016	GAZ 2705

Document Journals are created automatically in the process of acceptance of the articles by means of the form [Delivery returns](#) and have the following subtypes:

- *Registered* – subtype, which begins with the life cycle of the document. After creation in this subtype the document is automatically transferred to one of the following subtypes;
- *Accepted* – the subtype is used for delivery returns to the article store;
- *Spoilage* – the subtype is used for delivery returns of defective articles to the article store.

document edit form allows to specify the following properties of heading (all are filled automatically by the system):

Amount	Article identity	Delivery document identity	Price	Quantity
0.00	MotherBoard	Sales (Picking) #6, 3/1/2016	0.00	1

- *Delivery means* – vehicle, which driver realized the return (Dictionary record [Delivery means](#));
- *Store* – a store to which return is realized (Dictionary record [Stores](#));
- *Return amount* – total amount of the column *Amount* of the tabular part *Articles*.

Except the heading the document has table part *Articles*, where the returned articles are listed:

- *Article identity* – Dictionary record [Articles](#);
- *Quantity* – returned article quantity;
- *Delivery document identity* – a document according to which the delivery was carried out as a result of which these articles were returned;
- *Price* – article cost;
- *Amount* – total cost of the article.

⚡ Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

When carrying out the document in the subtypes *Accepted* and *Spoilage* the following motions are formed:

- articles from the table part *Articles* are written off in the specified *Quantity* from [Delivery article debts](#), reducing the debt *Delivery means*, and are credited on [Stock](#), increasing residual at the *Store*;
- Amount* of each articles of table part *Articles* is written off from [Delivery document debts](#), reducing the debt of *Delivery means* according to the *Delivery document*.

Delivery reports



All company's reports on deliveries are registered in the *Delivery reports* register:

Identity	Description	Delivery means.Name
10	Delivery report (Delivery report) #10, 3/19/2016	GAZ 2705

Documents of the register are created automatically by means of the [Delivery reports](#) form and have the only subtype *Delivery report*.

The document edit form allows to specify the following properties of the header (all fields are filled in automatically):

Amount	Article identity	Price	Quantity
25.00	MotherBoard	1,000.00	10,000

- Firm* – a [Firms](#) Dictionary record;
- Store* – a store, where the delivered article was released (a [Stores](#) Dictionary record);
- Agent* – an agent, who received the delivered article (an [Agents](#) Dictionary record);
- Delivery document* – a document, under which the delivery was carried out;
- Delivery price* – cost of *Delivery service* according to the document;
- Client due on delivery* – an amount of money the client was to pay for delivery;
- Delivery address* – final address for delivery (a [Delivery addresses](#) Dictionary record);
- Delivery service* – a delivery service rendered ([Delivery services](#) Dictionary records);
- Delivery mean* – a means of delivery (a [Delivery means](#) Dictionary record);
- Recipient delivery mean* – a means of delivery, down to which the delivery was accomplished (a [Delivery means](#) Dictionary record).

Besides the header, the document has a number of table parts.

☒ The *Articles* table part defines articles delivered:

- *Article identity* – an [Articles](#) Dictionary record;
- *Quantity* – quantity of the articles delivered;
- *Price* – sale price of one piece of the article delivered;
- *Amount* – total value of the articles delivered.

☒ The *Delivery revenue* table part defines means realized from delivery services. The table part shall be filled in, if the delivery was accomplished straight to the *Agent* (*Receiving delivery means* is not defined in the document):

Amount	Delivery address identity	Delivery means identity	Delivery service identity
25.00	Griboedova str, 31	GAZ 2705	Delivery truck

- *Delivery means identity* – a means of delivery (a [Delivery means](#) Dictionary record);
- *Amount* – cost of *Delivery service*;
- *Delivery service identity* – a delivery service rendered with the help of the *Means* (a [Delivery services](#) Dictionary record);
- *Delivery address identity* – address of delivery ([Delivery addresses](#) Dictionary records).

☒ The *Delivery debts* table part defines *Amount* of debt for the given delivery charged on a *Delivery Means* (a [Delivery Means](#) Dictionary record) considered to be a *Receiving Delivery Means*. The table part shall be filled in only if the delivery was accomplished down to the *Receiving delivery means*.

Amount	Delivery means identity
2,876.30	GAZ 2705

⚡ *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

🔄 When posting a document of the *Delivery report* subtype, the following transactions are booked:

- if a *Receiving delivery means* is specified in the header (that is, the delivery was accomplished down to a logistic company):

Delivery report (Delivery report) #10 [changed]

Delivery report: 10 Date: 3/19/2016 11:17:29 PM Execute commands... no files en OK Save Cancel

Firm: 1 Firm №1
 Store: 4 TestStore
 Agent: 8 Provider №1
 Delivery document: 2 Sales (Pickable) #2, 3/1/2016
 Delivery price: 25,600
 Client due on delivery: 70,000
 Delivery address: 353 Griboedova str, 31
 Delivery service: 9 Delivery truck
 Delivery mean: 38 GAZ 2705
 Recipient delivery mean: 38 GAZ 2705
 Budget item: 1 Undefined

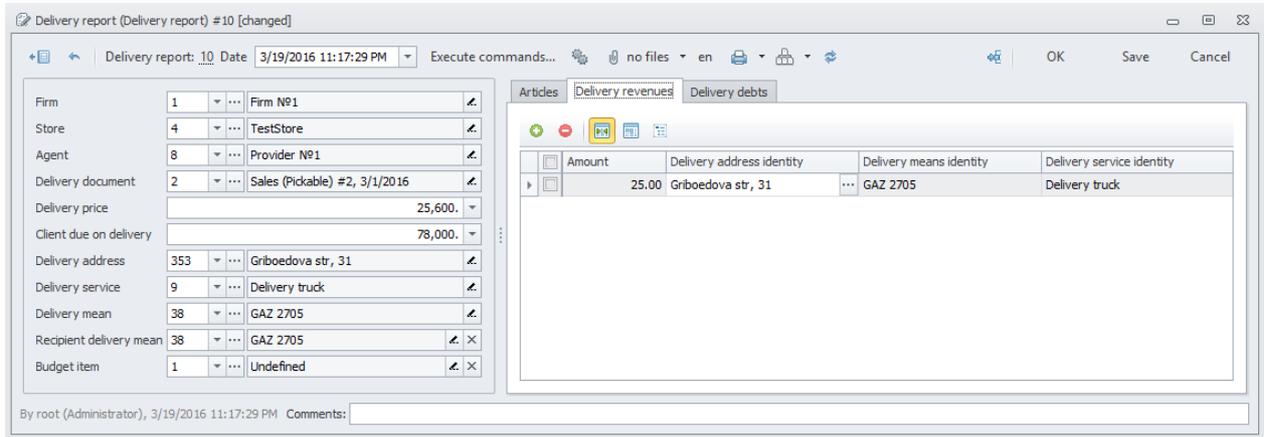
By root (Administrator), 3/19/2016 11:17:29 PM Comments:

Amount	Delivery means identity
2,876.30	GAZ 2705

- articles shown in the *Articles* table part in *Quantity* specified are written-off from [Delivery article](#)

[debts](#), thereby decreasing a debt of a *Delivery means*, and credited to [Delivery article debts](#), thereby increasing a debt of the *Receiving delivery means*;

- A *Delivery document* in quantity of 1 and in amount of *Client delivery debt* is written-off from [Delivery document debts](#), thereby decreasing a debt of the *Delivery means*;
- The *Delivery document* in quantity of 1 is credited to [Delivery document debts](#), thereby increasing the *Delivery means's* debt shown in the *Client due on Delivery* table part by the respective *Amount*;
- otherwise, if no *Receiving delivery means* is specified in the header (that is, the delivery was accomplished straight down to client):

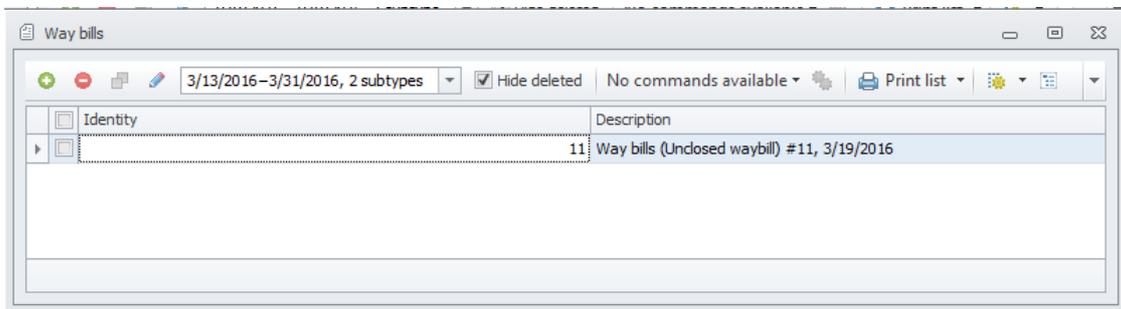


- articles shown in the *Articles* table part in *Quantity* specified are written-off from [Delivery article debts](#), thereby decreasing a debt of a *Delivery means*, and credited to [Sale](#). Thereupon, the articles shown in the *Articles* table part in *Quantity* specified and at cost of *Amount* are written-off from [Sale](#), and their total *Amount* is credited to [Agent debts](#), thereby increasing an *Agent's* debt;
- *The client due on delivery* is written-off from [Agent debts](#), thereby decreasing the *Agent's* debt, and credited to [Delivery debts](#), thereby increasing a debt of the *Delivery means*.
- A *Delivery document* in quantity of 1 and in amount of *Client delivery debt* is written-off from [Delivery document debts](#), thereby decreasing a debt of the *Delivery means*;
- The *Amount* of each line of the *Delivery revenue* table part is written-off from [Delivery revenues](#), thereby decreasing the number of deliveries of the respective *Delivery means* by one, and credited to [Agent debts](#), thereby increasing the *Agent's* debt.

Waybills



Accounting of way bills of the company drivers is carried in the journal *Way bills*:



Document Journals have the following subtypes:

- *Opened waybill* – a document of this subtype can be created directly at the Document Journal by clicking the button ;
- *Unclosed waybill* – a document of this subtype is obtained from the subtype *Opened way bill* after making the last command *Close the way bill*.

document edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Vehicle identity** – Dictionary record [Vehicles](#);
- **Driver identity** – Dictionary record [Drivers](#);
- *Mileage before* – the vehicle mileage at the beginning of the working day in kilometers, filled automatically based on the last (previous by date) document *Closed way bill* for given *Vehicle*;
- *Mileage* – vehicle mileage during the working day in kilometers;
- *Fuel rate* – fuel balance at the beginning of the working day in liters, filled automatically based on the last (previous by date) document *Closed way bill* for given *Vehicle*;
- *Fuel spent* – fuel consumption during the working day in liters, is filled automatically based on *Mileage* and *Fuel consumption at the norm* including *Winter coefficient*, if it is specified;
- *Fuel added* – filled fuel during the working day in liters;
- *Winter coefficient* – with the set flag *Fuel consumption* is increased by the coefficient value – 1,1. Valid during the period from November 1 to March 31. It is set automatically, it can be changed;
- *Fuel norm consumption* – a fuel consumption norm based on the typed values, is filled automatically according to consumption the specified for *Vehicle* .

⚡ Command *Close way bill* transfers the document from the subtype *Opened way bill* into the subtype *Closed way bill*.

Store

Purchases



Purchases by the company are conducted by means of the document journal *Purchases*:

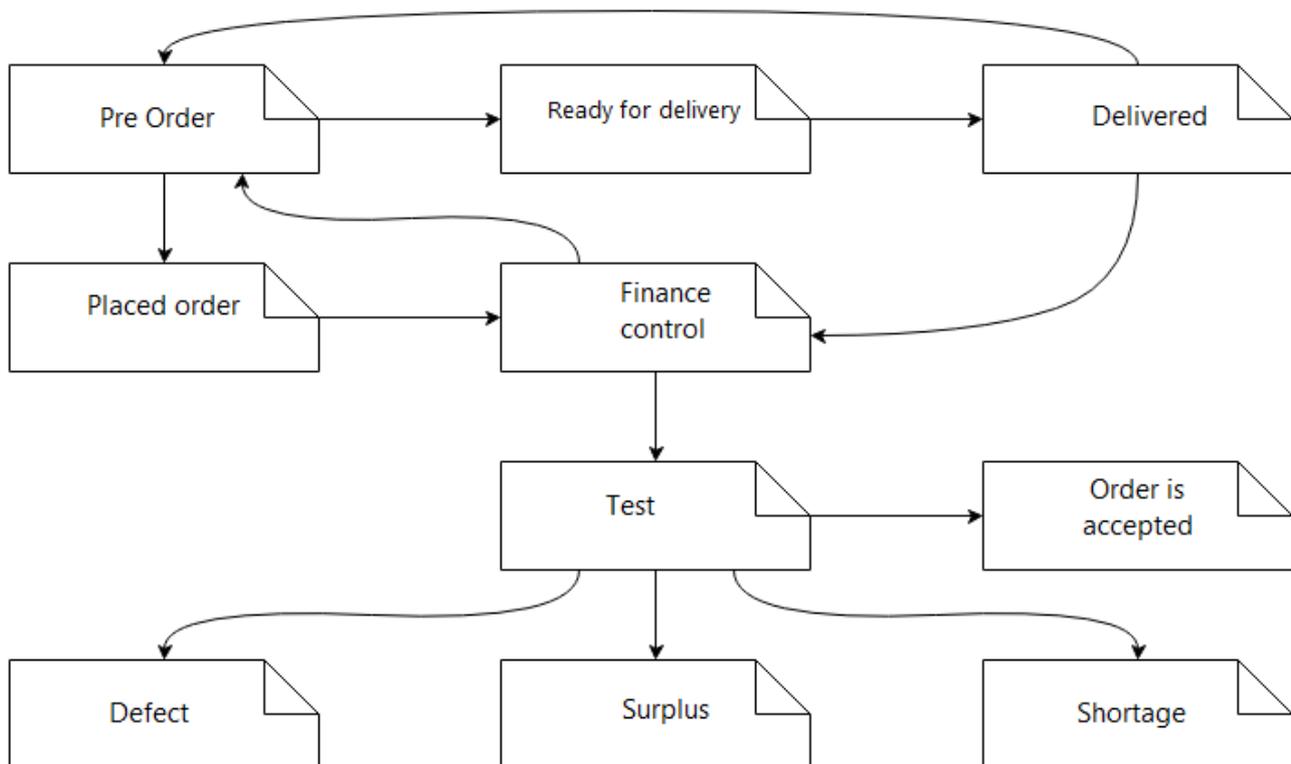
Identity	Amount	Created	Income date	Office	Subtype	Supplier	Transaction date
3	1,000,000.00	3/1/2016 7:42:01 PM	3/10/2016	Office №1	TookOnCharge	Provider №1	3/1/2016 7:48:00 PM
14	115,675.00	3/20/2016 7:57:02 PM	8/28/2014	Office №1	OrderPlaced	Provider №1	3/20/2016 7:57:02 PM

Document Journals *Purchases* have the following subtypes:

- *Pre Order* is one of subtypes with which the document life cycle begins. It is used for preliminary record of the purchase rough draft. It can be created directly in the Document Journal by clicking

Also the document can be returned in this subtype from subtypes *Financial Monitoring* and *Deliver* using the command *Return to the Advance Order*;

- *Placed order* is one of subtypes with which the document life cycle begins. It is used for purchase record. It can be created directly in the document journal by clicking  or from the subtype *Advance Order*, based on which there is no delivery by using the command *Place Order*;
- *Ready for Delivery* – the document is transferred to this subtype and arrives on delivery routing from the subtype *Advance Order* on which there is delivery using the command *Place Order*;
- *Delivered* – the document is transferred to this subtype automatically from the subtype *Ready for Delivery* after routing completion;
- *Finance Control* – the document is transferred to this subtype on arrival of accounting document originals in the department exercising financial control in the company from the subtypes *Placed Order* or *Delivery* using the command *Financial Data Check*;
- *Test* – the document is transferred to this subtype from the subtype *Financial Monitoring* after verification of financial documents using the command *Article Check*. It is automatically created for the document of this subtype [Acceptance Request](#) and as a result its acceptance can be begun at the store;
- *Defect* – the document is created in this subtype for articles in the course of which acceptance the defect was revealed according to the document in the subtype *Check* ;
- *Surplus* – the document is created in this subtype for article overflows which were revealed in acceptance of the document in the subtype *Check*;
- *Shortage* – the document is created in this subtype for article deficits which were revealed in acceptance of the document in the subtype *Check*;
- *Order is accepted* a finite subtype for the document which acceptance is complete. The document is transferred to this subtype automatically upon accepting completion.



Properties of the document header in the edit form are sorted over two tabs:

Id	Article	Price	Quantity	Amount	Supplier article identity
73	MotherBoard	5,680.00	10	56,800.00	
72	Lamp	2,345.00	15	35,175.00	
7	MotherBoard	1,580.00	15	23,700.00	

On the General tab there are basic header properties (fields in **bold** are mandatory for filling):

- **Firm** is Dictionary record [Firms](#). It is put down automatically when saving the document as the company for purchase specified at *the Supplier*. If it isn't specified that the company of the employee who creates the document. If the document is created by the system user. If necessary it can be changed or specified manually if the flag *Company is set manually* is set;
- **Supplier** is an agent at whom there is purchase (Dictionary record [Agents](#));
- **Office** is Dictionary record [Offices](#);
- **Acceptance Store** is a store wherein Article Purchased Acceptance is carried out (Dictionary record [Stores](#)). It is put down automatically when saving the selected *Office as the acceptance store*;
- **Income Date** – article delivery is expected to this date;
- **Custom firm** – the set flag allows to specify a *Company* manually.

in the tab *Accounting* there are the addition properties:

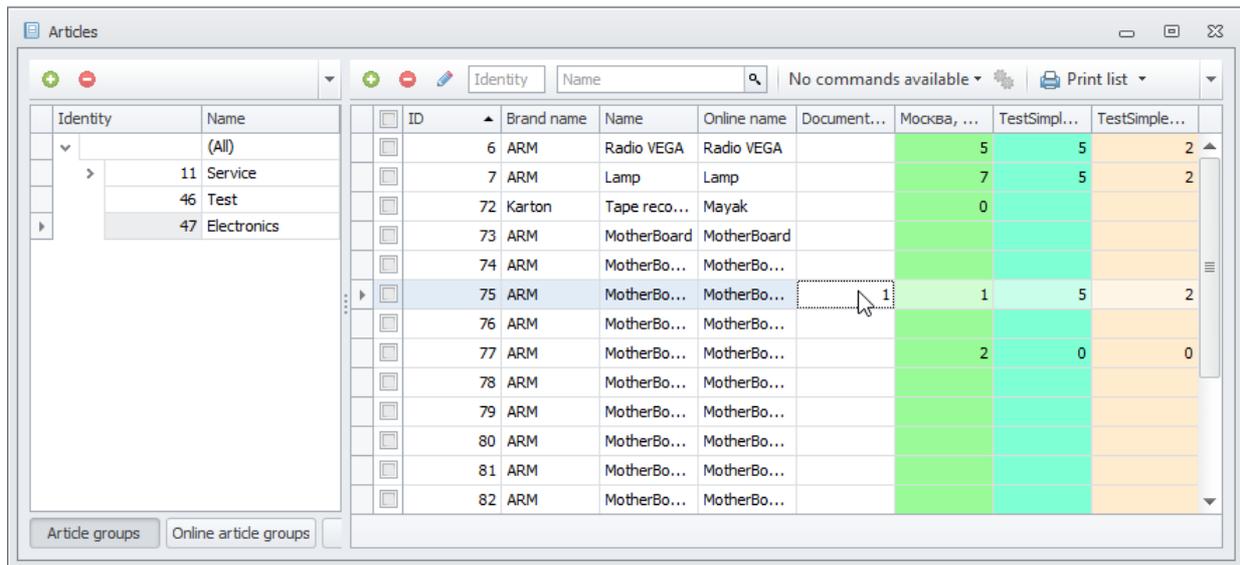
- **Accounting Number** is a document accounting number matches the number by default (*Code*) of the document;
- **Accounting Date** is Accounting document date;
- **Supplier Documents** are numbers and dates of the documents provided by the supplier:
 - **TORG-12**;
 - **Invoice**.

Except a header the document has several table parts.

In the table *Articles* there are Articles purchased by means of the document (the Dictionary Records [Articles](#)):

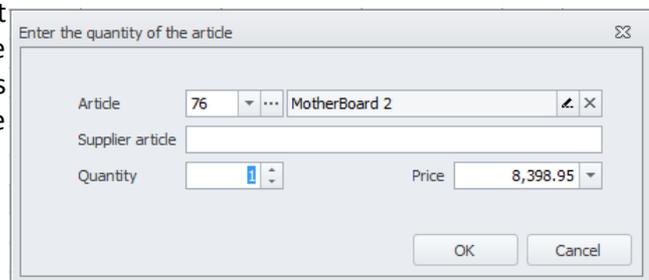
- **Article** is purchased article. The card of this article is opened by double left-click across the field;
- **Price** is an Article Purchase Price. By default it is equal to its base price, it can be changed;
- **Quantity** is article purchased quantity;
- **Amount** is purchase amount – product *Quantity* by *Price*.

Article addition in the table part by clicking  in a tool bar is carried out through the list-oriented form of the article Dictionary:



ID	Brand name	Name	Online name	Document...	Москва, ...	TestSimpl...	TestSimple...
6	ARM	Radio VEGA	Radio VEGA		5	5	2
7	ARM	Lamp	Lamp		7	5	2
72	Karton	Tape reco...	Mayak		0		
73	ARM	MotherBoard	MotherBoard				
74	ARM	MotherBo...	MotherBo...				
75	ARM	MotherBo...	MotherBo...		1	5	2
76	ARM	MotherBo...	MotherBo...				
77	ARM	MotherBo...	MotherBo...		2	0	0
78	ARM	MotherBo...	MotherBo...				
79	ARM	MotherBo...	MotherBo...				
80	ARM	MotherBo...	MotherBo...				
81	ARM	MotherBo...	MotherBo...				
82	ARM	MotherBo...	MotherBo...				

For articles that must be added to the document it is necessary to set the required quantity in the field *Quantity in the document*. For this purpose it is necessary to double left-click this field and in the opened form to enter *Quantity*.



Enter the quantity of the article

Article: 76 ... MotherBoard 2

Supplier article:

Quantity: Price: 8,398.95

OK Cancel

After article select close the list-oriented form of the Dictionary for return to operation with the document.

The article can be added to the table part, knowing its code. At the same time the selection form of the added article quantity *Enter Article Quantity will also open*. For this purpose it is necessary to enter into the tool bar of the table:

- system code of an article in the field *Code*;
- article code from the price list or the supplier document in the field *Supplier Article Code*. In order that articles could be added to the document on codes of the *Supplier*, the agent corresponding to him shall be got [Price List Article](#). In the opened form *Enter Article Quantity* the entered code will be displayed in the field *Supplier Article* and *Article corresponding to him* will be added automatically.

The list of purchased articles according to the invoice of the supplier is provided in the table *Supplier Invoice*:

Amount	Article identity	CCD identity	Comments	Price	Quantity
58,600.00	MotherBoard	10009192225000700062		5,860.00	10
31,600.00	Tape recorder Mayak	10009192225000700062		1,580.00	20

Financial data is ready

- *Article identity* is Dictionary record [Articles](#);
- *Quantity* is article quantity according to the invoice;
- *Price* is article price according to the invoice;
- *Amount* is amount according to the invoice.
- *CCD identity* is a number of cargo customs declaration (the Dictionary Record [Cargo Custom Declaration](#));
- *Quantity* is article quantity under the document according to this declaration;
- *Comments* is notes in free format;
- *Financial data is ready* – a flag in the lower right part of the tab. The set flag informs on correctness of the financial documents provided by the supplier. It can be set both manually and automatically as a result of the command *Enter Invoice of the Supplier...*

In the table *Delivery* options of article delivery from *the Agent* are listed. In details the table part is described in [the appropriate section](#).

Printing form *Discrepancy Report (TORG-2)* is available for the document:

Command *Place Order* transfers the document from the subtype *Advance Order* to the subtype *Placed Order* if there is no deliver on the document and in the subtype *Ready for Delivery* if there is delivery on the document.

Command *Create Payment Request* creates the *Payment Request for the Outcome* document (the Document Journal [Payment Request](#)).

Command *Import from Excel* allows to auto complete with data the table *Articles* (the command is described in the section [Import from Excel](#)).

Requirements to the data format for correct operation of the command shall be met to one of two picks up (all columns are mandatory):

- the first column shall contain *Article Codes* (appropriate to the Dictionary Records [Articles](#));
- the second column shall contain *Article Quantity*;
- the third column shall contain *Price* of Article Purchase;

or:

- the first column shall contain *Supplier Article Codes* (appropriate to the Dictionary Records [Price List Article of the Supplier](#));
- the second column shall contain *Supplier Article Name* ((the name format is rigidly not regulated));
- The third column shall contain *Article Quantity*;
- The fourth column shall contain *Price* of Article Purchase;

Command *Financial Date Check* transfers the document from the subtypes *Placed Order* and *Delivery* in

the subtype *Financial Monitoring*.

⚡ Command *Return to the Advance Order* transfers the document from the subtypes *Financial Monitoring* and *Delivery* in the subtype *Advance Order*.

⚡ Command *Supplier Invoice input...* allows to enter data on the invoice created by the supplier into the system. Data entry is made in the form of the same name:

Article ID	Article	Ccd No	Country	Price	Quantity	Amount
73	MotherBoard	10009192225000700062	Russian Federation	5860	10	58600
72	Tape recorder Mayak	11111111/111111/11	Invalid Value	1580	20	31600
7	Lamp		Invalid Value	1580	15	23700

All articles of the table part *Articles* are added to the form:

- if necessary *Price* and *Quantity* can be changed, *Amount* will be enumerated automatically at the same time;
- *CCD* – it is necessary to enter number of the cargo customs declaration in the field . *CCD* format assumes the strictly given structure – *AAAAAAA/BBBBBB/CCCCCC/DDDD*:
 - *AAAAAAA* is custom number, 8 signs, figures, mandatory part;
 - *BBBBBB* is date, 6 signs, figures, mandatory part;
 - *CCCCCC* – *CCD* number, 7 signs, figures, the first sign can be the Cyrillic letter "П", mandatory part;
 - *DDDD* – *CCD* article number, no more than 4 signs, figures, optional part;
 - separators of groups "/" are put down automatically in process of number input;
 - before incorrectly seen number *CCD* the icon is displayed ❌. On induction of the mouse cursor on it a hint also appears. It is impossible to finish input, having left in the field *CCD* incorrect number;
 - a blank "-" is automatically put down in *CCD* numbers in case of the country choice "Russia", "Kazakhstan" or "Belarus" and such number is considered correctly filled;
 - it is possible to copy in the selected line (without selection at the same time directly the *CCD field*) *CCD* number which is in memory (clipboard) by clicking 📄 in the tool bar;
- *Country* – in the field it is necessary to select the article country (Dictionary record [Countries](#)) according to *CCD*. When inputting country name you can make in the field filtration of string
- records wherein *CCD number* is entered but *Country* is not specified, are indicated with pink;
- By clicking 📄 the copy of the selected line with zero *Quantity* is created in the list;
- when all lines of the form *Supplier Invoice input...* are filled correctly (both *CCD* and *Country* are entered), they are indicated with green. At the same time the flag *Invoice Data* are entered is also set automatically.

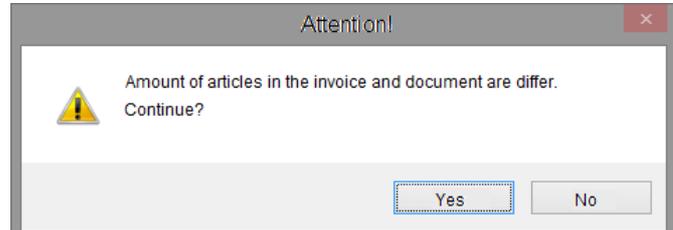
Article ID	Article	Ccd No	Country	Price	Quantity	Amount
73	MotherBoard	10009192225000700062	Papua New Guinea	5860	10	58600
72	Tape recorder Mayak	10125160/210508/0001454/2	Russian Federation	1580	20	31600

The flag *Invoice Data are entered* can be set manually. In this case the appropriate status will be added to it – (manually):

Article ID	Article	Ccd No	Country	Price	Quantity	Amount
73	MotherBoard	10009192225000700062	Papua New Guinea	5860	10	58600
72	Tape recorder Mayak	10125160/210508/0001454/2	Russian Federation	1580	20	31600

By clicking OK lines with correctly entered data (*CCD* and *Country* are filled) are added to the table part *Invoice*. At the same time if in the form *To Enter Supplier Invoice...* the flag *Invoice Data are entered* was set (automatically or manually), in the table part *Invoice* the flag *Financial Documents are checked* will be also automatically set .

If the entered data differ on the *Amount* and *Quantity* from the table data *Articles*, the user will be given the appropriate warning before saving. Warning pursues the aim to pay attention of the user to disagreements and has information character.



In case of consent different data will be added to the table *Invoice*. The flag *Invoice Data are entered* for differing data even if they are entered correctly, isn't set and if at the same time it wasn't set manually, the flag *Financial Documents are checked* will not be set in the table. However, it can be set manually.

⚡ Command *Article Check* transfers the document from the subtype *Financial Monitoring* to the subtype *Check*. At the same time for the document the following is created [Acceptance Requests](#) and as a result its acceptance can be begun at the store.

⚡ Command *Show Document transactions* shows all movements generated by the document (for details, see the section [Show Document Transactions](#)).

🔄 When carrying out the document in the subtype *Placed Order* the following movements are created:

- articles of the table *Articles* are credited on with cost *Amount* [Expected Deliveries](#) increasing *Remains at the Acceptance Store*.
- If there is delivery according to the document:
 - total *Amount* of the table articles *Articles* is written off [Agent Debts](#), reducing a debt of *the Supplier*;
 - articles of the table *Articles* are credited on with cost *Amount* [Delivery Article Debts](#) increasing debt of *the Delivery mean*.

🔄 When carrying out the document in subtypes *Financial Monitoring* and *Check* the following

movements are created: articles from the table *Articles* are credited on [Expected supplies](#) increasing Remains at *the Acceptance Store*.

↻ When carrying out the document in the subtype *Accepted Order* the following movements are created:

- total *Amount* of the table articles *Articles* is written off [Agent Debts](#) Reducing a debt of *the Supplier* and articles with cost *Amount* are credited on [Stock](#) increasing Remains at *the Acceptance Store*.
- *CCD* numbers of the table *Invoice* are credited in the appropriate *Quantity* on [Stock CCDs](#) Increasing *Article CCD Remain*;
- If there is delivery according to the document: one delivery by worth 0 rubles is written off [Delivery revenues](#) And is credited on [Agent Debts](#) increasing *the Supplier's debt*.

↻ When carrying out the document in subtypes *Defect* and *overflow* the following movements are created: total *Amount* of the table articles *Articles* is written off [Agent Debts](#) Reducing a debt of *the Supplier*, and articles with cost *Amount* are credited on [Stock](#) Increasing remains at the store, problems of *the Office*.

Pickup requests



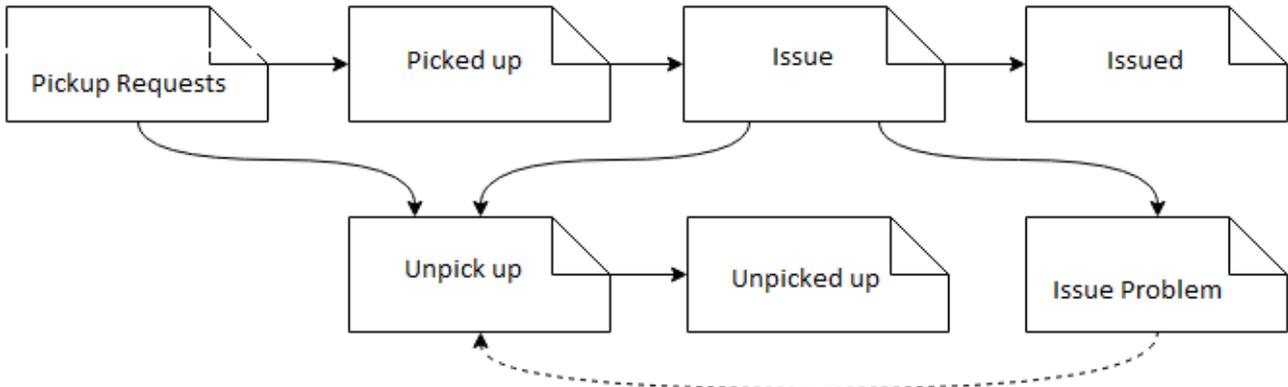
All store operations connected with Article Pickup and Release are carried out by the Document Journal *Pickup Requests*:

Identity	Description	Pickup till
7	Pickup requests (Pickup request) #7, 3/1/2016	3/2/2016 7:00:00 AM

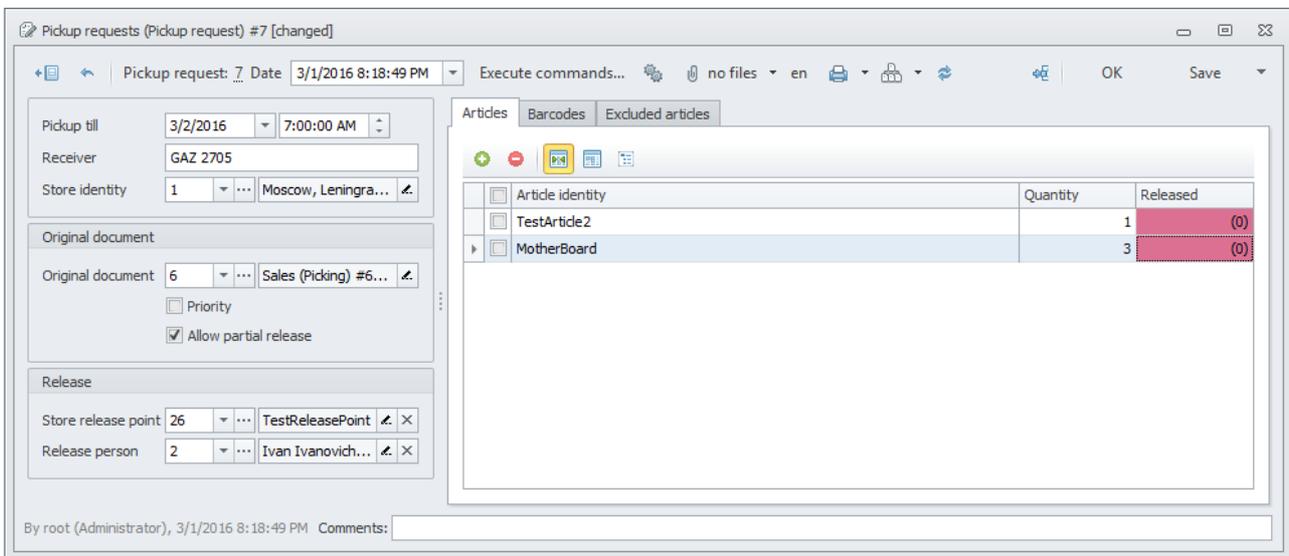
Document Journal *Pickup Requests* is created automatically by the system and have the following subtypes:

- *Pickup Requests* is a subtype with which life cycle of the document begins. Request is created in this subtype automatically when carrying out any original document that uses Article (for example, *Sale*, *Fixed Asset Receipt from the Store*), in a subtype allowing its shipment and/or processing at the store; When saving *Pick up Request* in this subtype documents are also created automatically [Pickup Lists](#) In the subtype *Pick up* there is one document for each zone wherein there is an article from the Request;
- *Picked up* – request is transferred to this subtype from the subtype *Pick up Request*, when all its child *Pick up Lists* are delivered to issue and transferred to the subtype *Ready for Issue*;
- *Issue* – the request is transferred to this subtype from the subtype *Picked up* when the issue employee accepts it in operation;
- *Issued* – the request is transferred to this subtype from the subtype *Issue* after article issue to the receiver;
- *Issue Problem* – the request is transferred to this subtype from the subtype *Issue* if shortage was revealed according to the document based on which partial issue is forbidden;
- *Unpick up* – the request in this subtype contains an article list which need to be returned back to the storage zones. Document:
 - is transferred to this subtype from the subtype *Pick up Request*, if during pickup part of articles wasn't found, and partial shipment according to the document is forbidden;
 - is created in this subtype for the request article in the subtype *Issue Problem* that need to be returned from the issue back to the storage zone;

- is created in this subtype for that part of articles based on which rejection is made during issue if partial issue on the document is allowed;
- is transferred to this subtype from the subtype *Issue* if in case of issue the total rejection from the document was made;
- *Unpicked up* – request is transferred to this subtype from the subtype *For Unpick up* when all its child *Pick up Lists* are transferred to the subtype *Unpicked up*;



The edit form allows to specify the following properties of a header (all are specified automatically):



all are specified automatically

- *Pickup till* – the request must be picked up to this date (and time);
- *Receiver* is the request article receiver according to *the Original document* based on which it was created;
- *Store identity* is a store wherein pickup of request articles is carried out (Dictionary record [Stores](#));
- *Original Document* is information on the original document based on which the request was created:
 - *Original Document* is reference to original document;
 - *Priority* – the set flag informs about priority in Pick up Request;
 - *Allow partial release* – the set flag allows a partial shipment of article on the request. For example, if part of the request articles is not found in pickup or it was abandoned during issue, the document according to which partial shipment is forbidden should be returned completely to the store;
- *Release* – information on the issue place of the document:
 - *Store release point* – Dictionary record [Store release points](#);
 - *Release person* is an employee who realizes Document Article Issue (Dictionary record [Employees](#)). It is put down when the document is transferred to the subtype *Issued*.

Except a header the document has several table parts.

In the table part *Articles* there are Articles which shall be picked up:

- *Article* – Dictionary record [Articles](#);
- *Quantity* is Article Quantity which shall be picked up;
- *Issued* is quantity of already given articles:
 - completely issued article is indicated with green color;
 - article which aren't issued or issued partially is indicated with red color;
 - (with brackets) quantity of those article which isn't considered on Barcodes is indicated.

In the table part *Barcodes* there are article Barcodes scanned during issue or return to the store zone:

- *Article identity* – Dictionary record [Articles](#);
- *Barcode identity* is an Article Barcode (Dictionary record [Barcodes](#));
- *Quantity* – Article Quantity with this barcode. (With brackets) quantity of those article which isn't considered on Barcodes is indicated.

Article identity	Barcode identity	Quantity
MotherBoard	000000000000000012	(1)
Lamp	000000000000000013	(0)

Articles from the table part *Articles* are added in the table *Excluded Articles* in operation with the document:

- *Article identity* – Dictionary record [Articles](#);
- *Sale Price* is article sale price;
- *Exclude Reason identity* is Remote Article reason from the document (Dictionary record [Store exclude reasons](#));

Article identity	Sale price	Quantity	Exclude reason identity
Radio VEGA	0.00	1	The customer rejected the document

- *Quantity* is Remote Articles Quantity.

Cargo pickup requests

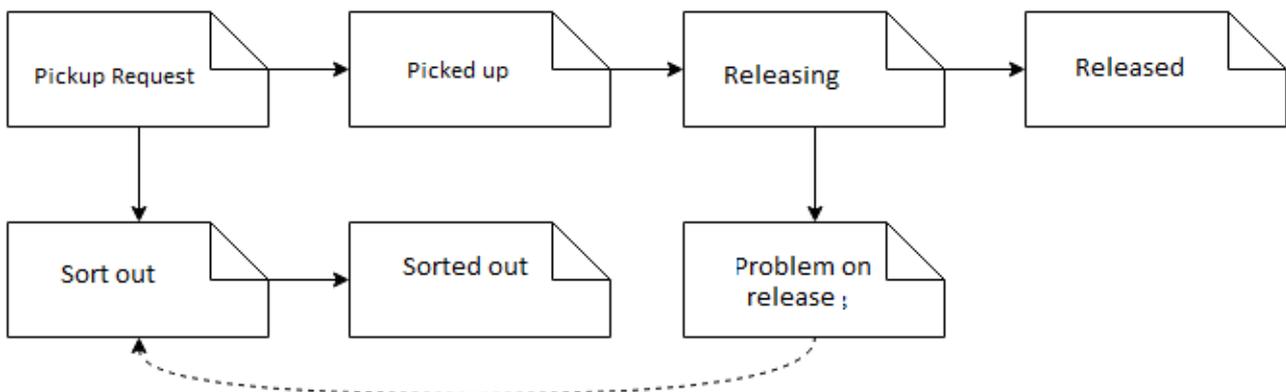


All actions relating to the pickup and release of cargoes are performed by using the *Cargo pickup requests* Document Journal:

Identity	Description	Store	Document creator name
17	Cargo pickup requests (Pickup request) #17, 3/21/2016	TestStore	Administrator

Documents of the *Cargo pickup requests* register are automatically generated by the system and have the following subtypes:

- *Pickup request* – the subtype initial for document’s life cycle. A request of this subtype is generated automatically along with posting of any original document for expending a cargo (e.g., *Interstore transfer*) to a subtype allowing the shipment and/or processing of the cargo at a store. After the *Cargo pickup request* of such subtype is saved, a document titled [Cargo pickup lists](#) of the *Picking up* subtype is also automatically generated for processing in a store logistic zone;
- *Picked up* – a request shall move to the given subtype from *Pickup request* subtype, when its daughter *Cargo pickup lists* are delivered for release and moved to *Release ready* subtype;
- *Releasing* – a request shall move to the given subtype from *Picked up* subtype, when a release employee accepts the request for processing;
- *Released* – a request shall move to the given subtype from *Releasing* subtype after the cargoes are released to a recipient;
- *Problem on release* – a request shall move to the given subtype from *Picked up* and *Releasing* subtypes, if a partial rejection during release occurs in case of prohibition of a partial shipment, or if the whole document is rejected, or if the cargoes failed to be found during release;
- *Sort out* – a request of this subtype contains a list of cargoes to be returned to a zone. A document:
 - shall move to the given subtype from *Pickup request* subtype, if some cargoes failed to be found during pickup, while a partial shipment of cargoes shown in the document is not allowed;
 - shall be created in this subtype for cargoes of the request of the *Problem on release* subtype, which are to be returned from a release point to a logistic zone;
- *Sorted out* – a request shall move to the given subtype from *Sort out* subtype, when all its daughter *Cargo pickup lists* have been moved to *Sorted out* subtype, and the *Cargo return lists* have been moved to *Accepted* subtype.



The document edit form allows to specify the following properties of the header (all fields are filled in automatically):

- *Pickup till* – date (and time), at which the request shall be picked up;
- *Receiver* – a recipient of cargoes shown in the request according to the *Original document*, under which the request was created;
- *Store* – a store, where cargoes shown in the request are picked up (a [Stores](#) Dictionary record);
- *Original document* – information on the original document, under which the request was generated:
 - *Original document* – a reference to the original document per se;
 - *Priority* – the checked flag indicates the priority in pickup of the given request;
 - *Allow partial release* – the checked flag indicates the partial shipment of the cargoes shown in the request is allowed. For instance, if some cargoes shown in the request fail to be found or are rejected during release, the document with the partial shipment not allowed will have to be fully returned to the store.
- *Release* – information on the cargoes release point:
 - *Release point* – a [Store release point](#) Dictionary record;
 - *Release employee* – an employee, who releases the cargoes shown in the document (an [Employees](#) Dictionary record). Specified when the document moves to *Releasing* subtype.

Besides the header, the document has several table parts.

☒ The *Cargoes* table part defines cargoes to be picked up:

- *Cargo identity* – a [Cargoes](#) Dictionary record;
- *Released* – the checked flag indicates cargoes already released.

Cargo – a unique item; its quantity is always equal to 1.

☒ Cargoes excluded from the *Cargoes* table part during handling of the document are added to the *Cargoes excluded* table part:

- *Cargo* – a [Cargoes](#) Dictionary record;
- *Reason* – a reason for exclusion of the cargo from the document (a [Store Exclude Reasons](#) Dictionary record);

Amount	Cargo identity	Reason identity
125.00	1	The customer rejected the document

Pickup requests

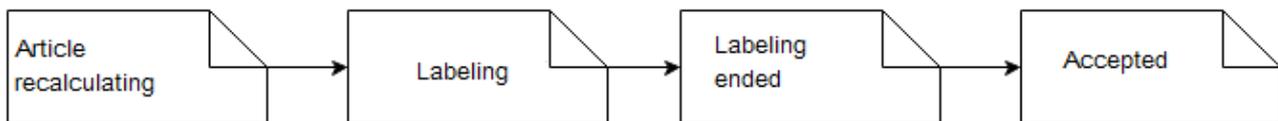


All store operations connected with Article Acceptance are carried out by the Document Journal *Acceptance Requests*:

Identity	Description	Pickup bill
7	Pickup requests (Pickup request) #7, 3/1/2016	3/2/2016 7:00:00 AM

Document Journal *Acceptance Requests* is created automatically by the system and have the following subtypes:

- *Article recalculating* is a subtype with which life cycle of the document begins. Request is created in this subtype automatically when carrying out any original document that accounts Articles (for example, *Article Purchase*, *Inter-Store Transfer*), in a subtype allowing its acceptance at the store;
- *Labeling* – a document is transferred to this subtype from the subtype *Stock-taking* after acceptance and admission to the Labeling acceptance store zone. Also, the document can be transferred to this subtype from the subtype *Labeling is completed* if labeling problems were identified during acceptance of the last at the store;
- *Labeling ended* – a document is transferred to this subtype from the subtype *Labeling* upon completion of all its articles labeling;
- *Accepted* – a document is transferred to this subtype:
 - from the subtype *Labeling is completed* when all its Articles are accepted by the Store;
 - from the subtype *Stock-taking* if all its Articles have been accepted as *Defect* or *Deficit*.



The edit form allows to specify the following properties of a header table (all are specified automatically):

Article identity	Comments	Defect quantity	Fact quantity	Labeling quantity	Quantity
TestArticle2		0	1,000	1,000	1,000
MotherBoard		0	10	10	10
Tape recorder Mayak		0	20	20	20
Lamp		0	100	100	100
Radio VEGA		0	15	15	15

- *Acceptance Date* is a date (and time) of Article arrival from *the Original Document*;
- *Shipper* is a source where the Article has been arrived from under *the Original Document*;

- *Delivery mean* is a delivery system which delivered Articles of *the Original Document* (Dictionary record [Delivery System](#));
- *Original Document* is information on the original document based on which the request was created:
 - *Original Document identity* is reference to original document;
 - *Check Barcodes* – the set flag means that the document already contains Barcodes (which have been previously scanned, for example, Article movement from another store), and it is necessary to make their reconciliation during labeling;
 - *Priority* – the set flag informs about priority in Acceptance Request;
- *Store* is information about the place of Article Acceptance:
 - *Store* is a store wherein Acceptance of Request Article was carried out (Dictionary record [Stores](#));
 - *Commodity Expert employee* is an employee in charge of Acceptance of Request Article (Dictionary record [Employees](#));
 - *Unloading Point* is a delivery point of Request Article (Dictionary record [Delivery Points](#));
- *Labeling* is information about place of Labeling Document Article:
 - *Labeling Point* is a labeling place where there was Request Article labeling (Dictionary record [Labeling Points](#)).

Except a header the document has several table parts.

 In the table part *Articles* there are Articles which shall be accepted:

- *Article* – Dictionary record [Articles](#);
- *Quantity* is Article Quantity under *the Original document*;
- *Quantity, act* is Article Quantity which was actually brought;
- *Quantity, to sticker* is Article Quantity which must be stickered
- *Quantity, defect* is Article Quantity which has been recognized as defect in the course of acceptance;
- *Notes* are notes in free format.

 In the table part *Barcodes* there are Article Barcodes scanned during acceptance or got there from *the Original document*:

- *Barcode* is an Article Barcode (Dictionary record [Barcodes](#));
- *Article identity* – Dictionary record [Articles](#);
- *Quantity* is Article Quantity with this barcode.



Barcode identity	Article identity	Quantity
00000000000000000013	MotherBoard	15

 In the table part *Labelers* the staff of the Labeling Department is listed (Dictionary record [Employees](#)), who worked with the document.



Employee identity
Lavrenti Pavlovich Beria

Cargo acceptance requests

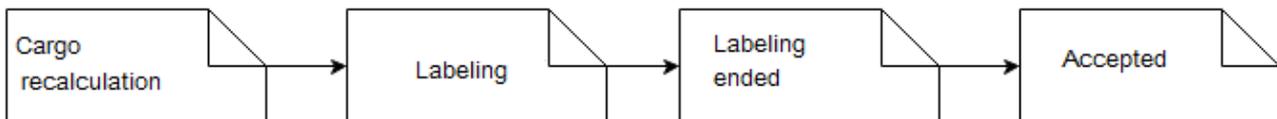


All actions relating to acceptance of cargoes are performed by using the *Cargo Acceptance Requests* Document Journal:

Identity	Description	Store
19	Cargo acceptance requests (Cargoes check) #19, 3/21/2016	Leningradskoe highway, 12

Documents of the *Cargo Acceptance Requests* register are automatically generated by the system and have the following subtypes:

- *Cargo recalculation* – the subtype initial for document’s life cycle. A request of this subtype is generated automatically along with posting of any original document for crediting a cargo (e.g., *Article purchase, Interstore transfer*) to a subtype allowing the acceptance of the cargo;
- *Labeling* – a document shall move to the given subtype from *Cargoes count* subtype after the acceptance is finished and the document enters the labeling area of the acceptance store;
- *Labeling ended* – a document shall move to the given subtype from *Labeling* subtype after all cargoes are labeled;
- *Accepted* – a document shall move to the given subtype from *Labeling finished* subtype after all the document’s cargoes are accepted by a store.



The document edit form allows to specify the following properties of the header (all fields are filled in automatically):

- **Acceptance date** – date and time of coming of the cargo shown in the *Original document*;
- **Shipper** – a source, who sent the cargo; taken from the *Original document*;
- **Delivery means** – a means, by which the *Original document*'s cargo was delivered (a [Delivery means](#) Dictionary record);
- **Original document** – information on the original document, under which the request was generated:
 - **Original document** – a reference to the original document per se;
 - **Priority** – the checked flag indicates the priority in acceptance of the given request;
- **Store** – information on cargo acceptance point:
 - **Store** – a store, where cargoes shown in the request were accepted (a [Stores](#) Dictionary record);
 - **Commodity expert employee** – an employee, who accepted the cargoes requested (an [Employees](#) Dictionary record);
 - **Unloading point** – a point of unloading of the cargoes requested (an [Unloading points](#) Dictionary record);
- **Labeling** – information on a cargo labeling point:
 - **Labeling point** – a point where the requested cargoes were labeled (a [Labeling points](#) Dictionary record).

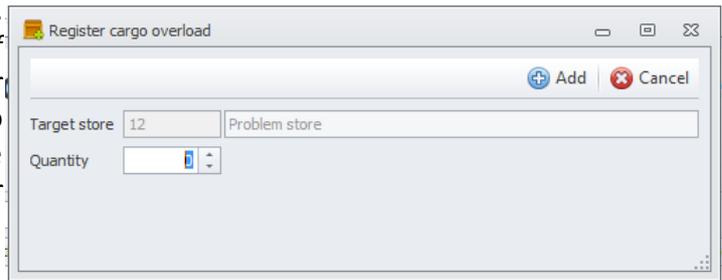
Besides the header, the document has several table parts.

 The *Cargoes* table part defines cargoes to be accepted:

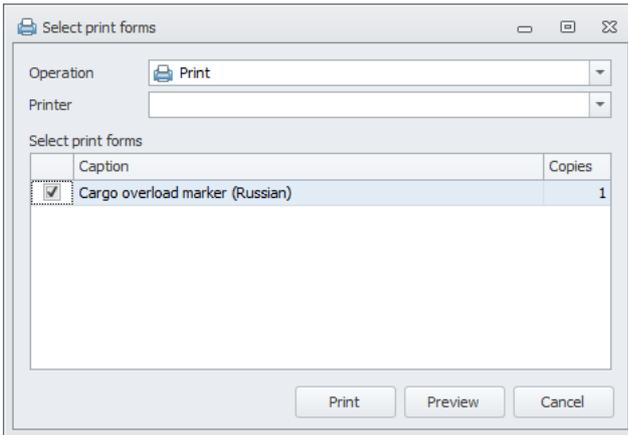
- **Cargo identity** – a [Cargoes](#) Dictionary record;
- **Defect** – the checked flag indicates a defect cargo was revealed during acceptance;
- **Shortage** – the checked flag indicates the short delivery was revealed during acceptance;
- **Overage** – the checked flag indicates Overage cargoes were revealed during acceptance;
- **Comments** – any notes in free form.

A Overage cargo (*Overage*) can be added, among other ways, straight in the document . To do this, click the button  in the table part tool bar.

The *Register cargo overload* form will open, where you should define a *Quantity of Overage* pieces of the cargo delivered. After you click the “Add” button, a *Overage cargo* in *Quantity* specified will be added to the *Cargoes* Dictionary: one Dictionary record for each piece of cargo.



The *Overage* cargoes will also be added to the *Cargoes* table part with the *Overage* flag checked. After the records are added to the Dictionary, the system will offer to print labels for them:

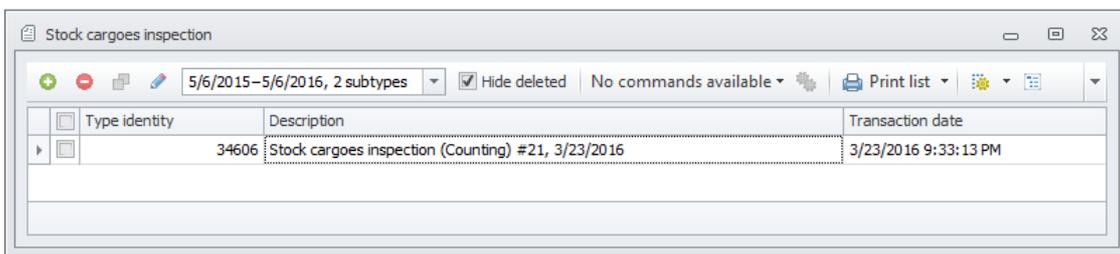


The *Labelers* table part defines employees of the labeling department (an [Employees](#) Dictionary record), who handled the document.



Stock cargoes inspection

Verification process of actual cargo existence in a logistic zone and subsequent comparing of the factual results with the system data is called *Inspection* and is carried out by means of the document journal *Stock Cargoes Inspection*:



Document Journals *Stock Cargoes Inspection* have the following subtypes:

- *Count* is a subtype with which life cycle of the document begins. It can be created directly in the document journal (by clicking ) or automatically as a result of the appropriate command over [Cargo Pickup Lists](#) in the subtype *Inspection is required*;
- *Executed* – a document of this subtype is used for fixing cargo shortages revealed in the course of inspection. The document is transferred to this subtype from the subtype *Count* after performing over the last the command *Calculate Cargo Inventory*.

The Document edit form allows to specify the following header properties (fields in **bold** are mandatory for filling):

- **Count employee identity** is a store employee who is responsible for physical count of cargo (Dictionary record [Employees](#));
- **Firm identity** is Dictionary record [Firms](#). It is put down automatically, it can be changed;
- **Inventory agent identity** is an agent when amount-based inspection discrepancies are calculated to him (Dictionary record [Agents](#)). It is put down automatically if that is set in store settings of a *Logistic Zone*. It can be changed.
- **Logistic store Zone identity** is a logistic store zone wherein inspection is carried out (Dictionary record [Logistic Store Zones](#));
- **Shortage Amount** is a total value of a column *Cost* of the document table *Cargoes* on all line items with the set flag *Shortage*. It is calculated automatically when saving the document

Except a header the document has a table *Cargoes* where there are count cargoes:

- **Cargo identity** is Dictionary record [Cargoes](#);
- **Cost** is cargo evaluation cost, it is put down automatically;
- **Logistic Store Cell identity** is a logistic cell wherein cargo is stored (Dictionary record [Logistic Store Cells](#));
- **Shortage** – the set flag specifies cargo shortage. For cargoes added to the document as a result of the appropriate command over [Cargo Pickup List](#) In the subtype *Inspection is Required*, the flag *Shortage* is set automatically;
- **Scanned** – the set flag specifies a scanning fact of a cargo barcode in process of inspection by means of the mobile terminal.

⚡ Command *Calculate Cargo Inspection* transfers the document from the subtype *Count* in the subtype *Executed*. At the same time cargo shortages are written off the store.

⚡ Command *Show Document transactions* shows all movements generated by the document (for details, see the section [Show Document Transactions](#)).

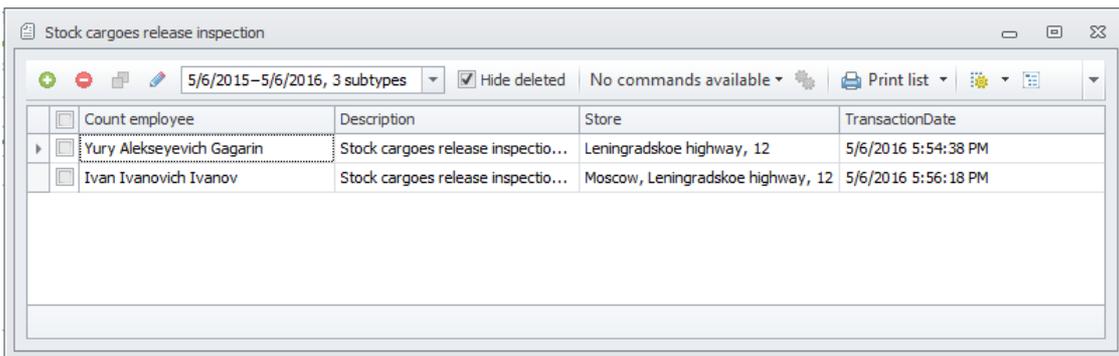
 The printing form *Cargo Inspection* contains a complete cargo list of the document table, for each of which the store cell is displayed:

Cargo Inspection (Counting) #977, 06.05.2016		
Inventarization date: 6 May 2016 .		
Logistic store zone: Section 1		
Count: _____		
Cargo	Store cell	Note
CargoID 33	1-1-1-3	<input type="checkbox"/>
CargoID 44	1-1-1-44	<input type="checkbox"/>

 When carrying out the document in a subtype *Executed* the following movements are created: missing cargoes (with the set flag *Shortage*) in number of 1 are written off [Cargo stock](#) reducing remains in *Logistic Store Cells* and *Storage Amount* is credited on [Agent Debts](#) increasing *the Stocktaking agent's debt*.

Stock cargoes release inspection

 Cargoes that failed to be found during release are registered in the *Stock cargoes release inspection* register:



	Count employee	Description	Store	TransactionDate
	Yury Alekseyevich Gagarin	Stock cargoes release inspectio...	Leningradskoe highway, 12	5/6/2016 5:54:38 PM
	Ivan Ivanovich Ivanov	Stock cargoes release inspectio...	Moscow, Leningradskoe highway, 12	5/6/2016 5:56:18 PM

Documents of the *Stock cargo release inspection* register have the following subtypes:

- *Count* – the subtype initial for document's life cycle. This subtype's document is automatically generated as a result of registration of a shortage in the course of release of cargoes;
- *Cargo found* – a document of the given subtype is used to confirm the inspection results. The document shall move to the given subtype from *Count* subtype after execution of the *Return cargo to zone* command in the latter subtype.
- *Executed* – a document of the given subtype is used to record cargo shortages revealed in the course of inspection. The document shall move to the given subtype from *Count* subtype after execution of the *Calculate cargo inventory* command in the latter subtype.

The document edit form allows to specify the following properties of the header (fields in **bold** are mandatory for filling):

Stock cargoes release inspection (Counting) #244

Counting: 244 Date 5/6/2016 5:56:18 PM Execute commands... no files en Save

Firm 1 Firm №1

Inventory agent 8 Provider №1

Store 1 Moscow, Leningradskoe highway, 12

Count employee 2 Ivan Ivanovich Ivanov

Cargo 3 3 Price 1,523

By root (Administrator), 5/6/2016 5:56:18 PM Comments:

- **Firm** – a [Firms](#) Dictionary record. Defined automatically; can be changed;
- **Inventory agent** – an agent, on whose name divergences in amount revealed during stock inspection are charged (an [Agents](#) Dictionary record). Defined automatically, if any was specified in settings of the *Store*. Can be changed;
- **Store** – a store, in whose release area the stock inspection is carried out (a [Stores](#) Dictionary record);
- **Count employee** – an employee responsible for cargo retrieval (an [Employees](#) Dictionary record);
- **Cargo** – a cargo that failed to be found in the course of release (a [Cargoes](#) Dictionary record);
- **Price** – cargo’s assessed value; defined automatically.

Return cargo to a store zone command moves the document from *Count* subtype to *Cargo found* subtype. In so doing, it is needed to specify a *Cell* of the release area the cargo found was placed in, and a *Marker* it was marked with.

Return cargo to a store zone

Logistic store zone

Release store cell 1 Next to gate 1

Marker marker256

OK Cancel

As a result, the system generates a *Cargo pickup request* of *For sort out* subtype, to whose *Cargo pickup list* the document’s *Cargo* is added to.

Calculate cargo inventory command moves the document from *Count* subtype to *Executed* subtype. In so doing, the *Cargo* is written-off from the store.

Show document transactions command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

When posting a document of the *Executed* subtype, the following transactions are booked: a missing *Cargo* (with the *Shortage* flag checked) in quantity of *1* is written-off from [Cargo release stock](#), thereby decreasing stock at a *Store*; cargo’s *Price* is credited to [Agent debts](#), thereby increasing a debt of a *Stock Stocktaking agent*.

Stock inspection



Stock inspection is a physical stock count followed by comparing findings with the system records. This is conducted with the use of the *Stock inspection* Document Journal:

Count employee	Description	Inspection respo...	Overage amount	Shortage amount	Store	Transaction date
Ivan Ivanovich I...	Stock inspection (...)	Yury Alekseyevic...	9,380.00	88,089.00	Leningradskoe hi...	5/5/2016 5:18:35...

Documents of the *Stock inspection* register have the following subtypes:

- **Count** – a document of such subtype is used for preparation of a stock inspection and registration its results in the system. The document can be created straight in the register by clicking the button or automatically as a result of execution of the respective command in a [Pickup lists](#) of *Stock inspection needed* subtype;
- **Executed** – a document of the given subtype is used to register the results of a stock inspection. The document shall move to the given subtype from *Count* subtype after execution of the *Calculate inventory* command in the latter subtype.

The document edit form allows to specify the following properties of the header (fields in **bold** are mandatory for filling):

Stock inspection (Completed) #204

Completed: 204 Date: 5/5/2016 5:18:35 PM

Execute commands... no files en OK Save Cancel

Firm: 1 Firm №1

Store: 11 Leningradskoe...

Store zone: 95 Store zone 1

InventoryAgent: 16 JCS "AIST"

Inspection responsible: 1 Yury Alekseye...

Count employee: 2 Ivan Ivanovic...

Budget item: 1 Undefined

Shortage: 88,089

Overage: 9,380

Inventory articles

Quantity	Fact quantity	Shortage no reserve	Shortage reserve	Overage	Price	Amount
18	18					
20	24			4	2,345.00	9,380
20	19	0	1		100.00	10
17	6	0	11		7,999.00	87,98

By root (Administrator), 5/5/2016 5:18:35 PM Comments:

- **Firm** – a [Firms](#) Dictionary record. Defined automatically; can be changed;
- **Store** – a store under inspection (a [Stores](#) Dictionary record). Defined automatically according to settings of an employee, who creates the document. Can be changed;
- **Store Zone** – a zone under inspection (a [Store zones](#) Dictionary record);
- **Inventory Agent** – an agent, on whose name divergences in amount revealed during stock inspection are charged (an [Agents](#) Dictionary record). Defined automatically, if any was specified in settings of the *Store*. Can be changed;
- **Inspection responsible** – a store employee responsible for processing of stock inspection results and registering data in the system (an [Employees](#) Dictionary record);
- **Count employee** – a store employee responsible for count of the physical stock (an [Employees](#) Dictionary record);
- **Shortage** – sum total of the *Amount* column of the *Inventory sheet* table part in respect of all items

found short. Calculated automatically when saving the document;

- *Overage* – sum total of the *Amount* column of the *Inventory sheet* table part in respect of all items found Overage. Calculated automatically when saving the document.

Besides the header, the document has the *Inventory sheet* table part defining articles being counted:

- *Article* – an [Articles](#) Dictionary record;
- *Quantity* – balance of the article as of date of posting of the document according to the system data. Defined automatically when adding an article.
- *Fact quantity* – actual balance of the article according to inspection results. Defined manually on completion of count.
- *Shortage (reserve)* – a number of articles missing; highlighted in **dark reddish-purple** color. When saving the document, calculated automatically as a positive difference between *Quantity* and *Actual quantity* of the article (less *Shortages (no reserve)*);
- *Shortage (no reserve)* – a number of articles missing, not reserved at the store by the system. Highlighted in **dark reddish-purple** color. Defined automatically when saving the document;
- *Overage* – a number of articles found Overage; highlighted in **light green** color. When saving the document, calculated automatically as a negative difference between *Quantity* and *Actual quantity* of the article;
- *Price* – article's price. This is a retail price for articles missing and a base price for articles in Overage supply. Calculated automatically when saving the document;
- *Amount* – an amount of the article missing/Overage. When saving the document, calculated automatically as a product of quantity (of shortage or Overage) by price;
- For articles found in *Shortage (no reserve)* the icon **i** is displayed in a titleless column. After double clicking left mouse button on this column a form will open, where you can see all documents containing this article reserved, which prevents the article from being added to the stock inspection reserve:

The *Quantity* field defines quantity of the article in the document. You can open the documents by double clicking left mouse button and remove the desired number of units that cannot be reserved in the stock inspection document.

In addition, when opening the form, the value of the *Shortage (no reserve)* field specified for the respective article in the inspection document's table part gets removed. Upon resuming the stock inspection, when saving the document once again, the system will again try to reserve the given article.

⚡ *Calculate inventory* command moves the document from *Count* subtype to *Executed* subtype. In so doing, shortages are written-off from the *Store*, and Overagees are credited to the *Store*.

⚡ The command *Add store zone articles...* adds all articles stored in the *Zone* selected in the header to the *Inventory sheet* table part. As an option, you can narrow the scope of the articles being added by choosing their *Group* (the respective

subgroups will be added to the table part as well).

⚡ The command *Import from Excel* allows to automatically fill in the *Inventory sheet* table part (details on the command function described in [Import from Excel](#) section).

To ensure the command is functioning properly, the data shall meet the following requirements (fields in **bold** are mandatory for filling):

- **The first column** shall contain *Codes of articles* (corresponding with records of the [Articles](#) Dictionary);
- **the second column** shall contain *Quantity*;
- the third column shall contain *Actual quantity*.

⚡ *Divide document* command allows to divide the document into two separate documents by removing articles checked with flags in the *Inventory sheet* table part from the current document. The articles removed from the current document will be added to a newly created document, whose header will be completely identical to the source document's.

⚡ *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

🖨️ The *Store inspection* print form contains a complete list of the articles shown in the document's table part. Besides the calculated data specified in the *Quantity* field, and the *Actual quantity* blank field, which shall be filled in manually according to actual fact, the print form defines a list of cells for each article, where it is kept and shall be searched for:

Stock inspection (Counting) #939, 06.05.2016			
Inventarization date: 06.05.2016			
Store: Store			
Inspection responsible: Ivanov Ivan Ivanovich			
Count employee: Petrov Petr Petrovich			
ID	Name	Quantity	Fact quantity
491965	Processor B2	4	
Cells: [1-1-1-8]			
491964	Memory module A2	2	
Cells: [1-1-1-2], 1-1-1-5			
491966	Video module	2	
Cells: [1-1-1-5]			
491967	Processor	1	
Cells: [1-1-1-2]			
491968	Mother board 75	2	
Cells: [1-1-1-1], 1-1-1-4			
Count: _____ /Petrov petr Petrovich/		Employee ID: 15 5/6/2016 7:01:58 PM	

🔁 When posting a document of the *Count* subtype, the following transactions are booked: a quantity equal to *Shortage (reserve)*, as well as *Amount* of articles missing are credited to [Stock reserves](#), thereby increasing a reserve for an *Agent*.

🔁 When posting a document of the *Executed* subtype, the following transactions are booked:

- articles missing in quantity of *Shortage (reserve)* are written-off from [Stock reserves](#), thereby decreasing stock of a *Store*, and credited to Auxiliary sales. Thereupon, articles in quantity of *Shortage (reserve)* and at cost of *Amount* are written-off from Auxiliary sales, and the *Amount* is credited to

[Agent debts](#), thereby increasing a debt of an *Agent*;

- Articles *Overage* at cost of *Amount* are written-off from [Agent debts](#), thereby decreasing the *Agent's* debt, and credited in quantity of *Overage* to Auxiliary sales. Thereupon, articles in quantity of *Overage* and at cost of *Amount* are written-off from Auxiliary sales and credited to [Stock reserves](#), thereby increasing stock of the *Store*.

Stock Barcode inspection



Process of actual article remain count which are considered on barcodes, and subsequent comparing of the factual results with the system data is called Stock Barcode Inspection and is carried out by means of the document journal *Barcode Stock Inspection*:

Article	Description	Responsible employee	Store	Transaction date
Radio VEGA	Stock barcode inspection ...	Ivan Ivanovich Ivanov	Leningradskoe highway, 12	5/5/2016 5:37:26 PM

Document Journals *Stock Barcode Inspection* have the following subtypes:

- Scanning** – a document of this subtype is used for preparation of stock barcode inspection and entering its results into system. It can be created directly in the Document Journal (by clicking);
- Executed** – a document of this subtype is used for confirmation of the inspection results. It is created from the subtype *Scanning* after using the command *Carry Out Barcodes*.

The Document edit form allows to specify the following header properties (fields in **bold** are mandatory for filling):

Store: 11 Leningradskoe highway, 12

Responsible employee: 2 Ivan Ivanovich Ivanov

Article: 6 Radio VEGA

Article in stock: 18

Barcode identity	Quantity
barcode6	1

Quantity of barcode: 1

- Store** is a store wherein inspection is carried out (Dictionary record [Stores](#)). It is set automatically according to the user employee settings who creates the document. It can be changed.
- Responsible Employee** is a store employee who is responsible for scanning article Barcodes (Dictionary record [Employees](#));
- Article** is an article which Barcodes will be enumerated (Dictionary record [Articles](#));
- Article in stock** is article remain at *the Store* to date of the document according to the system data. It is put down automatically in case of an article choice.

Except a header the document has several table parts.

 In the table *Scanned Barcodes* all scanned Barcodes are added during article count:

- *Barcode identity* is directly a scanned barcode (Dictionary record [Barcodes](#)). If when checking the barcode which wasn't registered in the system before is scanned, it will be indicated **with green** color;
- *Quantity* is Article Quantity with this barcode.
 - for articles considered on unique Barcodes, the *Quantity value* will be always equal to one;
 - for articles considered on non-unique Barcodes the *Quantity value* will increase by one in case of each scanning the same non-unique barcode;
- *Barcode Quantity* – total number of the scanned Barcodes is displayed in the lower right corner of the tab.

For adding a barcode in the table part, it should be entered into a field *Enter the Barcode* in the tool bars of the table. It is also possible to set the cursor on this field and to scan the barcode with a barcode scanner.

 The table *Added Barcodes* is filled when carrying out the document in the subtype *Executed*. All Barcodes added as a result of this article inspection at the *Store are get to it*:

- *Barcode* – a barcode added for an article;
- *Quantity* is quantity of added articles with this barcode.

 The table *Debited Barcodes* is filled when carrying out the document in the subtype *Executed*. All Barcodes which aren't found in process of this article inspection and written off the *Store are get to it*:

- *Barcode* is a written off article barcode;
- *Quantity* is quantity of written off articles with this barcode.

 Command *Carry Out Barcodes* transfers the document from the subtype *Scanning* in the subtype *Executed*. At the same time money are paid to the *Agent* from a *Checkout*.

 Command *Show Document transactions* shows all movements generated by the document (for details, see the section [Show Document transactions](#)).

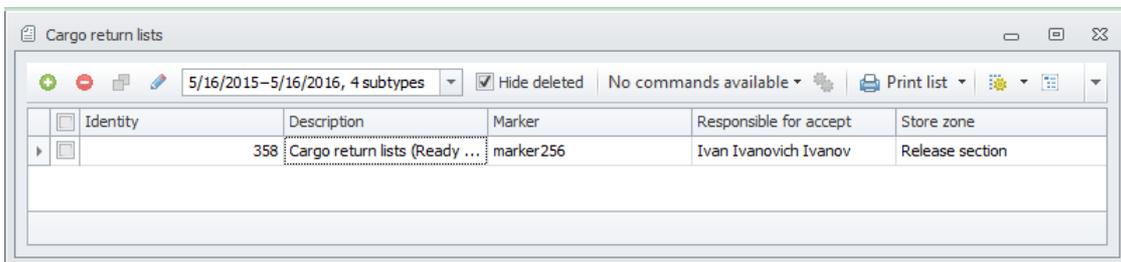
 When carrying out the document in a subtype *Executed* the following movements are created:

- new Barcodes are credited on [Barcodes stock](#) increasing *Article remain* at the *Store*;
- not found Barcodes are written off [Barcodes stock](#) reducing *Article remain* at the *Store*;

Cargo return lists



All actions relating to the return of a cargo from a release area to a logistic zone are performed by using the *Cargo return lists* Document Journal:



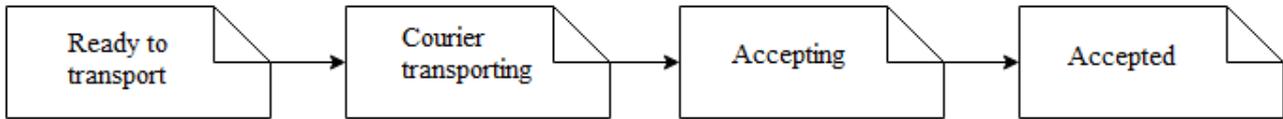
Identity	Description	Marker	Responsible for accept	Store zone
358	Cargo return lists (Ready ...	marker256	Ivan Ivanovich Ivanov	Release section

Documents of the *Cargo return lists* register are automatically generated by the system and have the following subtypes:

- *Ready to transport* – the subtype initial for document's life cycle. A *Cargo return list* of this subtype is automatically generated for Cargo pickup lists of *Release ready* subtype, whose [Cargo pickup request](#) was moved to *For sort out* subtype and whose cargoes accordingly are to be returned from a release area back to a logistic zone;
- *Courier transporting* – a document shall move to the given subtype from *Transport ready* subtype,

when the cargoes shown in the document are being transported by a courier from a release area to a logistic zone;

- *Accepting* – a document shall move to the given subtype from *Transported by courier* subtype after the cargoes are delivered to the logistic zone;
- *Accepted* – a document shall move to the given subtype from *Accepting* subtype after the cargoes are arranged in cells of the logistic zone.



The document edit form allows to specify the following properties of the header (all fields are filled in automatically):

Cargo return lists (Ready for transporting) #358 [changed]

Ready for transporting: 358 Date 5/16/2016 12:16:56 AM Execute commands... en OK

Pickup request identity	349	Cargo pickup lists (Collecting) #349, 5/15/2016
Store identity	11	Leningradskoe highway, 12
Store zone identity	10	Release section
Release cell identity	1	Next to gate 1
Transported to zone identity	ID	
Responsible for accept identity	ID	
Marker	marker256	

Amount	Cargo iden...	Picked	Store cell iden...
1,400.00	10	<input type="checkbox"/>	(none)

By root (Administrator), 5/16/2016 12:16:56 AM Comments:

- *Pickup request identity* – a request, under which the return list was generated (a [Cargo pickup request](#) register document);
- *Store identity* – a store, where the cargoes shown in the document are returned to (a [Stores](#) Dictionary record);
- *Store Zone identity* – a zone, where the cargoes are returned to (a [Logistic store zones](#) Dictionary record);
- *Release cell identity* – a cell of the release area, where the returned cargoes shown in the document were placed (a [Store release cells](#) Dictionary record);
- *Transported to zone identity* – an employee, who delivered the cargoes to the Zone (an [Employees](#) Dictionary record);
- *Responsible for accept identity* – an employee, who accepts the returned cargoes at the Zone (an [Employees](#) Dictionary record);
- *Marker* – an information marker, with which the document was marked.

Besides the header, the document has the table part titled *Cargoes*, where the cargoes being returned to the Zone are shown:

- *Cargo identity* – a [Cargoes](#) Dictionary record;
- *Amount* – assessed value of the cargoes;
- *Picked up* – the checked flag indicates cargoes already picked up;
- *Store Cell identity* – a logistic cell, where the cargo was placed (a [Logistic store cells](#) Dictionary record).

Show document transactions command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

When posting a document of the *Accepted* subtype, the following transactions are booked: cargoes

of the *Cargoes* table part are written-off from [Cargo release stock](#), thereby decreasing stock at a *Store*, and credited to [Cargo stock](#), thereby increasing stock of logistic *Cells*.

Pickup lists



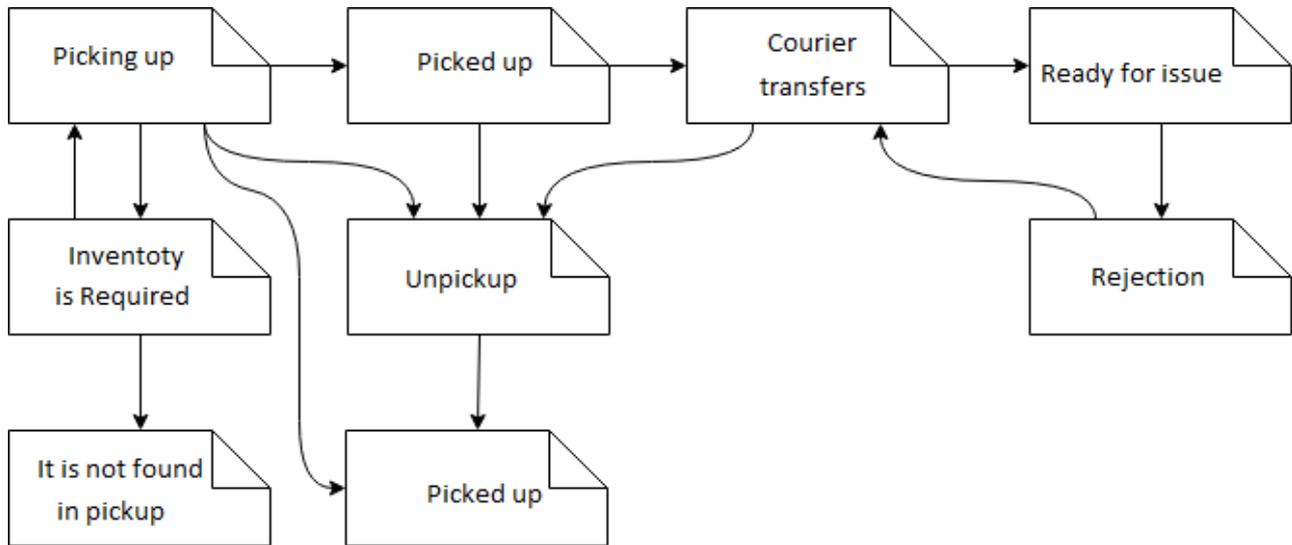
All store operations connected with Article Pickup and Release are carried out by the Document Journal *Pickup Lists*:

	Ide...	Description	Marker	Responsible ...	Responsible ...	Store	Store zone
	66	Pickup lists (Ready for release) #66, 3/31/2016	fg		Yury Aleksey...	Moscow, Len...	Store zone 1
	84	Pickup lists (Ready for release) #84, 4/11/2016	marler2		Ivan Ivanovi...	Moscow, Len...	Store zone 1
	105	Pickup lists (Ready for release) #105, 4/14/2...	marker3		Ivan Ivanovi...	Moscow, Len...	Store zone 1
	108	Pickup lists (Ready for release) #108, 4/14/2...	marker6		Ivan Ivanovi...	Moscow, Len...	Store zone 1
	111	Pickup lists (Ready for release) #111, 4/14/2...	marker5		Ivan Ivanovi...	Moscow, Len...	Store zone 1
	114	Pickup lists (Ready for release) #114, 4/14/2...	marker9		Ivan Ivanovi...	Moscow, Len...	Store zone 1

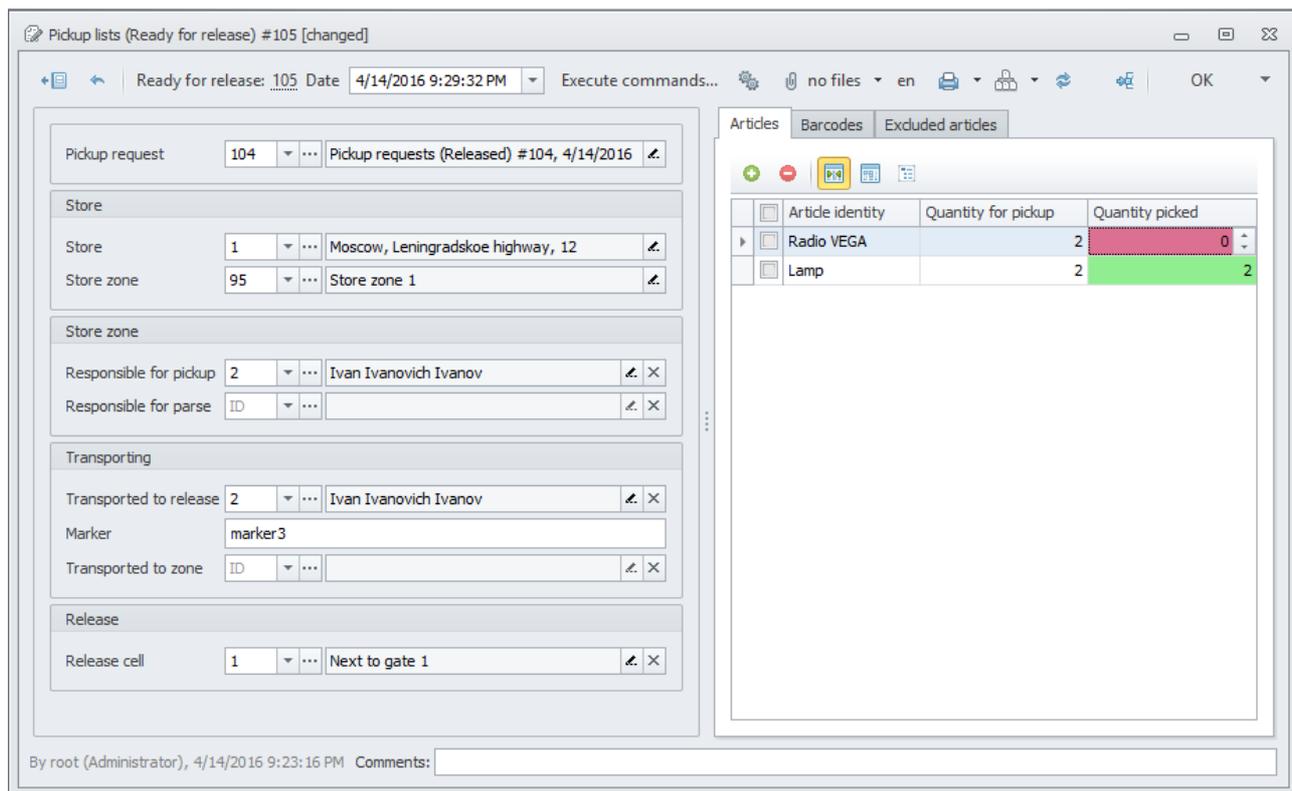
Document Journal *Pickup Lists* is created automatically by the system and have the following subtypes:

- *Picking up* is a subtype with which life cycle of the document begins. *Pick up List* is created in this subtype automatically when saving [Pickup Request](#). In the *Pick up Request* subtype (there is one document for each zone wherein there are Articles from *the Pick up Request*). Also the document can be transferred to this subtype from the subtype *Inventory is Required* as a result of the command *Inventory is Required* -> *Picking up* if articles were found in verification process;
- *Picked up* – the document is transferred to this subtype from subtype *Pick up*, when all its Articles are decomposed on cells in the storage zone;
- *Inventory is Required* – the document is created in this subtype if any articles weren't found in pickup;
- *It is not found in pickup* – the document is transferred to this subtype from subtype *Inventory is Required* as a result of the command *Create Inventory Request* if articles from the last weren't found;
- *Courier Transfers* – the document is transferred to this subtype from subtype *Picked up* and *Rejection* when its articles are transported by the courier between store zones;
- *Ready for Issue* – the document is transferred to this subtype from subtype *Courier Transfers* after delivery in the issue zone;
- *Rejection* – the document in this subtype is used for return from the issue zone, for example, from which a receiver refused, back in a storage zone. Document:
 - is created in this subtype for that part of articles which was abandoned in the process of issuing if partial issue according to the parent *Pick up Request* is allowed;
 - is transferred to this subtype from the subtype *Ready for Issue*:
 - if the receiver refused part of articles according to the parent *Pick up Request*, the partial issue according to the document isn't allowed;
 - if the parent document *Pick up Request* was transferred to the subtype *Issue Problem*;
- *Unpick up* – the document is transferred to this subtype from the subtype *Courier Transfers* when the articles picked up are in the storage zone during unpicked up, but aren't decomposed on cells yet; The document is transferred to this subtype:
 - from the subtypes *Pick up* (if the document was already accepted in operation by the employee of the store zone) or *Picked up*, if the pickup process was interrupted, for example, part of articles according to the *Pick up Request* isn't found, and its partial issue is forbidden;
 - from the subtype *Courier Transfers* when articles were refused by the receiver and are returned to the store zone from the issue zone;

- *Picked up* – a document is transferred to this subtype:
 - from the subtype *Pick up* when all its articles are spread out on cells in the store zone;
 - from the subtype *Pick up* if the document wasn't accepted in operation by the employee of the store zone yet.



The edit form allows to specify the following properties of a header (all are specified automatically):



- *Pickup Request* is a request based on which the pickup list was created (the Document Journal [Pickup Request](#));
- *Store* is a store wherein Document Article Pick up is carried out;
 - *Store* is the Dictionary Record [Stores](#);
 - *Store Zone* is Dictionary record [Store Zones](#);
- *Store zone* is information on employees who worked with the document in the Store Zone:
 - *Responsible for Pickup* is the employee who realize pickup of the document articles (Dictionary record [Employees](#));
 - *Responsible for parse* is the employee who realize unpick up of the document articles (Dictionary

- record [Employees](#));
- *Transporting* is information on the Document Transportation:
 - *Transported to release* is the employee who transports articles according to the document from the store zone to the issue zone (Dictionary record [Employees](#));
 - *Marker* is an informing marker that the document was marked;
 - *Transported to zone* is an employee who transports document articles from the issue zone to the store zone (Dictionary record [Employees](#));
- *Release* is information on placement of the document in the issue zone:
 - *Release Cell* is a cell in the issue zone where the document articles were placed (Dictionary record [Issue Cells](#)).

Except a header the document has several table parts.

☒ In the table part *Articles* there are Articles which shall be picked up:

- *Article* – Dictionary record [Articles](#);
- *Quantity for pickup* is Article Quantity which shall be picked up;
- *Quantity picked* – quantity of picked up articles already:
 - completely picked up article is indicated **with green** color;
 - article which aren't picked up or picked up partially is indicated **with red** color;
 - (with brackets) quantity of those article which isn't considered on Barcodes is indicated.

☒ In the table part *Barcodes* there are article Barcodes scanned during pickup or return to the store zone:

- *Article identity* – Dictionary record [Articles](#);
- *Barcode* – Dictionary record [Barcodes](#);
- *Quantity identity* is quantity of *Article* with this barcode. (With brackets) quantity of those article which isn't considered on Barcodes is indicated.

Article identity	Barcode identity	Quantity
MotherBoard	000000000000000012	(1)
Lamp	000000000000000013	(0)

☒ Articles from the table part *Articles* are added in the table *Excluded Articles in operation with the document*:

- *Article identity* – Dictionary record [Articles](#);
- *Sale Price* is article sale price;
- *Exclude reason identity* is Remote Article reason from the document (Dictionary record [exclude reasons in case of pickup and issue at the store](#));

Article identity	Sale price	Quantity	Exclude reason identity
Radio VEGA	0.00	1	The customer rejected the document

- *Quantity* is Remote Articles Quantity;

⚡ Command *Create Inventory Request* transfers the document from the subtype *Inventory is required* to

the subtype *It isn't in Pick up found*.

⚡ Command *Inventory is required* -> *Pick up* transfers the document from the subtype *Inventory is required* to the subtype *Pick up*.

Cargo pickup lists

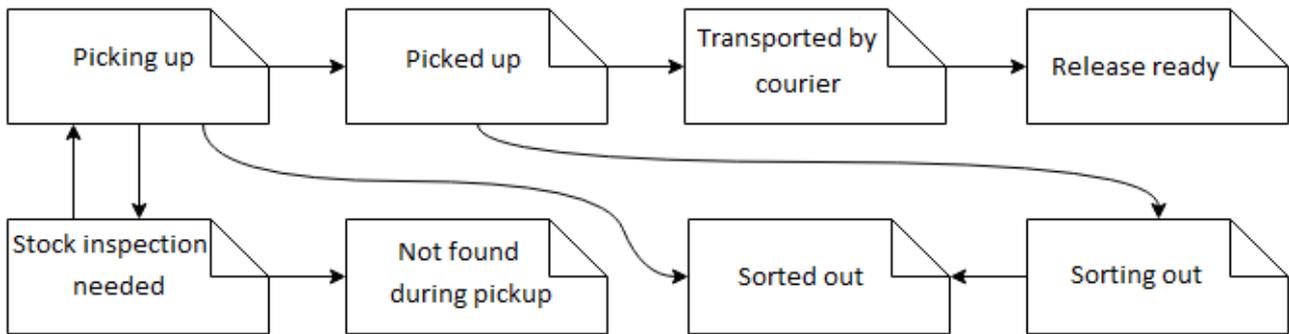


All actions relating to the pickup and release of cargoes are performed by using the *Cargo pickup requests* Document Journal:

Identity	Description	Store
17	Cargo pickup requests (Pickup request) #17, 3/21/2016	TestStore

Documents of the *Cargo pickup requests* register are automatically generated by the system and have the following subtypes:

- *Picking up* – the subtype initial for document's life cycle. A *Cargo pickup list* of this subtype is generated automatically after saving of a [Cargo pickup request](#) of *Pickup request* subtype. A document can also be moved to the given subtype from *Stock inspection needed* subtype as a result of the *Stock inspection needed* -> *Picking up* command execution, if cargoes shown in the document were found during a check;
- *Picked up* – a document shall move to the given subtype from *Picking up* subtype after all the document's cargoes are picked up at a storage zone;
- *Stock inspection needed* – a document of this subtype is created, if any cargoes failed to be found during pickup;
- *Not found during pickup* – a document shall move to the given subtype from *Stock inspection needed* subtype by executing the *Create inventory request* command, if cargoes shown in the latter subtype failed to be found;
- *Transported by courier* – a document shall move to the given subtype from *Pickup complete* subtype, when the cargoes shown in the document are being transported by a courier from one store zone to another;
- *Release ready* – a document shall move to the given subtype from *Transported by courier* subtype after the cargoes are delivered to the release area;
- *Sorting out* – a document shall move to the given subtype from *Transported by courier* subtype, when the cargoes picked up according to the document are in the storage area and being sorted out, but not yet arranged in cells. The document shall move to the given subtype:
 - from *Picking up* or *Picked up* subtypes, if the pickup process was interrupted (e.g., some of cargoes defined in the *Cargo pickup request* fail to be found, while a partial shipment is not allowed);
 - from *Transported by courier* subtype, when the cargoes rejected by the recipient are returned from the release area to the logistic zone;
- *Sorted out* – a document shall move to the given subtype:
 - from *Sorting out* subtype after all the cargoes shown in the document are arranged in the logistic zone's cells;
 - from *Picking up* subtype, if the document was not yet accepted for processing by an employee of the store's logistic zone.



The document edit form allows to specify the following properties of the header (all fields are filled in automatically):

- *Pickup request* – a request, under which the pickup list was generated (a [Cargo pickup request](#) register document);
- *Store* – a store, where cargoes shown in the document are picked up:
 - *Store* – a [Stores](#) Dictionary record;
 - *Store Zone* – a [Logistic store zones](#) Dictionary record;
- *Store Zone* – information on employees, who handled the document within the logistic zone:
 - *Responsible for pickup* – an employee performing pickup of the cargoes shown in the document (an [Employees](#) Dictionary record);
 - *Responsible for parse* – an employee performing parse of the cargoes shown in the document (an [Employees](#) Dictionary record);
- *Transporting* – information on transport of the document:
 - *Transported to release* – an employee performing transport of the cargoes shown in the document from the logistic zone to the release area (an [Employees](#) Dictionary record);
 - *Marker* – an information marker, with which the document was marked;
 - *Transported to zone* – an employee performing transport of the cargoes shown in the document from the release area to the logistic zone (an [Employees](#) Dictionary record);

- *Release* – information on placement of the cargoes shown in the document at the release area:
 - *Release cell* – a cell of the release area, where the cargoes shown in the document were placed (a [Store release cells](#) Dictionary record).

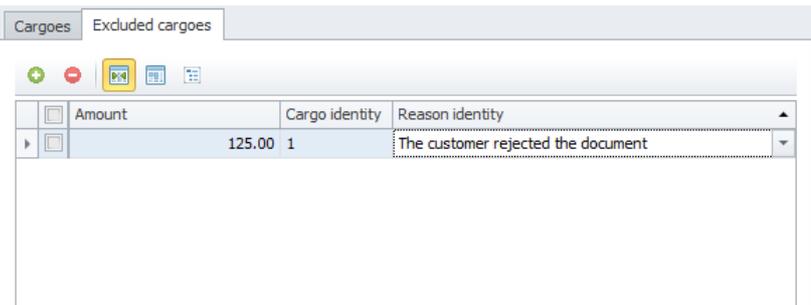
Besides the header, the document has several table parts.

☒ The *Cargoes* table part defines cargoes to be picked up:

- *Cargo identity* – a [Cargoes](#) Dictionary record;
- *Picked* – the checked flag indicates cargoes already picked up;
- *Cell identity* – a logistic cell, where the cargo is stored (a [Logistic store cells](#) Dictionary record).

☒ Cargoes excluded from the *Cargoes* table part during handling of the document are added to the *Cargoes excluded* table part:

- *Cargo* – a [Cargoes](#) Dictionary record;
- *Reason identity* – a reason for exclusion of the cargo from the document (a [Store Exclude Reasons](#) Dictionary record);



Amount	Cargo identity	Reason identity
125.00	1	The customer rejected the document

⚡ *Create inventory request* command moves the document from *Stock inspection needed* subtype to *Not found during pickup* subtype.

⚡ *Stock inspection needed* -> *Picking up* command moves the document from *Stock inspection needed* subtype to *Picking up* subtype.

⚡ *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

🔄 When posting a document of the *Release ready* subtype, the following transactions are booked: cargoes of the *Cargoes* table part are written-off from [Cargo stock](#), thereby decreasing stock of logistic *Cells*, and credited to [Cargo release stock](#), thereby increasing stock at a *Store*.

Acceptance lists

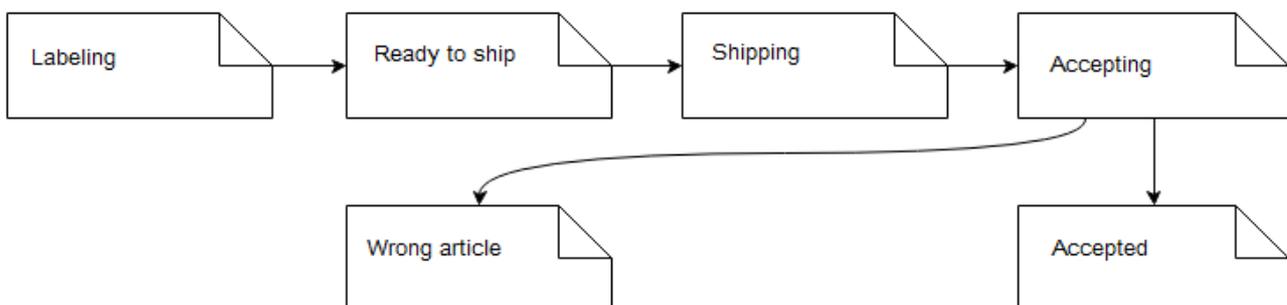


All store operations connected with Article Acceptance are carried out by the Document Journal *Acceptance Lists*:

ID	Description	Label employee	Marker	Acceptance store	Store zone
5	Acceptance lists (Took...	Yury Alekseyevich Gagarin	5	Moscow, Leningrads...	Store zone 1
80	Acceptance lists (Took...	Yury Alekseyevich Gagarin	marker1	Leningradskoe high...	Store zone 1
93	Acceptance lists (Took...	Yury Alekseyevich Gagarin	marker2	Leningradskoe high...	Store zone 1
96	Acceptance lists (Took...	Yury Alekseyevich Gagarin	marker256	Leningradskoe high...	Store zone 1
117	Acceptance lists (Took...	Yury Alekseyevich Gagarin	marker541	Leningradskoe high...	Store zone 1
152	Acceptance lists (Took...	Yury Alekseyevich Gagarin	152	TestSimpleAcceptan...	TestSimpleStoreZone
184	Acceptance lists (Took...	Yury Alekseyevich Gagarin	maaaarker1	Leningradskoe high...	Store zone 1
232	Acceptance lists (Took...	Yury Alekseyevich Gagarin	asd	Leningradskoe high...	Store zone 1
271	Acceptance lists (Took...	Yury Alekseyevich Gagarin	uniq	Leningradskoe high...	Store zone 1
272	Acceptance lists (Took...	Yury Alekseyevich Gagarin	tv	Leningradskoe high...	Store zone 1
273	Acceptance lists (Took...	Yury Alekseyevich Gagarin	motherboard	Leningradskoe high...	Store zone 1
274	Acceptance lists (Took...	Yury Alekseyevich Gagarin	radio	Leningradskoe high...	Store zone 1
275	Acceptance lists (Took...	Yury Alekseyevich Gagarin	motherfuck	Leningradskoe high...	Store zone 1

The Document Journal *Acceptance Lists* are created automatically by the system when Article Labeling in the process of acceptance at the store and have the following subtypes:

- *Labeling* is a subtype with which life cycle of the document begins. *Set List* is created in this subtype when Labeling [Acceptance request](#) In the *Labeling subtype* (there is at least one document for each zone wherein Articles from the *Acceptance request shall be placed on storage*);
- *Ready to ship* is a document which is transferred to this subtype from the *Labeling subtype* upon completion of Article Labeling;
- *Shipping* – a document is transferred to this subtype from *Ready for export subtype* when its Articles are transported by a Courier in a storage zone;
- *Accepting* – the document is transferred to this subtype from the subtype *It is exported* when its Articles are delivered in a storage zone but are not accepted yet and not decomposed on cells;
- *Wrong article* – the document is transferred to this subtype from subtype *It is Accepted* as a result of command execution *To Return for Labeling* if Labeling Errors were revealed during Acceptance in the storage zone on its any Articles. At the same time the parent *Acceptance request* if it is in the subtype *Labeling is completed*, is also transferred to the subtype *Labeling*;
- *Accepted* – the document is transferred to this subtype from subtype *It is Accepted* when all its Articles are decomposed on cells in the storage zone.



The edit form allows to specify the following properties of a header table (all are specified automatically):

The screenshot shows a software interface for editing acceptance lists. The title bar reads 'Acceptance lists (Took on charge) #184'. The interface includes a toolbar with various icons and buttons like 'OK' and 'Save'. The main area is divided into several sections:

- Request:** Request document: 183, Acceptance requests (Took on charge) #183...
- Store:** Acceptance store: 11, Leningradskoe highway, 12; Destination store: 1, Moscow, Leningradskoe highway, 12; Store zone: 95, Store zone 1.
- Labeling:** Labeling point: 22, Point 1; Label employee: 1, Yury Alekseyevich Gagarin.
- Transporting:** Marker: maaaarker1; Courier employee: 2, Ivan Ivanovich Ivanov.
- Store zone:** Store zone employee: 2, Ivan Ivanovich Ivanov.

On the right, there is a table titled 'Articles' with the following data:

Article identity	Labeled quantity	Quantity
[Low-price] Radio VEGA	1	1

At the bottom, there is a footer: 'By root (Administrator), 5/4/2016 11:33:40 PM Comments:'.

- *Request document* is a request based on which the set list was created (the Document Journal [Acceptance request](#));
- *Store* is a store wherein Document Article Acceptance is carried out;
 - *Acceptance Store* is a store wherein Article Acceptance is carried out (Dictionary record [Stores](#));
 - *Destination Store* is a store wherein storage of the accepted Article is carried out (Dictionary record [Stores](#));
 - *Store Zone* is a zone wherein Document Article Acceptance will be carried out (Dictionary record [Store Zones](#));
- *Labeling* is information on the Document Labeling:
 - *Labeling Point* – Dictionary record [Labeling Points](#);
 - *Label employee* is an employee who realizes Labeling Document Article (Dictionary record [Employees](#));
- *Transporting* is information on the Document Transportation:
 - *Marker* is an informing marker that the document was marked;
 - *Courier employee* is an employee transporting Document Articles from the Labeling Zone to the Storage Zone (Dictionary record [Employees](#));
- *Store Zone* is information on placement of the document in the Storage Zone:
 - *Store zone employee* is an employee who realizes Document Article Acceptance in the Storage Zone (Dictionary record [Employees](#)).

Except a header the document has several table parts.

In the table part *Articles* Labeled Articles are listed:

- *Article identity* – Dictionary record [Articles](#);
- *Quantity* is Article Quantity which shall be labeled;
- *Labeled quantity* is Labeled Article Quantity.

 In the table part *Barcodes* the scanned Article Barcodes are listed in the course of labeling:

- *Barcode identity* – Dictionary record [Barcodes](#);
- *Article identity* – Dictionary record [Articles](#);
- *Quantity* is Article Quantity with this barcode.



Barcode identity	Article identity	Quantity
barcode5	[Low-price] Radio VEGA	1

 Command *Return to label* transfers the document from the subtype *It is Accepted* in the subtype *Incorrect Labeling*. At the same time the parent *Acceptance request* if it is in the subtype *Labeling is completed*, is also transferred to the subtype *Labeling*.

 Command *Show document transactions* shows all movements generated by the document (for details, see the section [Show document transactions](#)).

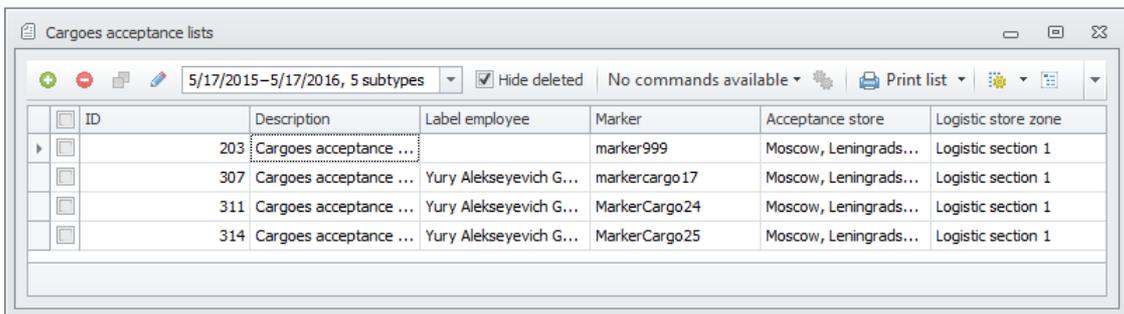
 When carrying out the document in a subtype *Accepted* the following movements are created:

- Barcodes from the table part *Barcodes* are credited on [Barcodes Stock Remains](#) increasing their Remains at *the Store*;
- Articles from the table part *Articles* are written off [Stock](#) reducing Remains at *the Acceptance Store*, and are credited on [Stock](#) Increasing Remains at *the Assign Store*.

Cargoes acceptance lists



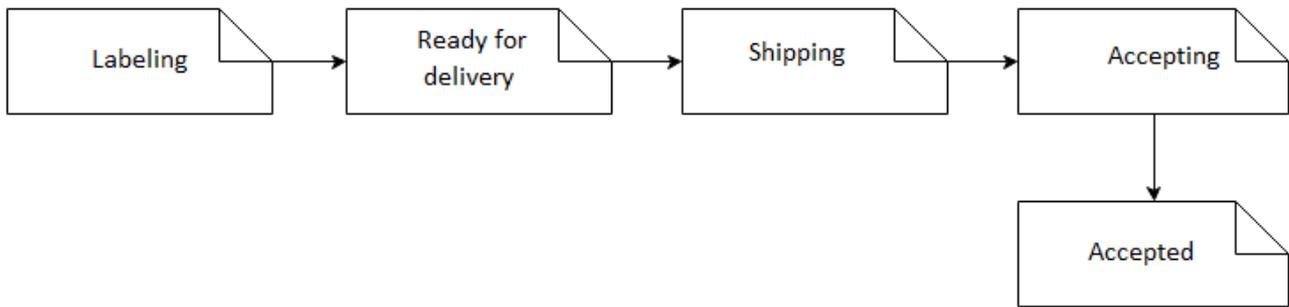
All actions relating to acceptance of cargoes at stores are performed by using the *Cargo Acceptance Lists* Document Journal:



ID	Description	Label employee	Marker	Acceptance store	Logistic store zone
203	Cargoes acceptance ...		marker999	Moscow, Leningrads...	Logistic section 1
307	Cargoes acceptance ...	Yury Alekseyevich G...	markercargo17	Moscow, Leningrads...	Logistic section 1
311	Cargoes acceptance ...	Yury Alekseyevich G...	MarkerCargo24	Moscow, Leningrads...	Logistic section 1
314	Cargoes acceptance ...	Yury Alekseyevich G...	MarkerCargo25	Moscow, Leningrads...	Logistic section 1

Documents of the *Cargo Acceptance Lists* register are automatically created by the system during labeling of cargoes accepted by a store and have the following subtypes:

- *Labeling* – the subtype initial for document's life cycle. A *Cargo pickup list* of this subtype is generated during labeling of a [Cargo acceptance request](#) of *Labeling* subtype;
- *Ready for delivery* – a document shall move to the given subtype from *Labeling* subtype after the labeling of cargoes is finished;
- *Shipping* – a document shall move to the given subtype from *Transport ready* subtype, when the cargoes shown in the document are being transported by a courier to a logistic zone;
- *Accepting* – a document shall move to the given subtype from *Transport* subtype after the cargoes are delivered to the logistic zone, but not yet accepted and arranged in cells;
- *Accepted* – a document shall move to the given subtype from *Accepting* subtype after the cargoes are arranged in cells of the logistic zone.



The document edit form allows to specify the following properties of the header (all fields are filled in automatically):

Amount	Cargo identity	Logistic store cell identity
1,100.00	24	1-1-1-4

- **Request document**—a request, under which the pickup list was generated (a [Cargo acceptance request register document](#));
 - **Store**—a store, where the document's cargoes are accepted;
 - **Acceptance store** — a store, where the cargoes are accepted (a [Stores Dictionary record](#));
 - **Store** — a store, where the accepted cargoes are stored (a [Stores Dictionary record](#));
 - **Zone** — a logistic zone, where the document's cargoes shall be stored (a [Logistic store zones Dictionary record](#));
 - **Labeling** — information on labeling of the document's cargoes:
 - **Labeling point** — a [Labeling points Dictionary record](#);
 - **Label employee** — an employee performing labeling of the document's cargoes (an [Employees Dictionary record](#));
 - **Transportation** — information on transport of the document's cargoes:
 - **Marker** — an information marker, with which the document was marked;
 - **Courier employee** — an employee transporting the document's cargoes from the labeling area to the storage zone (an [Employees Dictionary record](#));
 - **Zone** — information on placement of the document's cargoes in the storage zone:
 - **Zone employee** — an employee accepting the document's cargoes in the storage zone (an [Employees Dictionary record](#)).
- 📄 Besides the header, the document has the *Cargoes* table part defining labeled cargoes:
- **Cargo identity** — a [Cargoes Dictionary record](#);
 - **Labeled** — the checked flag means the cargo is labeled;

- *Logistics store cell identity* – a cell, where the cargo is stored (a [Logistic store cells](#) Dictionary record).

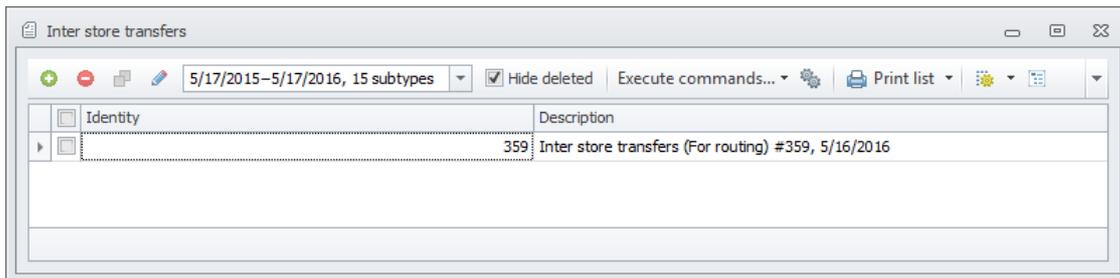
⚡ *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

↻ When posting a document of the *Accepted* subtype, the following transactions are booked: cargoes shown in the *Cargoes* table part are written-off from [Cargo acceptance stock](#), thereby decreasing stock at an *Acceptance store*, and credited to [Cargo stock](#), thereby increasing stock of *Logistic cells*.

Inter store transfers

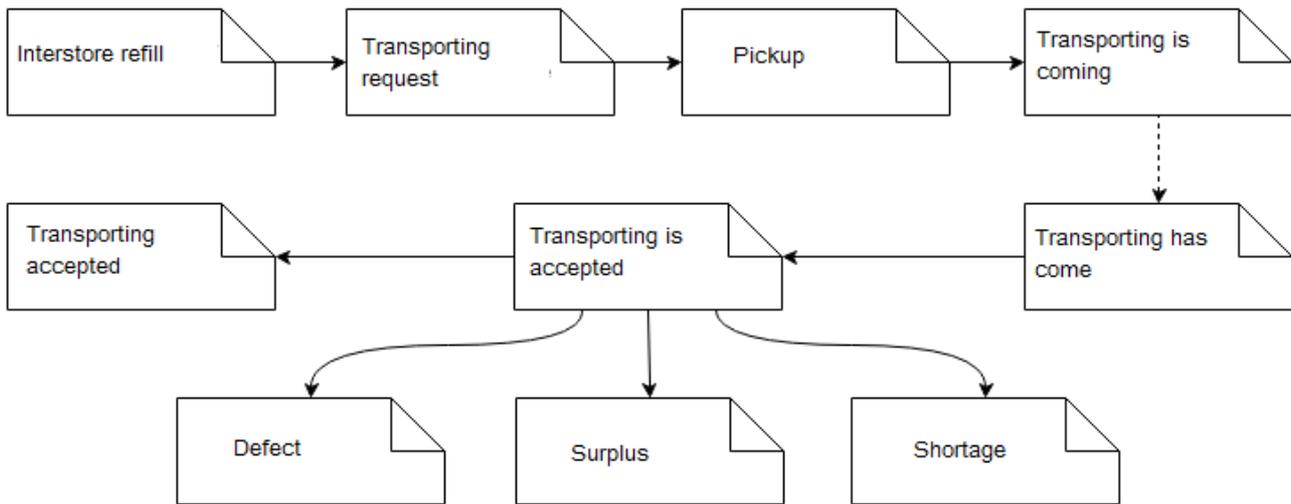


All operations connected to articles and cargoes between stores (offices) of the company are carried out by means of the document journal *Inter store Transfers*:



Document Journal *Classification Transfer* is created automatically by the system and have the following subtypes:

- *Inter store refill* is one of subtypes with which the document life cycle begins. It is used for an article reservation for transfer at the store. It is created automatically in case of article sale if the article is unavailable at the store from which the sold article shipment is carried out, but it is available in the StoreHub (the “central” store from where other stores can receive articles);
- *Transporting Request* is one of subtypes with which the document life cycle begins. It is used for an article reservation for transfer at the store. It can be created directly in the document journal by clicking or from the subtype *inter store Addition* by using the command *Integrate Transfers*;
- *PickUp* – the document is transferred to this subtype and come on picking up at the store from the subtype *Transfer Request* by using the command *Start Pick Up*;
- *Transporting is coming* - the final subtype wherein the document is transferred from the subtype *Pick Up* after pickup and issue of the document to the delivery service;
- *Transporting has come* – the document is created in the subtype upon transfer by the delivery service for acceptance using the command *Create Receiving Document over the document of the subtype Transfer is shipped* ;
- *Transfer is accepted* – the document is transferred to the subtype from the subtype *Transfer is arrived* after acceptance start;
- *Defect* – the document is created in this subtype for articles in the course of which acceptance the defect was revealed according to the document in the subtype *Transfer is accepted* ;
- *Surplus* – the document is created in this subtype for article overflows which were revealed in acceptance of the document in the subtype *Transfer is accepted* ;
- *Shortage* – the document is created in this subtype for article deficits which were revealed in acceptance of the document in the subtype *Transfer is accepted* ;
- *Transporting accepted* is the finite subtype wherein the document is transferred from the subtype *Transfer is accepted* after its acceptance by the store.



The edit form allows to specify the following properties of a header (all, except fields designated by **bold** are filled with the system automatically):

Article identity	Article name	Reserved	Not reserved
6	Radio VEGA	2	0

- *Where* is a source where from article and/or cargo transfer is carried out:
 - **Source office** is an office where from transfer is carried out (Dictionary record [Offices](#));
 - **Source store** is a storage depot of *the Office-Source* (Dictionary record [Stores](#)). It is filled automatically and it can not be changed manually;
 - **Outcome Date** is the required date of shipment from *the Store-Source*. If it is not specified, it is filled automatically when saving the document as current date;
 - **Outcome Document** is a document in the subtype *Transfer is shipped*. It is filled automatically for the created document in the subtype *Transfer is shipped by using the command Create Release Document*;
- *Destination* is a receiver of article and/or cargo transfer:
 - **Destination Office** is an office where transfer is carried out (Dictionary record [Offices](#));
 - **Destination Store** is acceptance store of *the Assign Office* (Dictionary record [Stores](#)). It is filled

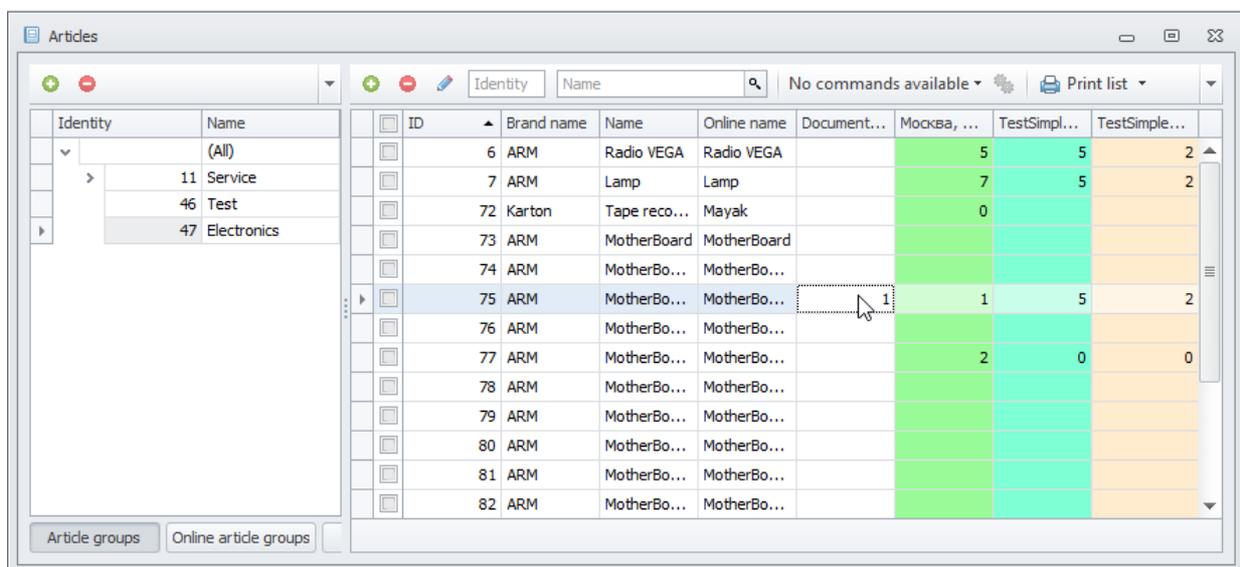
- automatically and it can not be changed manually;
 - *Income Date* is acceptance date at *the Assign Store*. It is filled automatically upon article and/or cargo acceptance;
- *Delivery* is information on delivery according to the document, it is set automatically as a result of the document routing with delivery:
 - *Delivery means* is a Delivery mean by means of which transfer is carried out (Dictionary record [Delivery System](#)). It is filled automatically as a result of the document routing with delivery;
 - *Weight, kg* is weight of the moved articles and/or cargoes in kilograms. It is filled automatically when saving the document and it can't be changed manually;
 - *Volume, m³* is volume of the moved articles and/or cargoes in cubic meters. It is filled automatically when saving the document and it can't be changed manually;
- *Article Summary* is subtotal under the document. Values are put down automatically when saving the document and it can't be changed manually;
 - *Count* is item quantity of the transferred articles and cargoes (article varieties);
 - *Quantity* is summary quantity of the transferred articles and cargoes;
 - *Amount* is summary cost of the transferred articles and cargoes.

Except a header the document has several table parts.

 In the table *Articles* there are Articles transferred by means of the document (the Dictionary Records [Articles](#)):

- *Article identity* is a transferred Article Code; By double left-click across the field or by click , an article card opens in case of cell choice in the list appearing on the right;
- *Article name* is Article Name; By left-click  a list-oriented form of the article Dictionary from which this article is selected opens in case of cell choice in the list appearing on the right;
- *Reserved* – quantity of the moved articles reserved at the *Store Source* ;
- *Not reserved* –quantity of the moved articles which didn't manage to be reserved at the *Store Source*.

Addition of articles in the table part is carried out through the list-oriented form of the article Dictionary:



ID	Brand name	Name	Online name	Document...	Москва, ...	TestSimpl...	TestSimple...
6	ARM	Radio VEGA	Radio VEGA		5	5	2
7	ARM	Lamp	Lamp		7	5	2
72	Karton	Tape reco...	Mayak		0		
73	ARM	MotherBoard	MotherBoard				
74	ARM	MotherBo...	MotherBo...				
75	ARM	MotherBo...	MotherBo...		1	5	2
76	ARM	MotherBo...	MotherBo...				
77	ARM	MotherBo...	MotherBo...		2	0	0
78	ARM	MotherBo...	MotherBo...				
79	ARM	MotherBo...	MotherBo...				
80	ARM	MotherBo...	MotherBo...				
81	ARM	MotherBo...	MotherBo...				
82	ARM	MotherBo...	MotherBo...				

For articles that must be added to the document it is necessary to set the required quantity in the field *Quantity in the document*. For this purpose it is necessary to double left-click this field and to enter in the opened form *Quantity* (also for *Article current free Remaining* which is available to reservation is displayed at the *Store-Source*).



After article select close the list-oriented form of the Dictionary for return to operation with the document.

☒ The articles deleted during issue, pickup or acceptance from the table part *Articles are added* in the table *Remote Articles*:

Articles				
Article identity	Sale price	Quantity	Exclude reason identity	
MotherBoard	0.00	0	Not found on release	

- *Article identity* – Dictionary record [Articles](#);
- *Sale Price* is article price;
- *Exclude reason identity* is Remote Article reason from the document (Dictionary record [Exclude Reasons](#));
- *Quantity* is Remote Articles Quantity;

☒ In the table *Barcodes* there are Barcodes of the transferred articles that are added to the document during picking up at the store:

Barcodes			
Barcode identity	Article identity	Quantity	
barcode6	Radio VEGA	2	

- *Article identity* – Dictionary record [Articles](#);
- *Barcode identity* is an Article Barcode (Dictionary record [Barcodes](#));
- *Quantity* is Article Quantity with this barcode.

☒ In the table *Delivery (Yes)* there are article delivery options to the *Assign Store*. In details the table part is described in [the appropriate section](#).

☒ In the table *inter store Resupply* there are articles automatically added in the created document of the subtype *inter store Addition*:

Interstore resupply		
Article identity	Original document identity	Quantity
Lamp	Sales (Released delivery) #2, 3/31/2016	1

- *Article* – Dictionary record [Articles](#);
- *Original Document* – reference to the original document based on which inter store addition was made;
- *Quantity* is transferred Articles Quantity;

In the table *Cargoes* there are cargoes transferred by means of the document (Dictionary record [Cargoes](#)):

Articles	Excluded articles	Barcodes	Delivery (Yes)	Interstore resupply	Cargoes	Excluded cargoes	
<div style="display: flex; justify-content: space-between; align-items: center;"> + - Print Filter Reset </div>							
<input type="checkbox"/>	Cargo identity					Amount	
<input checked="" type="checkbox"/>	17				...	1,100.00	
<input type="checkbox"/>	24					1,100.00	

- *Cargo identity* is a transferred Cargo Code;
- *Amount* is cargo cost, it is put down automatically and can't be changed.

The cargoes deleted during issue, pickup or acceptance from the table part *Cargoes are added* in the table *Excluded Cargoes*:

Articles	Excluded articles	Barcodes	Delivery (Yes)	Interstore resupply	Cargoes	Excluded cargoes
<div style="display: flex; justify-content: space-between; align-items: center;"> + - Print Filter Reset </div>						
<input type="checkbox"/>	Cargo identity				Reason identity	
<input checked="" type="checkbox"/>	10				Not found on release	

- *Cargo identity* is Dictionary record [Cargoes](#);
- *Reason identity* is Remote Cargo reason from the document.

Waybill (WB) printing is available to the document. For WB printing Delivery mean shall be selected:

Typical cross-sectional form № 1-F Approved by Office of the Russian State Statistics Committee of 11/28/97 number 74
Waybill

Code	0345009
OKUD form №	
Date of issue	06 05 2016
40913000	
438 640	
438 640	

Shipper: Firm №1, INN 7707049388, 125047, Moscow, Tverskaya street 1st, 141, 222-11-11-32 (Full name, address, telephone number) OKPO 40913000

Consignee: ICS "AIST", INN 6321061310, 445027, Russia, Samara region, Tolvami Str. Yubileynaya 31K box № 0007, (8482) 20-20-20, fax (8482) 20-20-22 (Full name, address, telephone number) OKPO 438 640

Payer: ICS "AIST", INN 6321061310, 445027, Russia, Samara region, Tolvami Str. Yubileynaya 31K box № 0007 (Full name, address, telephone number) OKPO 438 640

1. COMMODITY SECTION (completing by the shipper)

Product code (stock number)	Price list number and amendments to it	Article or price list number	Amount	Price, rub. cop.	Article production name (cargo), TU, brand, size, grade	unit of measurement	Packing type	Number of places	Weight, t	Amount rubles, cop.	Serial number entry for store file cabinet (shipper, consignee)
1	2	3	4	5	6	7	8	9	10	11	12
73		1532684	1	7999.00	MotherBoard	pcs	cardboard	1	0.0200	7999.00	
1			1	250.00	Delivery		cardboard	0	0.0000	250.00	
Total page			2	\$249.00				X	0.0200	\$249.00	
Total invoice			2	\$249.00				X	0.0200	\$249.00	

Waybill has appendix on and contains: Лист (in words) 9 sheets, on forms № note sequence numbers

Total names: Лист (in words) Cargo weight (net): (in words) 0.0200 t

Total places: (in words) Cargo Weight (gross): (in words) 0.0200 t

Appendix (passports, certificates, etc) at (in words) sheets

Total released amount: Восемь тысяч двести сорок девять (in words) rub 00 cop

Cargo release allowed: Chief Director Ivanov I. I. (signature) (full name)

Chief (senior) accountant: Gazarin Y. A. (signature) (full name)

Cargo released: (signature) (full name)

S.P. « (signature) (full name)

Power of attorney N from (signature) (full name) issued (signature) (full name)

Cargo accepted to transporting: (signature) (full name)

(In person receiving article in quantity and assortment)

Cargo received the consignee: (signature) (full name)

2. TRANSPORT SECTION

Cargo delivery date _____ Vehicle _____ Vehicle license number _____ TTN № 256

Organisation _____ (Name, address, telephone number, bank details) To work № _____

Customer (owner) _____ (Name, address, telephone number, bank details)

Driver _____ Driver license № _____ Code _____
 License card _____ Delivery type _____

Registration № _____ Series _____ № _____ Upload point _____ (address, phone number) _____ Route _____

Readdress _____ (Name and address of the new consignee enterprise) 1. trailer _____ State license number _____ Garage number _____
 2. trailer _____ State license number _____ Garage number _____

(Signature of the responsible person) _____

CARGO INFORMATION

Quick cargo name	Documents with cargo	Packing type	Number of places	weight determination method	Cargo ID	Container number	Cargo class	Gross weight, t
1.	2.	3.	4.	5.	6.	7.	8.	9.
1.								
2.								
3.								

Pointed cargo with intact seals, case and packaging _____ Number of places (in words) _____
 Gross weight _____ t to transport _____
 Deliverer _____ signature _____ All name _____
 Delivery driver _____ signature _____ All name _____

Pointed cargo with intact seals, case and packaging _____ Number of places (in words) _____
 Gross weight _____ t. _____
 Deliverer driver delivered _____ signature _____ All name _____
 Took _____ person _____ signature _____ All name _____

Number of trips, visits _____ Total: gross weight, t _____

Marks about acts made _____
 Transport services _____

LOADING AND UNLOADING OPERATIONS

operation	Performer (car owner, the recipient, the sender)	additional operations (name, number)	mechanism, lifting capacity, bucket capacity	date (day, month), time, hour	signature	additional operations time, min.	signature of the responsible person
10	11	12	13	14	15	16	19
load							
unload							

OTHER INFORMATION (filling by organization, the owner of the vehicle)

distance transport by road airways km		cargo forwarding code			for transport services		rate for improper operation, rub. cop.		correction factor		downtime, hours, minutes		Rating
total	in town	I gr.	II gr.	III gr.	from client	due to the driver	rate	basic rate	under loading	unloading	Rating		
20	21	22	23	24	25	26	27	28	29	30	31	32	
For ton		For non-ton		For loading and unloading, tons	Car and trailer underload	Forwarding	For order urgency	For special transport	Other extra charge	Total			
33	34	35	36	37	38	39	40	41	42	43			
Cost calculation													Rating
Rate, rub. cop.													
Payable, rub. cop.													

Страница 6 из 9

⚡ Command *Integrate Transportations* is executed from the document journal over the documents marked by flags in subtypes *inter store Addition* and *Request for Transfer*. As a result of its execution one general document for each document set with identical headers is created. Contents of table parts of these documents are consolidated in the general document. Initial (marked by flags) documents are deleted.

If to execute the command *Integrate Transportations* for one document of the subtype *inter store Addition*, it will be simply transferred to the subtype *Request for Transfer*.

⚡ Command *Start Pick up* transfers the document from the subtype *Request for Transfer* in the subtype *Pick up*.

⚡ Command *Create Receiving Document* creates the document in the subtype *Transfer is arrived* based on the initial document *Transfer is sent*.

⚡ Command *Show Document transactions* shows all movements generated by the document (for details, see the section [Show Document Transactions](#)).

🔄 When carrying out documents in subtypes *inter store Addition*, *Request for Transfer* and *Pick up* the following movements are created: articles from the table *Articles* are credited on quantity *Reserved* to [Stock reserves](#) Increasing reserves at *the Store-Source* for an agent of the inter store reserve (it is set by a constant).

- 🔄 When carrying out the document in a subtype *Transfer is sent* the following movements are created:
- Barcodes from the table part *Barcodes* are written off [Barcodes Store Remains](#) reducing their Remains at *the Store*;
 - articles from the table *Articles* are written off in quantity *Reserved Stock* reducing Remains at *the Store-Source* and are credited on [Delivery Article Debts](#) Increasing debt of *the Delivery mean*;
 - cargoes from the table *Cargoes* are written off in quantity 1 [Cargo Release Stock](#) reducing Remains at *the Store-Source* and are credited on [Delivery Article Debts](#) increasing debt of *the Delivery mean*.

🔄 When carrying out documents in subtypes *Defect*, *Overflow* and *Transfer is accepted* the following movements are created:

- articles from the table *Articles* are written off in quantity *Quantity* [Delivery Article Debts](#) Reducing debt of *the Delivery mean*, and they are also credited on [Stock](#) increasing Remains at *the Assign Store*;
- cargoes from the table *Cargoes* are written off in quantity 1 [Delivery Article Debts](#) Reducing debt of *the Delivery mean*, and they are also credited on [Cargo Acceptance stock](#) increasing Remains at *the Assign Store*.

Article description transfer



All actions relating to the release of articles from a store to a description department and returning them back are performed by using the *Article Description Transfer* Document Journal:

Identity	Description
94571	Article description transfer (Described) #94571, 06.08.2014
94568	Article description transfer (Come for description) #94568, 06.08.2014

Documents of the *Article Description Transfer* register are automatically generated by the system and have the following subtypes:

- *Picking up* – the subtype initial for document’s life cycle. An *Article Description Transfer* of such subtype is generated automatically, when articles without a complete description are accepted at a store. After the newly created document is saved, a [Pickup Request](#) for the articles shown in the document is created;
- *Come for description* – a document shall move to the given subtype from *Picking up* subtype, when the articles shown in the document have been released from a store to a description department;
- *Described* – after the articles have been described, a description department’s employee creates a document of this subtype in the [Article description](#) for the following transfer of the articles back to the store;
- *transferred to store* – a document shall move to the given subtype from *Described* subtype by executing the *transferred to acceptance store* command, after the articles shown in the document have been transferred to the acceptance store;
- *Defect* – this subtype’s document is created for articles found defective during acceptance from the description department ;
- *Overage* – this subtype’s document is created for articles found Overage during acceptance of the document from the description department;
- *Shortage* – this subtype’s document is created for articles found missing during acceptance of the document from the description department;
- *Accepted by store* – the terminal subtype, to which a document shall move from *transferred to store* subtype, after the document has been accepted by the store.

The document edit form allows to specify the following properties of the header (all fields, except those in **bold**, are filled in automatically by the system):

- **Responsible employee** – an employee chargeable with the return of articles shown in the document from a *Description department* to an *Acceptance store* (an [Employees](#) Dictionary record). Shall be defined for executing of the *transferred to acceptance store* command;
- **Store** – a store releasing the articles (a [Stores](#) Dictionary record);
- **Acceptance store** – a store accepting the articles (a [Stores](#) Dictionary record);
- **Department** – a department accepting the articles for description (a [Description departments](#) Dictionary record);
- **Amount** – an amount of the document; when saving the document, defined automatically as a total of the *Articles* tab.
- **Priority** – the set flag indicates the priority of pickup and acceptance of the document’s articles; checked by default;
- **Allow partial** – the set flag allows the partial shipment of the document’s articles; checked by default. For example, if some articles fail to be found during pickup, the document with the partial shipment flag checked can be released without returning it fully to the store.

Besides the header, the document has several table parts.

☒ The *Articles* table part defines articles to be described:

- **Article identity** – an [Articles](#) Dictionary record;
- **Quantity** – quantity of the article; usually, one piece of an article is released for description;
- **Amount** – value of the article according to its *Base price*;
- **Barcode identity** – barcode of the article to be described (a [Barcodes](#) Dictionary record); defined during release.

☒ The *Excluded articles* table part defines articles that have been excluded from the *Articles* table part during pickup or release:

- **Article identity** – an [Articles](#) Dictionary record;
- **Sale price** – price of the article;
- **Exclude reason identity** – a reason for exclusion of the article from the document (a [Store Exclude Reasons](#) Dictionary record);
- **Quantity** – quantity of articles excluded.

Article identity	Sale price	Quantity	Exclude reason identity
Radio VEGA	0.00	1	The customer rejected the document

⚡ *transferred to acceptance store* command moves the document from *Described* subtype to *transferred*

to store subtype.

 **Show document transactions** command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

 When posting a document of the *Picking up* subtype, the following transactions are booked: articles shown in the *Articles* table part are credited to [Stock reserves](#), thereby increasing reserves of a *Store* for an agent of a *Description department* (defined by the *AgentForReserveArticleDescription* constant).

 When posting a document of the *Come for description* subtype, the following transactions are booked:

- articles shown in the *Articles* table part are written-off from [Stock](#), thereby decreasing stock at a *Store*, and credited to [Article Description](#), thereby increasing *Description department's* stock;
- articles with barcodes shown in the *Articles* table part are written-off from [Stock barcodes](#), thereby decreasing barcodes' stock at the *Store*.

 When posting a document of the *Accepted by store* subtype, the following transactions are booked:

- articles shown in the *Articles* table part are written-off from [Article description](#), thereby decreasing *Description department's* stock, and credited to [Stock](#), thereby increasing stock at the *Store*;
- articles with barcodes shown in the *Articles* table part are credited to [Stock barcodes](#), thereby increasing barcodes' stock at the *Store*.

 When posting a document of the *Accepted by store* subtype, the following transactions are booked:

- articles shown in the *Articles* table part are written-off from [Article description](#), thereby decreasing *Description department's* stock, and credited to [Stock](#), thereby increasing stock at the *Store*;
- articles with barcodes shown in the *Articles* table part are credited to [Stock barcodes](#), thereby increasing barcodes' stock at the *Store*.

 When posting a document of the *Defect* and *Overage* types, the following transactions are booked: articles shown in the *Articles* table part are written-off from [Article description](#), thereby decreasing *Description department's* stock, and credited to [Stock](#), thereby increasing stock at a *Store*;

Sales

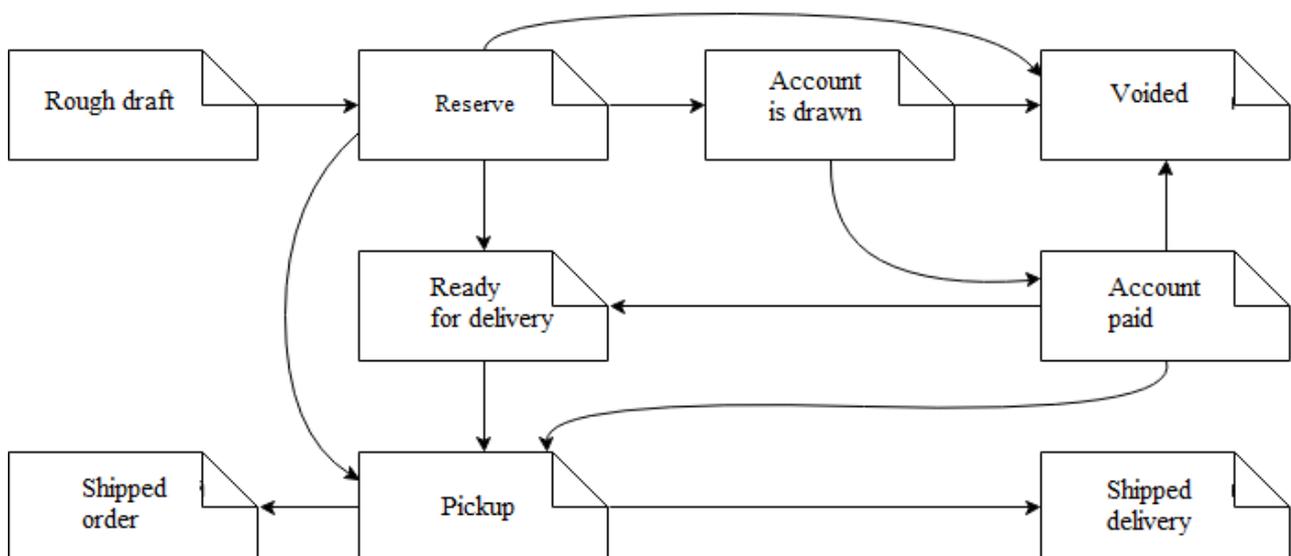


Realization of articles by the company is conducted by means of the document journal *Sales*:

Identity	Client	Client id	Amount	Comments	Created	Store	Store id	Transaction ...
2	TestAgent	9	1,000.00		3/1/2016 7:26:31 PM	Moscow, Leningr...	1	3/31/2016 1...
6	TestAgent	9	1,000.00		3/1/2016 8:14:15 PM	Moscow, Leningr...	1	3/1/2016 8:...
82	ZAO "Digital Te...	15	24,000.00		4/11/2016 10:49:12 PM	Moscow, Leningr...	1	4/11/2016 1...
103	ZAO "Digital Te...	15	2,420.00		4/14/2016 9:17:54 PM	Moscow, Leningr...	1	4/14/2016 9...
106	ZAO "Digital Te...	15	16,000.00	There are deleted articles...	4/14/2016 10:08:13 PM	Moscow, Leningr...	1	4/14/2016 1...
109	ChP Petrov	19	4,400.00		4/14/2016 10:10:45 PM	Moscow, Leningr...	1	4/14/2016 1...
112	ChP Petrov	19	330.00		4/14/2016 10:26:49 PM	Moscow, Leningr...	1	4/14/2016 1...
118	ZAO "Digital Te...	15	8,000.00		4/18/2016 11:03:13 PM	Moscow, Leningr...	1	4/18/2016 1...
124	ChP Petrov	19	550.00		4/20/2016 12:16:02 AM	Moscow, Leningr...	1	4/20/2016 1...
125	ZAO "Digital Te...	15	550.00		4/20/2016 12:20:27 AM	Moscow, Leningr...	1	4/20/2016 1...
132	ZAO "Digital Te...	15	16,000.00		4/28/2016 9:29:42 PM	Moscow, Leningr...	1	4/28/2016 9...
135	ZAO "Digital Te...	15	10,420.00		4/28/2016 9:48:18 PM	Moscow, Leningr...	1	4/28/2016 9...
138	ZAO "Digital Te...	15	1,100.00		4/28/2016 9:54:12 PM	Moscow, Leningr...	1	4/28/2016 9...
141	ZAO "Digital Te...	15	1,210.00		4/28/2016 10:00:23 PM	Moscow, Leningr...	1	4/28/2016 1...
145	ZAO "Digital Te...	15	1,100.00	There are deleted articles...	4/28/2016 10:04:52 PM	Moscow, Leningr...	1	4/28/2016 1...
153	ZAO "Digital Te...	15	0.00		4/29/2016 10:40:50 PM	TestSimpleStore	7	4/29/2016 1...
158	ZAO "Digital Te...	15	22,420.00		4/29/2016 10:48:53 PM	TestSimpleStore	7	4/29/2016 1...

Document Journals *Sales* have the following subtypes:

- *Rough Draft* – is one of subtypes with which the document life cycle begins. It is used for preliminary record of the order and doesn't reserve articles at the store. It can be created directly in the Document Journal by clicking ;
- *Reserve* – is one of subtypes with which the document life cycle begins. It is used for an article reservation for a buyer at the store. It can be created directly in the document journal by clicking  or from the subtype *Rough Draft* by using the command *Reserve*;
- *Account is Drawn* – the document is transferred to this subtype from the subtype *Reserve* by using the command *Create Account* if the buyer - legal entity selected Cashless payment option;
- *Account Paid* – the document is transferred to this subtype automatically when the buyer makes Cashless payment on the invoice by result of successful import of payment by the account statement;
- *Ready for Delivery* – the document is transferred to this subtype and arrives on delivery routing in the following cases:
 - automatically from the subtype *Reserve* after payment of the document in cash or with a card in the company checkout if delivery is issued according to the document;
 - after a command *Cash Payment* for the document in the subtype *Reserve* if delivery is issued according to the document;
 - after a command *Shipment is Allowed* for the document in subtypes *Reserve* or *Account is Paid* if delivery is issued according to the document;
- *Pick up* – the document is transferred to this subtype and arrives on pickup at the store in the following cases:
 - automatically from the subtype *Reserve* after payment of the document in cash or with a card in the company checkout if delivery is not issued according to the document;
 - After the command *Cash payment* for the document in the subtype *Reserve* if delivery is not issued according to the document;
 - After the command *Shipment is Allowed* for the document in the subtype *Account is Paid* if delivery is not issued according to the document;
 - automatically from the subtype *Ready for Pick up* after delivery routing completion;
- *Shipped Delivery* – a finite subtype for the document issued to the client with delivery. It is transferred to this subtype automatically upon issue at the company store;
- *Shipped Order* – a finite subtype for the document issued to the client without delivery. It is transferred to this subtype automatically upon issue at the company store;
- *Voided* – the document is transferred to this subtype automatically from subtypes *Reserve*, *Account is Drawn* and *Account is Paid* in case of *Reserve Dead Date*.



Properties of the document header in the edit form are sorted over three tabs:

- in the tab General there are basic header properties (fields in **bold** are mandatory for filling):
- **Firm** is Dictionary record [Firms](#);
- **Office** is an office wherein sale is made (Dictionary record [Offices](#));
- **Store** is storage of the *Office* from which shipment of the sold articles is carried out (Dictionary record [Stores](#)). It is filled automatically and it can not be changed manually;
- *allow partial release* – the set flag allows article partial shipment according to the document if any part of them can't be sold for any of several reasons (for example, there is no at the store);
- **Agent** is an agent from whom expenses are written off (or income it depends on the document subtype, Dictionary record [Agents](#));
- **Price Type** – a price column on which sale is carried out (Dictionary record [Price Types](#)). It is put down automatically according to settings of the *Agent*;
- **Price Zone** is a zone at which prices sale is carried out (Dictionary record [Price Zones](#));
- **Pickup Date** is date to which the document articles must be picked up;
- **Invoice** – reference to the last (actual) accounting record which is drawn according to this sale document (Dictionary record [Invoice](#));
- **Contract** is Dictionary record [Customer supply contracts](#) It is selected in a case of article shipment on credit if the contract with the buyer allows it;
- **Power of attorney** is a proxy from the *Agent*-legal entity on receiving articles according to the document (the Dictionary Records [Powers of attorney](#)). For *Agents*-persons a choice is unavailable. It is used when printing in the *Consignment note (TRADE12)*;
- **Dead Date** is reserve Dead Date at the store. It is set automatically when saving the document in the subtype *Reserve* according to the following rules:
 - Current Date + *Reserve Life Time* set for the selected *Agent*;
 - if the document is transferred to the subtype *Account is Drawn to Reserve Dead Date* 3 days are added (value is set by the constant *InvoicelssuedReserveLifetimeDays*, code 29932);
 - if the document is transferred to the subtype *Account is Paid to Reserve Dead Date* 30 days are added (value is set by the constant *InvoicelssuedReserveLifetimeDays*, code 29933);*Reserve Dead Date* can be changed manually if there is the appropriate right (*It is authorized to edit reserve Dead Date*, code 58);
- **Amount** is amount of the document, is put down automatically when saving the document as a total amount of the tab *Articles*.

in the tab *Delivery* delivery parameters are listed:

- *Client due on Delivery* – amount which the client shall pay for delivery. For example, for the document paid after receiving it will be the total *Amount* of the tab *Article Articles* of the document plus delivery cost.

It is filled automatically in case of delivery record on the document tab of the same name about what the user is sent the appropriate message . It can be changed manually if the user has the rights to the code 58.

- *Amount Distribution* is a delivery cost distribution method (Dictionary record [Amount Distribution Type](#))
 - *by a separate line in the account* – delivery cost is included in the *Account* as well as *Invoice*, *Consignment Note* and *Shipping documents* are by the separate line;
 - *as separate service* – delivery is as separate service, it is included in *the Account*, but it is not included in other documents (*Invoice*, *Consignment Note* and *Shipping documents*). Instead *Act of delivery is printed*;
 - *by articles proportional to the quantity* – delivery cost is sorted on Document Articles (of the table part *Articles*) in proportion to their *Quantity*;
 - *by articles proportional to the cost* – delivery cost is sorted on Document Articles (of the table part *Articles*) in proportion to their *Cost*;

in the tab *Personal Bonus* parameters of the personal bonus charge applied to the document are listed. Only the tab is visible only to the author of the document or the user with the appropriate right. Parameters are filled automatically according to the selected *Agent* and values set by the command *Set Personal Bonus Parameters* (it is executed over the document):

- *Agent* is an agent-receiver of the bonus associated with the *Agent* (with tabs *General*) to whom sale is carried out;
- *Type* – can have two values:
 - *On top* – bonus amount is added to the the document amount and distributed between its selected articles;
 - *Included in Prices* – the bonus amount is already included in the document amount. In this case the amount isn't distributed on the document articles;
- *Amount* is total amount of the personal bonus;
- *Convertation, %* is percent from the bonus amount which remains in the company.

Except a header the document has several table parts.

In the table *Articles* there are Articles sold by means of the document (the Dictionary Records [Articles](#)):

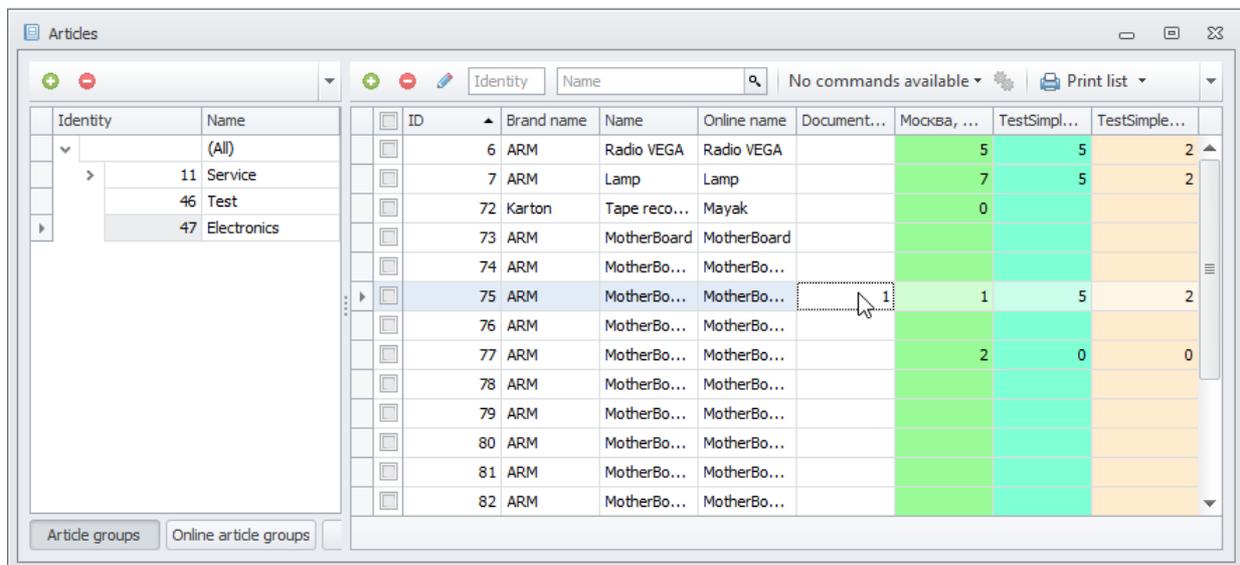
Articles	Delivery (No)	Barcodes	Invoices	Article CCDs	Excluded articles	Personal bonus distribution	Interstore resupply	ID		
Article identity	Article name	Reserved	Not reserved	Sale qty	Resupply qty	Original price	Sale price	Amount		
75	MotherBoard 1	1	0	1	0	8,000.00	8,000.00	8,000.00		

- *Article identity* is a sold Article Code; By double left-click across the field or by click , an article card opens in case of cell choice in the list appearing on the right;
- *Article name* is Article Name; By left-click  a list-oriented form of the article Dictionary from which this article is selected opens in case of cell choice in the list appearing on the right;
- *Sale qty* is article quantity which can be sold to the *Agent*. When saving the document it is calculated as *amountReserved* and *Interstore Addition* (when adding the article in the table part it equals to added quantity);
- *Reserved* – article quantity which was reserved at the selected *Store*. When saving the document it is

calculated automatically (when adding the article in the table part it equals to added quantity);

- *Not Reserved* – article quantity which was not reserved at the selected *Store*. When saving the document it is calculated automatically;
- *Resupply qty* – article quantity which is ordered for this document by the interstore addition from the store-hub of the *Office*. Calculate in case of command *Interstore Addition*. Upon delivery of such articles to the *Store* from the store-hub, *Reserved* article quantity automatically increases by value of *Interstore Addition*, which is in turn is nullified;
- *Original Price* is the article original price corresponding to the *Price Type* and *Price Zone* that are given in the document header, it is put down automatically;
- *Sale Price* is Article Sale Price; It is by default equal to the *Original Price*. It can be changed manually if the user has the appropriate right (*It is authorized to edit the sale price, code 59*);
- *Amount* – sale amount – product of quantity *For Sale* to *Sale Price*, is put down automatically;

Article addition in the table part by clicking  in a tool bar is carried out through the list-oriented form of the article Dictionary:



ID	Brand name	Name	Online name	Document...	Москва, ...	TestSimpl...	TestSimple...
6	ARM	Radio VEGA	Radio VEGA		5	5	2
7	ARM	Lamp	Lamp		7	5	2
72	Karton	Tape reco...	Mayak		0		
73	ARM	MotherBoard	MotherBoard				
74	ARM	MotherBo...	MotherBo...				
75	ARM	MotherBo...	MotherBo...		1	5	2
76	ARM	MotherBo...	MotherBo...				
77	ARM	MotherBo...	MotherBo...		2	0	0
78	ARM	MotherBo...	MotherBo...				
79	ARM	MotherBo...	MotherBo...				
80	ARM	MotherBo...	MotherBo...				
81	ARM	MotherBo...	MotherBo...				
82	ARM	MotherBo...	MotherBo...				

For articles that must be added to the document it is necessary to set the required quantity in the field *Quantity in the document*. For this purpose it is necessary to double left-click this field and in the opened form to enter *Quantity*.

In the form *Enter the quantity of the Article* for adding article the following is displayed:



Article	75	MotherBoard 1
Quantity	1	
Price	10000	
Remaining	1	

- *Price* is article price for the selected *Price Type* and *Price zone*;
- *Remaining* is current free remain that is available to reservation at the store of the selected *Office*.

After article select close the list-oriented form of the Dictionary for return to operation with the document.

The article can be added to the table part, knowing its code. For this purpose it should be entered a *Code* in the field of the table part tool bar. At the same time *Enter Article Quantity will also open*.

 In the table *Delivery (No)* options of article delivery to the *Agent* are listed. In details the table part is described in [the appropriate section](#).

In the table *Barcodes* there are Barcodes of the sold articles that are added to the document during picking up at the store:

Articles Delivery (No) Barcodes Invoices Article CCDs Excluded articles Personal bonus distribution Interstore r			
Barcode identity	Article identity	Quantity	
00000000000000012	MotherBoard	1	

- *Article identity* – Dictionary record [Invoice](#);
- *Barcode identity* is an Article Barcode (Dictionary record [Barcodes](#));
- *Quantity* is quantity of Article with this barcode.

In the table *Invoices* there are all accounts which were exposed according to this document (the Document Journals [Invoice](#)) including last actual *Accounting Record* from the header:

Articles Delivery (No) Barcodes Invoices Article CCDs Excluded articles Personal bonus distribution Interstore r				
Identity	Accounting number	Description	Comments	Amount
94514	94514	Invoice #94514, 29.07.2014		1100000

The selected account can be opened by double left-click:

In the table part *Article CCDs* there are numbers of cargo customs declarations of Articles (for articles with CCD, they are added automatically):

Articles Delivery (No) Barcodes Invoices Article CCDs Excluded articles Personal bonus distribution Interstore r			
Article identity	Ccd identity	Quantity	
MotherBoard 1		1	

- *Article identity* is Dictionary record [Articles](#);
- *CCD identity* is a number of cargo customs declaration (the Dictionary Record [Cargo Custom Declaration](#));
- *Quantity* is article quantity under the document according to this declaration.

In the table *Excluded articles* there are articles that in the process of pickup or issue were removed from the document for any reason (from the table *Articles*):

Articles Delivery (No) Barcodes Invoices Article CCDs Excluded articles Personal bonus distribution Interstore r				
Article identity	Sale price	Quantity	Exclude reason identity	
Tape recorder Mayak	0.00	1	The customer rejected t...	

- *Article identity* – Dictionary record [Articles](#);
- *Sale Price* is article sale price;
- *Exclude reason identity* is Remote Article reason from the document (Dictionary record [Exclude Reasons in case of pickup and issue at the store](#));
- *Quantity* is Remote Articles Quantity;

When adding in the table part *Excluded Articles* the appropriate *Quantity* of articles is deleted from the table *Articles*.

☒ In the table part *Personal Bonus distribution* (it is visible only to the author of the document or the user with the appropriate rights) the bonus amount is distributed among articles according to the selected *Type of bonus charge*:

Articles		Delivery (No)	Barcodes	Invoices	Article CCDs	Excluded articles	Personal bonus distribution	Interstore resupply
<input type="checkbox"/>	Article identity	Personal bonus amount		Personal bonus item		Quantity		
<input type="checkbox"/>	Personal bonus	1,023.00		1,023.00		1		

- *On top* – the bonus amount is distributed between the articles selected by flags from the table part *Articles*, in proportion to their *Amount*;
- *Included in Prices* – the bonus amount is entirely calculated on the official article *Personal bonus* (code 491896).

☒ In the table *Interstore resupply* there are articles that ordered by Interstore Addition from the store-hub of *the Office*. The table part is filled as a result of command *Interstore Addition* and its data can't be changed manually:

Articles		Delivery (No)	Barcodes	Invoices	Article CCDs	Excluded articles	Personal bonus distribution	Interstore resupply
	Document	Outcome date	Store ID	Store name	Article ID	Article name	Quantity	
<input type="checkbox"/>	Instore resupply (Instore resupply) #960, 06.05.2016	522	Leningradskoe h. 57	6	Radio VEGA	1		

- *Document* is document [Interstore Transfers](#) by means of which interstore addition is executed, opens by double left-click on a line of the table part;
- *Outcome Date* – *Shipment Date* according to *Interstore Transfers* is filled in case of the document arrival in pickup;
- *Store ID* is store-hub of the *Office* from which interstore addition is carried out (Dictionary record [Stores](#));
- *Article ID* – Dictionary record [Articles](#);
- *Quantity* – quantity of *Article* that is ordered by interstore addition.

A printing form is available to the document.

 **Account:**

Firm №1	
phone: 222-11-11-32	Website: www.ultima.ru Email: 1@1.ru

Bill №62 from 29 March 2016 .

Provider: Firm №1 INN: 7707049388, KPP: 771032001 Current account: 402744030722 in SPbF OAO "MDM Bank" Corr. acc: 30101810800000000722, Bank BIC: 044030722 Phone: 222-11-11-32 Address: 125047, Moscow, Tverskaya street 1st, 141	Payer: JCS "AIST" INN: 6321061310, KPP: 632101001 Address: 445027, Russia, Samara region, Tolyatti, Str. Yubileinaya, 31Ж, box № 0007 , (8482) 20-20-20, fax (8482) 20-20-22
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ATTENTION!

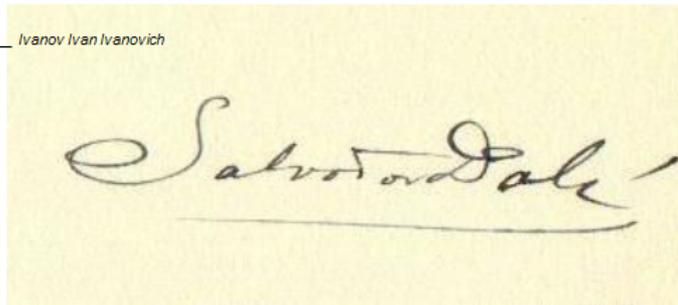
Payment of the invoice means agreement with the terms of goods delivery. Payment is made by transfer of funds to the account of the Supplier or in cash to the cashier (in an amount not exceeding the limit set by law) within 3 business days. The moment of payment is the date of receipt of funds on account of the Supplier, or the moment of funds receipt in cash.

To shorten the delivery time, please notify the payment!

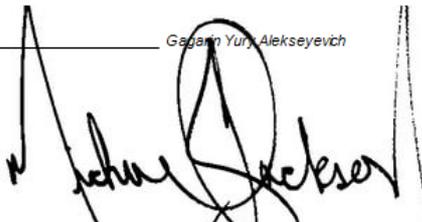
Article name	Units	Quantity	Price	Amount
MotherBoard	piece	1	7999.00	7999.00
Delivery			250.00	250.00
Total				8249.00
Including VAT				1484.82

Total to pay: Eight thousand two hundred forty nine rubles 00 kopeks, Including VAT: One one thousand four hundred eighty-four rubles 82 kopeks

Head: _____ *Ivanov Ivan Ivanovich*



Chief accountant: _____ *Gagan Yuri Alekseyevich*






Invoice:

INVOICE №	246	from	06.05.2016			Appendix № 1 to the Resolution of the Russian Government of 16.12.2011 № 1177	
CORRECTION №		from					
Address: 125047, Moscow, Tverskaya street 1st, 141							
INN/KPP seller: 7707049388 / 771032001							
Shipper and address: Firm №1, 125047, Moscow, Tverskaya street 1st, 141							
Agent and address: JCS "AIST", 445027, Russia, Samara region, Tolyatti, Str. Yubileynaya, 31K, box № 0007							
For payment document №: 62 from 29.03.2016							
Purchaser: JCS "AIST"							
Address: 445027, Russia, Samara region, Tolyatti, Str. Yubileynaya, 31K, box № 0007							
INN/KPP agent: 6321061310 / 632101001							
Currency: name, ID: Russian Ruble, 643							

Article name (description of executed works, services), property rights	Unit of measurement		Amount (volume)	Price (tariff) a unit of measurement	The cost of article (works, services), property rights without tax - total	Including the amount of excise duty	The tax rate, %	Tax sum imposed on the purchaser	Article amount (works, services), property rights, tax - total	Country of origin		CCD number
	ID	symbol (national)								number code	short name	
1	2	2a	3	4	5	6	7	8	9	10	10a	11
MotherBoard	796	pcs	1	7999.00	6559.18	Без акциза	18	1439.82	7999.00			
Delivery	796	pcs	1	250.00	205.00	Без акциза	18	45.00	250.00			
Total payable:					6764.18		X	1484.82	8249.00			

Head of the organization or other authorized person: Ivanov I. I. (signature) Chief Accountant or other authorized person: Gagarin Y. A. (signature)

Self-employed entrepreneur: Satvovodale (signature) (Details of the conditions of the state registration self-employed entrepreneur)



Waybill (WB):

Waybill		2.56 (tonne)		Date of creation		Code	
		OKUD form № 0345009		06 05 2016			
Shipper	Firm №1, INN 7707049388, 125047, Moscow, Tverskaya street 1st, 141, 222-11-132					OKPO 40913000	
Consignee	JCS "AIST", INN 6321061310, 445027, Russia, Samara region, Tolyatti, Str. Yubileynaya, 31K, box № 0007, (8482) 202020, fax (8482) 202022					OKPO 438 640	
Pass	JCS "AIST", INN 6321061310, 445027, Russia, Samara region, Tolyatti, Str. Yubileynaya, 31K, box № 0007					OKPO 438 640	

1. COMMODITY SECTION (completing by the shipper)

Product code (stock number)	Price list number and amendments to it	Article or price list number	Amount	Price, rub. cop.	Article production name (cargo), TU, brand, sim. grade	unit of measurement	Packing type	Number of places	Weight, t	Amount rubles cop.	Serial number entry for store file cabinet (shipper, consignee)
73		1532684	1	7999.00	MotherBoard	pcs	cardboard	1	0.0200	7999.00	
1			1	250.00	Delivery		cardboard	0	0.0000	250.00	
Total page			2	8249.00				X	0.0200	8249.00	
Total invoice			2	8249.00				X	0.0200	8249.00	

Waybill has appendix on and contains: 9 sheets, on forms № Ис note sequence numbers

Total names: Ис Cargo weight (net): 0.0200 t

Total places: Ис Cargo Weight (gross): Ис Hons tones

Appendix (passports, certificates, etc) at: Ис sheets

Total released amount: Восемь тысяч девятьсот рубль 00 коп rub 00 cop

Cargo release allowed: Chief Director Ivanov I. I. (signature)

Chief (senior) accountant: Gagarin Y. A. (signature)

Cargo released: Satvovodale (signature) S.P. (signature)

Power of attorney N Ис from Ис issued Ис

Cargo accepted to transporting: Ис (signature)

(In person receiving article in quantity and assortment): Ис (signature)

Cargo received the consignee: Ис (signature)

2. TRANSPORT SECTION

Cargo delivery date _____ Vehicle _____ Vehicle license number _____ TTN № 256

Organisation _____ (Name, address, telephone number, bank details) To wallet № _____

Customer (owner) _____ (Name, address, telephone number, bank details)

Driver _____ Driver license № _____ Code _____
 License card _____ Delivery type _____

Registration № _____ Series _____ № _____ Upload point _____ (address, phone number) _____ Route _____

Readdress _____ (Name and address of the new consignee enterprise) 1. trailer _____ State license number _____ Garage number _____
 2. trailer _____ State license number _____ Garage number _____

(Signature of the responsible person) _____

CARGO INFORMATION

Quick cargo name	Documents with cargo	Packing type	Number of places	weight determination method	Cargo ID	Container number	Cargo class	Gross weight, t
1.	2.	3.	4.	5.	6.	7.	8.	9.
1.								
2.								
3.								

Pointed cargo with intact seals, case and packaging _____ Number of places _____ (in words) _____
 Gross weight _____ t to transport _____
 Deliverer person signature _____ Full name _____
 Delivery driver _____ signature _____ Full name _____

Pointed cargo with intact seals, case and packaging _____ Number of places _____ (in words) _____
 Gross weight _____ t. _____
 Deliverer driver delivered _____ signature _____ Full name _____
 Took _____ person signature _____ Full name _____

Number of trips, visits _____ Total gross weight, t _____

Marks about acts made _____
 Transport services _____

LOADING AND UNLOADING OPERATIONS

operation	Performer (car owner, the recipient, the sender)	additional operations (name, number)	mechanism, lifting capacity, bucket capacity	number of operations	date (day, month), time, hour, min.	signature	additional operations time, min.	signature of the responsible person
10. load	11.	12.	13.	14.	15.	16.	17.	18.
11. unload								

OTHER INFORMATION (filling by organization, the owner of the vehicle)

distance transport by road across km		cargo forwarding code			for transport services		rate for improper operation, rub. cop.		correction factor		downtime, hours, minutes		Rate
total	in town	I gr.	II gr.	III gr.	from client	due to the driver	rate	coefficient	basic rate	under loading	unloading		
20	21	22	23	24	25	26	27	28	29	30	31	32	

For ton _____ For non-kilometer _____ Loading and unloading, tons _____ Car and trailer underload _____
 Forwarding _____ For order urgency _____ For special transport _____ Other extra charge _____ Total _____
 Rate _____ (signature) _____ (full name) _____

Rate calculation _____
 Rate, rub. cop. _____
 Payable, rub. cop. _____

Рассчитано 10.12.16 Страница 6 из 9 Подписано: 1 06.05.2016 12:22:22

Consignment note (TRADE12):

WAYBILL

The unified form number TORG-12 Approved by the State Statistics Committee of Russia 25.12.98 № 132

										ID
Form OKUD										
OKPO										1
Type of activity on OKDP										
OKPO										1
OKPO										1
OKPO										1
Waybill										
Waybill										
Waybill										
Waybill										
Operation type										

Organization-shipper, address, telephone, fax, bank details _____ (structure department) _____

Consignee, INN, _____ (Organization, address, phone, fax, bank details) _____

Provider, INN, _____ (Organization, address, phone, fax, bank details) _____

Agent, INN, _____ (Organization, address, phone, fax, bank details) _____

Reason Contract № 10.07.2016 contract _____

Dokument number	Date
	10.07.2016

Number	Article		U rev.		Type of packaging	Quantity		Gross weight	Quantity (net weight)	price, rub. cop.	Amount excluding VAT, rub. cop.	VAT		The amount of VAT, rub. cop.
	name, characteristics, grade SKU	ID	name	OKEI code		in one place	place, pic					%	amount, RUB. cop.	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1									1	0.00	0.00	0	0.00	0.00
Total on page									1	X	0.00	X	0.00	0.00
Total on bill									1	X	0.00	X	0.00	0.00

Consignment note has an appendix on _____ 1 _____ sheets and _____ sequence number _____

Total places _____ (on words) _____

Appendix (passports, certificates, etc.) on _____ sheets _____

Total amount released on _____ rub. 00 cop. _____ (on words) _____

Cargo issued allowed Chief director _____ (signature) _____ (full name) _____

Chief (senior) accountant _____ (signature) _____ (full name) _____

Cargo Weight (net) _____ (on words) _____

Cargo Weight (gross) _____ (on words) _____

By attorney number _____ from _____ (whom who (organization, position, name)) _____

Cargo accepted _____ (position) _____ signature _____ (full name) _____

<p>Consignment note has an appendix on _____ 1 _____ sheets and _____ sequence number consider _____ (on words) Total places _____ (on words)</p> <p>Appendix (passports, certificates, etc.) on _____ (on words) _____ sheets Total amount released on _____ (on words) rub 00 cop</p> <p>Cargo issued allowed Chief director _____ (position) _____ (signature) _____ (full name)</p> <p>Chief (senior) accountant _____ (signature) _____ (full name)</p> <p>Cargo issued made _____ (position) _____ (signature) _____ (full name)</p> <p>S.P. « _____ » _____</p>	<p>Total on bill: _____ 1 _____ X _____ 0.00 X _____ 0.00 _____ 0.00</p> <p>Cargo Weight (net) _____ (on words) _____</p> <p>Cargo Weight (gross) _____ (on words) _____</p> <p>By attorney number _____ fro _____ m _____ issued _____ (whom who (organization, position, name))</p> <p>Cargo accepted _____ (position) _____ (signature) _____ (full name)</p> <p>Cargo received the consignment _____ (position) _____ (signature) _____ (full name)</p> <p>S.P. « _____ » _____</p>
--	---

Act of delivery:

Act № 10 July 2016 .

Agent:

№	Article Name	U. m.	Quantity	Price, rub	Amount, rub
1		pic.	1	.00	.00
Total					.00
Including VAT					.00

Total amount .00

The above services are fully implemented and on time. Customer complaints by volume, quality and timing of the provision of services does not.

Performer _____ signature _____ S.P. _____

Customer _____ signature _____ S.P. _____

Cash-memo:

0 000000 005791

Firm №1
125047, Moscow, Tverskaya street 1st, 141, 222
-11-11-32
Sales slip
№579 10.07.2016 r.

6	Radio VEGa	1	1100.00	1100.00
7	Lamp	2	110.00	220.00
75	MotherBoard 1	3	8000.00	24000.00
11	Delivery movement document	1	.00	.00
Total amount				25320.00

Twenty-five thousand three hundred and twenty
00 kopeks

Cash-memo - a thermal printer is a printed form of the *Cash-memo*, optimized under printing on a thermal printer.

Command Reserve transfers the document from the subtype *Rough Draft* to the subtype *Reserve*. At the same time articles of the table part *articles* are reserved at the *Store*.

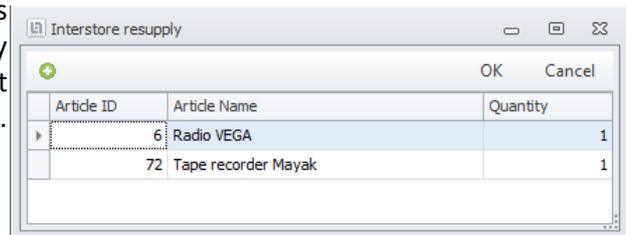
Command Interstore Addition allows to issue relocation *Not Reserved* quantity of the table articles *Articles* to the current *Store* from the store-hub of the *Office*.

The following articles are added in the form list *Interstore Addition*:

- *Articles* marked by flags in the table part. Their *Quantity* equals to *Not Reserved* Quantity;
- if in the table part *Articles* flags didn't mark any articles, all *Not Reserved* articles of this table are

added in the list. Their *Quantity* also equals to *Not Reserved* Quantity.

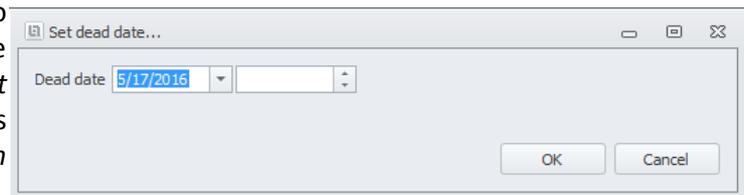
By clicking OK a document of the Interstore Transfers is created in the subtype *Interstore resupply*, but only if the specified free *Quantity* of articles is available at the store from which addition is carried out. Otherwise the error message will be given.



Quantity of replenished articles can be changed if necessary, reducing including up to 0, or increasing. Also it is possible to add additional articles to the list of interstore addition by clicking .

 Command *Reserve All Articles* tries to reserve at the *Store* all *Not Reserved* articles of the tab *Articles*.

 Command *Set Dead Date...* allows to change *Reserve Dead Date* if there is the appropriate right (*It is authorized to edit reserve Dead Date, code 58*). For this purpose it is necessary to enter *Cancellation Date* and click OK.



 Command *Cash Payment* transfers the document from the subtype *Reserve* to the subtype *Ready for Delivery* if according to the document there is delivery or to the subtype *Pick up* if there is no delivery. Also *Cash Inflow* is created for the document (Dictionary record [Cash Payment](#)), making-out cash inflow from an *Agent* in the company checkout.

 Command *Create Account* transfers the document processed to the *Agent*-legal entity from the subtype *Reserve* to the subtype *Account is Drawn*. Also for the document *Account* on Cashless payment is created (the Document Journal [Invoice](#)). The reference to this document is added in a header in the field *Accounting Order* and the table *Account*.

 Command *Shipment is Allowed* transfers the document:

- from the subtype *Reserve* to the subtype *Ready for Delivery* if according to the document there is delivery;
- from the subtype *Account is Paid* to the subtype *Ready for Delivery* if according to the document there is delivery, or to the subtype *Pick up* if there is no delivery.

 Command *Set Personal Bonus Parameters* allows to specify the following parameters in the opened form of the same name (fields in **bold** are mandatory for filling):

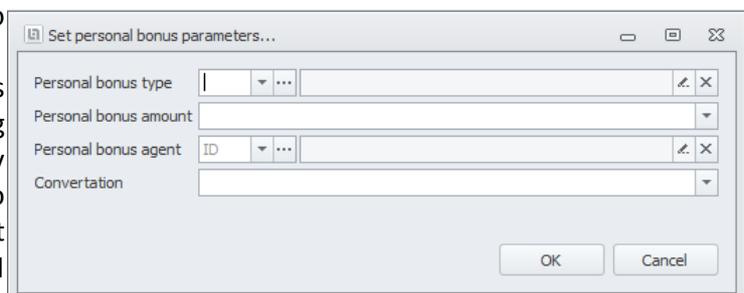
- **Personal Bonus Type** – can have two values:

- *On top* – *Personal Bonus Amount* is added to the reserve amount, being distributed between articles marked by flags on the *Article* tab in proportion to their amount. It is possible to look at amount distribution on the *Personal Bonus Distributiin* in the tab. The document total amount increases on *Personal Bonus Amount*;

- *Included in Prices* – *Personal Bonus Amount* is already included in the reserve amount. In this case the amount isn't distributed between reserve articles *Personal bonus* (code 491896). The total amount of the document doesn't change;

- **Personal Bonus Amount** is bonus amount stipulated with the buyer;

- *Personal Bonus agent* - bonuses are calculated to the agent. The field isn't mandatory. If the *Agent*-



Bonuser isn't selected, he is defined from the agent-legal entity to which sale is made out;

- *Conversion*, %is percent from the personal bonus amount which remains in the company . The field isn't mandatory. If *Conversion* percent isn't specified, it is defined by the value set for the agent-receiver of the bonus. If it isn't specified and there – value of the appropriate constant.

⚡ Command *Cancel a Personal Bonus* allows to cancel the personal bonus calculated according to the document.

⚡ Command *Show Document transactions* shows all movements generated by the document (for details, see the section [Show Document transactions](#)).

↻ When carrying out documents in subtypes *Reserve*, *Ready for Deliver*, *Pick up*, *Account is Drawn* and *Account is Paid* the following movements are created: Articles from the table part *Articles* are credited on [Stock reserves](#) increasing the reserves at *the Store for the Agent* .

↻ When carrying out the document in the subtype *Shipped Order* the following movements are created:

- Barcodes from the table part *Barcodes* are written off [Barcodes Stock Remains](#) reducing their Remains at *the Store*;
- articles from the table *Articles* are written off in quantity *Reserved* [Stock](#) reducing Remains at *the Store* and are credited on [Sale](#). After articles from the table *Articles* in quantity *Reserved* and with cost *Amount* are written off [Sale](#), and *Amount* is credited on [Agent Debts](#) increasing *the Agent's debt*.

↻ When carrying out the document in the subtype *Shipped Delivery* the following movements are created:

- Barcodes from the table part *Barcodes* are written off [Barcode Stock](#) reducing their Remains at *the Store*;
- articles from the table *Articles* are written off in quantity *Reserved* [Stock](#) reducing Remains at *the Store* and are credited on [Deliver Article Debts](#) Increasing debt of *the Delivery mean*;
- one delivery to the amount which the driver shall return to the company on its execution is credited on [Delivery document debts](#), increasing debt of *Delivery means*.

Invoicing module

Fixed assets

Fixed asset incomes



By means of document journal *Fixed Asset Incomes* adding fixed assets in the system is carried out by their appropriation:

Identity	Supplier.Name	Supply date	Amount
22	TestSupplier	3/31/2016	150,000,000.00

Document Journals *Fixed Asset Incomes* have the following subtypes:

- *Expected Fixed Asset Incomes* – a document of this subtype can be created directly in the document journal by clicking ;
- *Fixed Asset Income* – a document of this subtype is created from the subtype *Expected Fixed Asset Income* after the command *Accept Fixed Asset with Put In*.

The Document edit form *Fixed Asset Income* allows to specify the following header properties (fields in **bold** are mandatory for filling):

Inven...	Usable lif...	Using e...	Price	Responsible...	Offi...	Frc...	Locati...
Passe...	10	Lavrenti ...	23...	Alexandr Al...	Test...	Te...	Saint...
<input checked="" type="checkbox"/> Machi...	10	Rodion ...	75...	Alexandr Al...	Offi...	Te...	Saint...
<input type="checkbox"/> Machi...	10	Rodion ...	75...	Alexandr Al...	Offi...	Te...	Saint...

- **Firm, identity** is a company that credits Fixed Asset (Dictionary record [Companies](#));
- **Provider, identity** is supplier at whom Fixed Assets are acquired (Dictionary record [Agents](#));
- **Date** is fixed asset delivery date;
- **Amount** is delivery amount, it is filled automatically based on the column *Fixed Asset Price* of the table part in the document *Fixed Asset*.

Except the header the document has one table part – *Fixed Assets* wherein there are Fixed Asset Income: When adding a new record in the table part  it is necessary to select (or to create new) a type of the added fixed asset from the list-oriented form of the Dictionary [Fixed Asset Type](#):

Identity	Name
<input type="checkbox"/>	(All)
<input type="checkbox"/>	8 Machines
<input type="checkbox"/>	14 Chair
<input type="checkbox"/>	10 Stand
<input type="checkbox"/>	15 Computer
<input type="checkbox"/>	16 Furniture

After that it is necessary to fill with data the form *Create a Fixed Asset*:

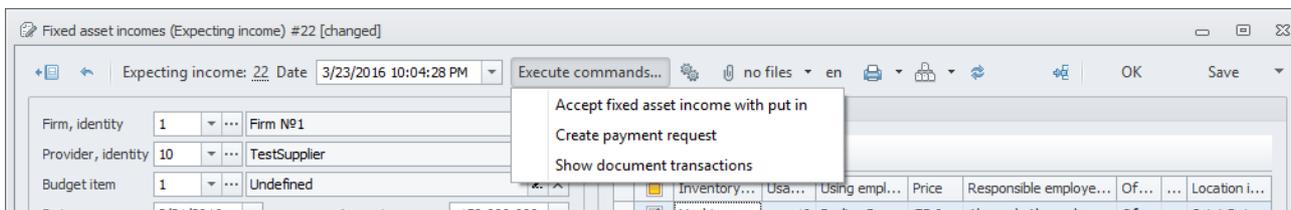
- **Type** is a type of the added Fixed Asset (Dictionary record [Fixed Asset Types](#)), it is filled automatically based on the value selected at the previous stage. It can be changed.

- *Useful life, m* in months – value of useful service given in the Dictionary for the selected *Fixed Asset Types* is filled automatically. It can be adjusted up or down;
- *Quantity* is Fixed Asset Quantity;
- *Price* is one Fixed Asset Cost;
- Fixed Asset *Name* is filled in automatically with *Name* of the selected *Fixed Asset Type*. The value can be changed;
- *Responsible employee* is an employee who is responsible for the Fixed Assets. The reporting person may be an employee who has set at least one office and at least one FRC (Dictionary record [Employees](#));
- *Frc* is FRC that is available for the selected reporting person (Dictionary record [FRC](#));
- *Office* is office that is available for the selected reporting person where there will be (Dictionary record [Offices](#));
- *Using Employee* is an employee who is directly responsible for the operation and safety of the Fixed Assets (Dictionary record [Employees](#));
- *Location* is the place where the fixed asset will be located physically (Dictionary record [Fixed Asset Locations](#)).

By clicking OK in the form *Create a Fixed Asset*:

- the system automatically creates Fixed Asset in the Dictionary [Fixed Assets](#). One fixed asset is created for each unit of Fixed Asset (if there is *Quantity* = 3 then three separate Fixed Assets are created differing only with inventory number);
- the table part of the document is filled with the created Fixed Assets (lines quantity added to the table part equals to quantity of the created Fixed Assets).

⚡ Command *Create Payment Request* creates the document of the subtype *Request* in the document journal [Payment Request](#):



The system automatically fills in the *Request* the following fields:

- in a header:
 - *Payment Request Type* is operating;
 - *Agent* is *Supplier* in the header of *the Expected Fixed Asset*;
 - *Responsible Employee* is an employee corresponding to the user-creator of the document from which the command is run;
 - *Payment Function* – the system puts down the text “Fixed Assets Purchase”;
- in table part for each fixed asset:
 - *Cost Items*;
 - *Office*;
 - *FRC*;
 - *Amount*.

⚡ Command *Accept Fixed Assets with Put in* transfers the document from the subtype *the Expected Fixed Asset Income* in the subtype *Fixed Asset Income*. Also as a result of the command operation based on the initial document for each fixed asset the document *Request for the Fixed Assets Put In* will be created in the journal [Fixed Assets Put In](#).

🔄 When carrying out the document in a subtype *Fixed Assets Income* the following movements are created: total *Amount* of the document is written off [Agent Debts](#) reducing a debt of *the Supplier*, and all fixed assets from the table part are credited on [Fixed Assets Put In](#).

Fixed asset incomes from store



By means of the document journal *Fixed Asset Incomes* adding fixed assets in the system is carried out by article income from the store:

Identity	Supplier.Name	Supply date	Amount
22	TestSupplier	3/31/2016	150,000,000.00

Document Journals *Fixed Asset Income from Stores* have the following subtypes:

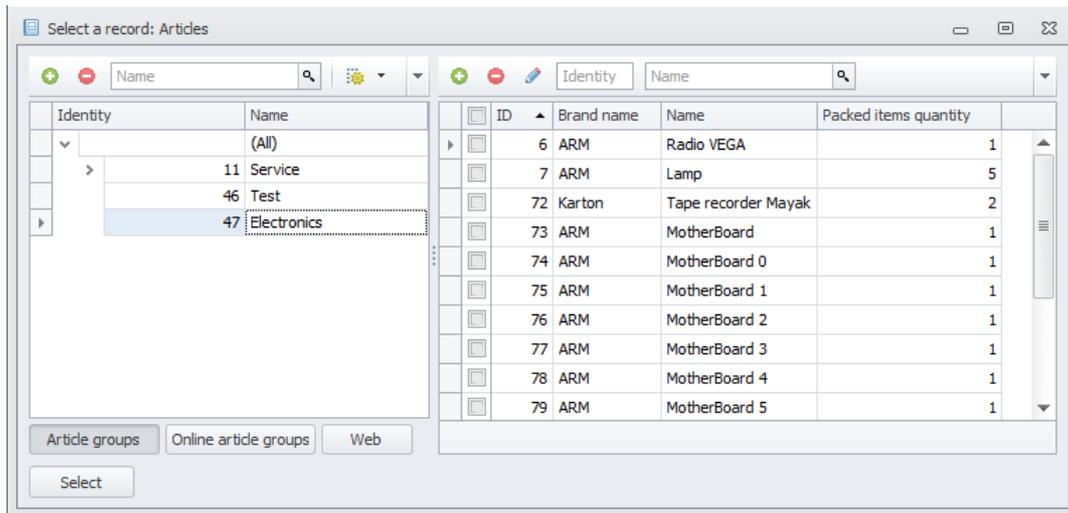
- **Request** – a document of this subtype can be created directly in the document journal by clicking ; Also a document of this subtype is from the subtype *Pick up* after the command *Pick up* -> *Request*;
- **Pick up** – a document of this subtype is from the subtype *Request* after the command *Request* -> *Pick up*;
- **Issued** – a document of this subtype is from the subtype *Pick up* after the command *Pick up*-> *Issued*.

The Document edit form *Fixed Asset Income from stores* allows to specify the following header properties (fields in **bold** are mandatory for filling):

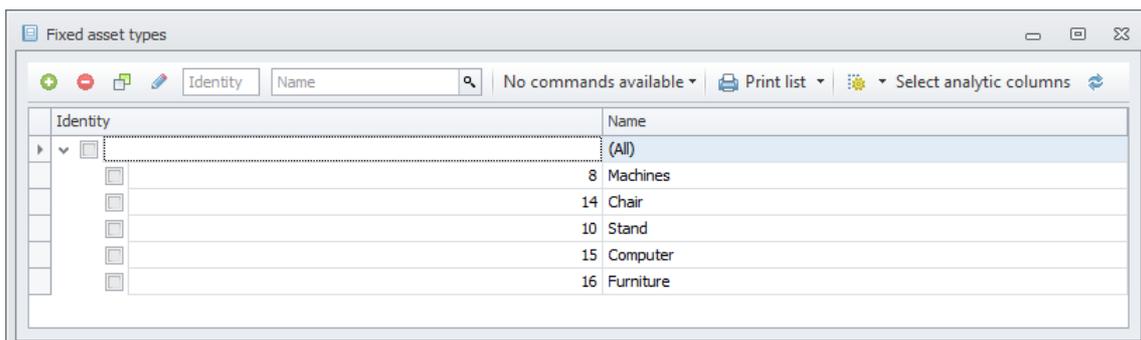
Arti...	Barc...	Inven...	Fr...	Off...	Price	Q...	Quanti...	Responsibl...	Usable lif...	Using e...	Locati...
Deli...	(none)	Machi...	Te...	Off...	25...	1	0	Alexandr A...	12	Lavrenti...	Saint...
Deli...	(none)	Machi...	Te...	Off...	25...	1	0	Alexandr A...	12	Lavrenti...	Saint...
Deli...	(none)	Machi...	Te...	Off...	25...	1	0	Alexandr A...	12	Lavrenti...	Saint...
Deli...	(none)	Machi...	Te...	Off...	25...	1	0	Alexandr A...	12	Lavrenti...	Saint...
Deli...	(none)	Machi...	Te...	Off...	25...	1	0	Alexandr A...	12	Lavrenti...	Saint...
Deli...	(none)	Machi...	Te...	Off...	25...	1	0	Alexandr A...	12	Lavrenti...	Saint...
Deli...	(none)	Machi...	Te...	Off...	25...	1	0	Alexandr A...	12	Lavrenti...	Saint...
Deli...	(none)	Machi...	Te...	Off...	25...	1	0	Alexandr A...	12	Lavrenti...	Saint...
Deli...	(none)	Machi...	Te...	Off...	25...	1	0	Alexandr A...	12	Lavrenti...	Saint...

- **Store** is store from which it is necessary to write out fixed assets (Dictionary record [Stores](#));
- **Release point** is issue place at the store from which fixed assets will be given (Dictionary record [Store Issue Place](#)). It is filled automatically when selecting the *Store*;
- **Max pickup time** is date to which it is necessary to pickup the fixed assets listed in table part ;
- **Pickup editable** – the set flag allows to change the store employees quantity of the article in the document table part. If the flag is not set, the store employee in case of need should return the document for editing to the manager, having transferred it from the subtype *Pick up* back into the subtype *Request*;
- **High Priority** – the set flag indicates the need of priority pickup of this request.

Except the header the document has one table part – *Fixed Assets* wherein there are fixed asset written off: When adding a new record in the table part at first the list-oriented form of the Dictionary will open [Articles](#). There it is necessary to select an article that will be written off the store as the fixed asset:



After the article it is necessary to select the fixed asset type corresponding to it (or to create new) in the opened list-oriented form of the Dictionary [Fixed Asset Types](#):



After that it is necessary to fill with data the form *Create a fixed asset*:

Cancel OK

Name: Computer (72, Tape recorder Mayak)

Type: 15 ... Computer

Price: 2,345. Quantity: 1 Useful life, m: 36

Responsible employee: 5 ... Alexandr Alexandrovich Alexandrov

Using employee: 1 ... Yury Alekseyevich Gagarin

Office: 2 ... TestOffice

Frc: 11 ... Yaroslavl

Location: 2 ... Moscow office

- *Type* is a type of the added Fixed Asset (Dictionary record [Fixed Asset Types](#)), it is filled automatically based on the value selected at the previous stage. It can be changed.
- *Useful life, m* in month – value of useful service given in the Dictionary for the selected *Fixed Asset Types* is filled automatically. It can be adjusted up or down;
- *Quantity* is Fixed Asset Quantity;
- *Price* is the cost of one Fixed Asset, it is put down automatically based on the base article price;
- *Name* is filled in automatically with *Name* of the selected *Fixed Asset Type*. The value can be changed;

- *Responsible employee* is an employee who is responsible for the Fixed Assets. The reporting person may be an employee who has set at least one office and at least one FRC (Dictionary record [Employees](#));
- *Frc* is FRC that is available for the selected reporting person (Dictionary record [FRC](#));
- *Office* is office that is available for the selected reporting person where there will be (Dictionary record [Offices](#));
- *Using Employee* is an employee who is directly responsible for the operation and safety of the Fixed Assets (Dictionary record [Employees](#));
- *Location* is the place where the fixed asset will be located physically (Dictionary record [Fixed Asset Locations](#)).

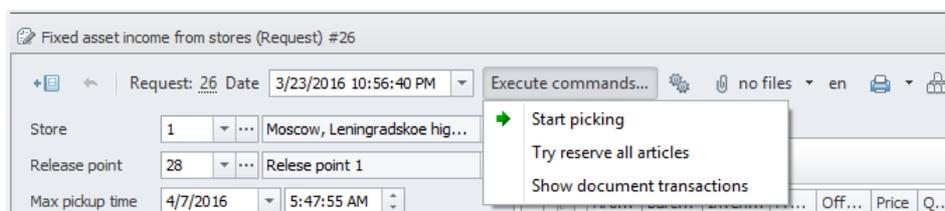
By clicking OK in the form *Create a fixed asset*:

- the system automatically creates Fixed Asset in the Dictionary [Fixed Assets](#). One fixed asset is created for each unit of Fixed Asset (if there is *Quantity* = 3 then three separate Fixed Assets are created differing only with inventory number);
- the table part of the document is filled with the created Fixed Assets (lines quantity added to the table part equals to quantity of the created Fixed Assets).
- if there is no the selected article in the store specified in the document header, in the column *Quantity* of the table value 0 and in the column *Quantity without reserve* – 1 are put down. If, for example, three fixed assets created in the receipt of the same article were added to the table part and there are available only two units of this article at the store, for two Fixed Assets in the field *Quantity* value 1 will be indicated (in the field *Quantity without reserve* – 0), and for the third – 0 (in the field *Quantity without reserve* – 1):

Artid...	Barco...	Invent...	Frc...	Offi...	Price	Qu...	Quantt...	Responsible ...	Usable life...	Using em...	Locatio...
Deliv...	(none)	Machin...	Tes...	Offi...	25...	0	1	Alexandr Ale...	12	Lavrenti ...	Saint-P...
Deliv...	(none)	Machin...	Tes...	Offi...	25...	0	1	Alexandr Ale...	12	Lavrenti ...	Saint-P...
Deliv...	(none)	Machin...	Tes...	Offi...	25...	0	1	Alexandr Ale...	12	Lavrenti ...	Saint-P...
Deliv...	(none)	Machin...	Tes...	Offi...	25...	0	1	Alexandr Ale...	12	Lavrenti ...	Saint-P...
Deliv...	(none)	Machin...	Tes...	Offi...	25...	0	1	Alexandr Ale...	12	Lavrenti ...	Saint-P...
Deliv...	(none)	Machin...	Tes...	Offi...	25...	0	1	Alexandr Ale...	12	Lavrenti ...	Saint-P...
Deliv...	(none)	Machin...	Tes...	Offi...	25...	0	1	Alexandr Ale...	12	Lavrenti ...	Saint-P...
Deliv...	(none)	Machin...	Tes...	Offi...	25...	0	1	Alexandr Ale...	12	Lavrenti ...	Saint-P...
Deliv...	(none)	Machin...	Tes...	Offi...	25...	0	1	Alexandr Ale...	12	Lavrenti ...	Saint-P...
Deliv...	(none)	Machin...	Tes...	Offi...	25...	0	1	Alexandr Ale...	12	Lavrenti ...	Saint-P...

When saving the document in the subtype *Request* articles listed in its table part are reserved at the store.

⚡ Command *Try to reserve all articles* checks whether all table articles of the document were reserved at the store. if there is at least one non-reserved article (in the column *Quantity without reserve* it has value 1) the command tries to reserve it:



⚡ Command *Request -> Start picking* transfers the document from the subtype *Request* to the subtype *Pick up*. At the same time the system checks whether all table articles of the document were reserved at the store. if there is at least one non-reserved article (in the column *Quantity without reserve* it has value 1) the command will not be executed. As a result of the command operation based on the initial document the document will be also created [Pickup Request](#).

⚡ Command *Start picking-> Request* transfers the document from the subtype *Pick up* to the subtype *Request*. The command is executed automatically when the store employee has not any authority to edit the document (with the flag *to Edit in Pick up*), and at the same time there was a situation during article pickup at the store when articles weren't found or their part wasn't found. In this case codes of problem articles will be listed in the field *Comments* of the document *Request*.

⚡ Command *Start picking-> Request* transfers the document from the subtype *Pick up* to the subtype *Request*. The command is executed automatically if articles were picked up at the store and were given out to the *Reporting person* or *Operating Employee*. If there was a situation during article pickup at the store when articles weren't found or their part wasn't found but the store employee has authority to edit the document (with the flag *to Edit in Pick up*), codes of problem articles will be listed in the field *Comments* of the document *Issued*. Also as a result of the command operation based on the initial document for each fixed asset written out the document *Request for the Fixed Assets Placing in Operation* will be created in the journal [Fixed Asset Put in](#).

↻ When carrying out the document in subtypes *Request* or *Pick up* the following movements are created: *Articles* of the table part are written out [Stock reserves](#).

↻ When carrying out the document in a subtype *Issued* the following movements are created: *Articles* of the table part are written off [Barcodes Stock](#). Also *Articles* of the table part are written off [Stock](#) and are credited on [Fixed Assets Put in](#).

Fixed asset put ins



With the Document Journal *Fixed Assets Put Ins* Fixed Assets Put In is carried out:

Identity	Description
23	Fixed asset put ins (Expecting) #23, 3/23/2016
24	Fixed asset put ins (Expecting) #24, 3/23/2016
25	Fixed asset put ins (Expecting) #25, 3/23/2016

Document Journals *Fixed Assets Put Ins* have the following subtypes:

- *Expected Put In* – a document of this subtype can be created on the basis of the document *Expected Fixed Asset Income* of the document journal [Fixed Assets Income](#) By the command *Accept Fixed Asset Put In*;
- *Put In* – a document of this subtype can be created from the subtype *Expected Put In* after running one of the command:
 - *Accept Fixed Asset Put In*;
 - *Fixed Asset Put In Without Amortization*.

During creation of the subtype document *Expected Put In* (by the command *Accept Fixed Asset Put In* for the document *Expected Fixed Asset Income* of the document journal [Fixed Assets Income](#)) its properties are filled automatically:

- *Inventory Number* is fixed asset put in (Dictionary record [Fixed Assets](#)), within the brackets after the name *Fixed Asset Type* is specified;
- *Price* is fixed asset cost;
- *Usable life expectancy*, in months is fixed asset useful service;
- *Responsible employee* is an employee who is responsible for the operation and safety of the Fixed Assets (Dictionary record [Employees](#));
- *Frc* is Dictionary record [FRC](#);
- *Office* is an office where there will be Fixed Assets (Dictionary record [Offices](#));
- *Using Employee* is an employee who is responsible for the operation and safety of the Fixed Assets (Dictionary record [Employees](#));
- *Location* is the place where the fixed asset will be located physically (Dictionary record [Fixed Asset Locations](#));
- *End Use Date* is date of fixed asset end operation. When transferring the document in the subtype *Put In* the date is calculated automatically as follows: *Usable Life* specified here is added to the current date of the document .

⚡ Command *Fixed Asset Put in with amortization* transfers the document from the subtype *Expected Put In* in the subtype *Put In*. At the same time the fixed asset is registered, and its cost will be written off for expenses by monthly amortization documents during all period of operation:

As a result of the command in the system the following operations are performed:

- for the document *Use End Date* is calculated;
- the document from the subtype *Expected Put In* transfers to the subtype *Put In*;
- the accounting of the fixed asset begins from this point in the system.

⚡ Command *Fixed Asset put In without amortization* transfers the document from the subtype *Expected Put In* in the subtype *Put In*. At the same time the fixed asset is registered, and its cost is at a time written off in expenses. As a result of the command in the system the following operations are performed:

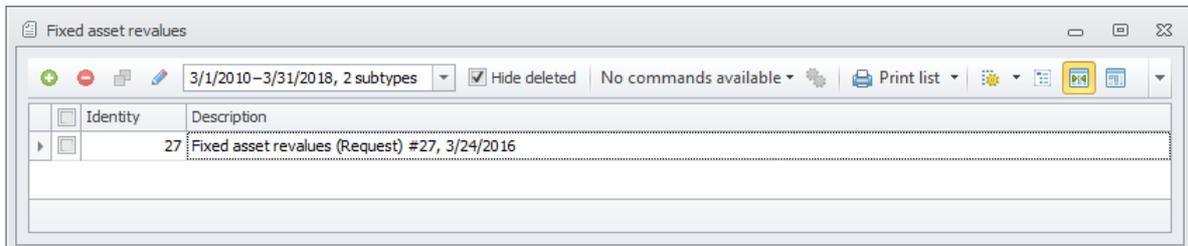
- for the document *Use End Date* is calculated;
- the document from the subtype *Expected Put In* transfers to the subtype *Put In*;
- In the journal [Fixed Asset Amortization](#) the document wherein the amortization amount is equal to the price of the fixed asset put in is created;
- the accounting of the fixed asset begins from this point in the system.

↻ When carrying out the document in a subtype *Put In* the following movements are created: All fixed assets are written off the table part [Fixed Assets Put In](#) and are credited on [Fixed Assets](#).

Fixed asset revalues



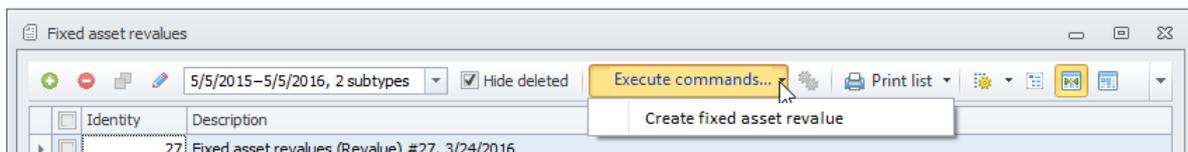
Using the document journal *Fixed Asset Revalues* fixed asset put in revalue is carrying out for which the linear method of amortization calculation was specified (for Fixed Assets at which amortization is calculated by a method of the reduced remain, revalue isn't carried out):



Document Journals *Fixed Asset Revalues* have the following subtypes:

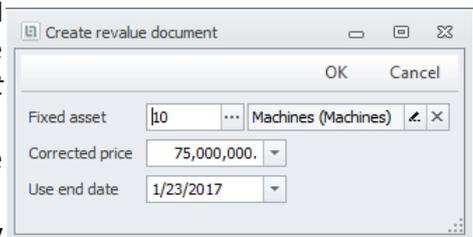
- *Request* – a document of this subtype can be created by executing the command *Create Fixed Asset Revalue* in the command list of the Document Journals;
- *Revalue* – a document of this subtype is from the subtype *Request* after the command for it *Request -> Revalue*;

⚡ Command *Create Fixed Asset Revalue* is carried out the journal command list and allows to create a document in the subtype *Request*:



After start of the command in the opened form *Create Fixed Asset Revalue* it is necessary:

- *Fixed Asset* – to select the fixed asset which should be revalued (fixed asset choice is made using the list-oriented form of the Dictionary [Fixed Assets](#) wherein the filter flag is set *Fixed asset on the account*);
- *Use End Date* – this field is filled automatically, its value can be changed;
- *Corrected Price* – the fixed asset current price is automatically put down in the field, it should be changed to new;
- After clicking OK the document is created and opened in the subtype *Request*.



During creating the document of the subtype *Request* (using the command *Create Fixed asset Revalue*) its fields are filled automatically:

Asset number	10	Machines (Machines)
New price		75,000,000.
Old price		70,000,000.
Operation ending date	1/23/2017	
CFO, code	13	TestFrc
Office, code	1	Office №1
Operating employee, code	4	Rodion Romanovich Roskolnikov
Place fixed asset, code	1	Saint-Petersburg office
Responsible employee, code	5	Alexandr Alexandrovich Alexandrov
Amortization summ before revalue		200,000.
Amortization summ after revalue		220,000.
Cost item, code	90	Revalue fixed asset
Budget period, code	2	None

By root (Administrator), 3/24/2016 8:47:35 PM Comments:

- *Asset number* is fixed asset exposed the Revalue (Dictionary record [Fixed Assets](#)), within the brackets after the name *Fixed Asset Type* is specified;
- *New Price* is new Fixed Asset cost after the revalue;
- *Old Price* is old Fixed Asset cost before the revalue;
- *Operation ending date* is date of fixed asset end operation;
- *CFO, code* is Dictionary record [FRC](#);
- *Office, code* is an office where there are Fixed Assets (Dictionary record [Offices](#));
- *Operating Employee, code* is an employee who is responsible for the operation and safety of the Fixed Assets (Dictionary record [Employees](#));
- *Place Fixed Asset, code* is the place where the fixed asset is located physically (Dictionary record [Fixed Asset Locations](#));
- *Responsible employee, code* is an employee who is responsible for the operation and safety of the Fixed Assets (Dictionary record [Employees](#));
- *Amortization Summ Before Revalue* is amortization amount before revalue;
- *Amortization Summ After Revalue* is amortization amount after revalue;
- *Cost Item, code* is cost item (Dictionary record [Cost Items](#)), for this type of operation – “Fixed Asset Costs”;
- *Budget period, code* is budget period.

⚡ Command *Request -> Revalue* transfers the document from the subtype *Request* in the subtype *Revalue*, the price of the fixed asset changes to new from this point, the amount of the amortization written off earlier (at the old price) also changes to new:

Asset number	10	Machines (Ma
New price		

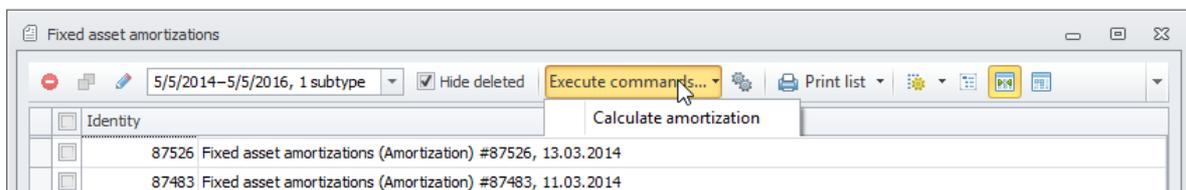
When carrying out the document in a subtype *Revalue* the following movements are created: *Amortization Amount Before Revalue* is written off [Costs](#) reducing them, it is credited on [Fixed Assets](#) increasing the fixed asset cost Then *Amortization Amount After Revalue* is written off [Fixed Assets](#) reducing Fixed Asset cost and is also credited on [Expense](#) increasing them. In completion fixed asset *Price Delta* is calculated by formula $Price\ Delta = New\ Price - Old\ Price$ and depend on its value:

- if the $Price\ Delta \geq 0$ – *Price Delta* is written off [Costs](#) reducing them, it is credited on [Fixed Assets](#) increasing the fixed asset cost
- if the $Price\ Delta < 0$ – *Price Delta* is written off [Fixed Assets](#) reducing Fixed Asset cost and is also credited on [Costs](#) increasing them.

Fixed asset amortizations



Journal *Fixed Asset Amortizations* contains documents by means of that transfer of fixed asset cost put into operation on costs (Amortization) is carried out:

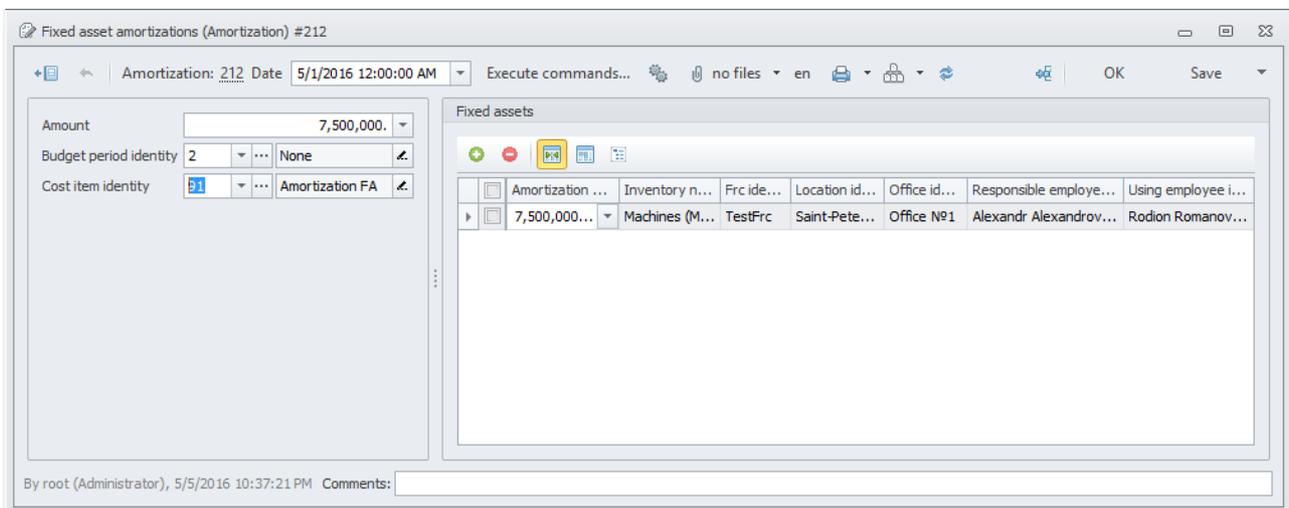


Document Journals *Fixed Asset Revalues* have the following subtypes:

- *Fixed Asset Amortization* – this subtype documents are created automatically as a result of the special service. Also calculation can be done with the command *Calculate Amortization*.

The command *Calculate Amortization* is performed from the command list of the Document Journals. As a result of its work Amortization calculation is carried out for all Fixed Assets put into operation.

The Document edit form *Fixed Asset Amortization* has the following properties of the header:



- *Cost Item identity* is cost item for this type of operation – “Fixed Asset Costs”;
- *Amount* is total amount of Fixed Asset Amortization postponed to the *Cost Item* by this document;
- *Budget period identity* is budget period.

Except the header the document has one table part – *Fixed Asset* wherein there are Fixed Assets whose value was subjected to Amortization:

- *FRC identity* is Dictionary record [FRC](#);
- *Inventory number* is fixed asset exposed the Amortization (Dictionary record [Fixed Assets](#)), within the brackets after the name *Fixed Asset Type* is specified;

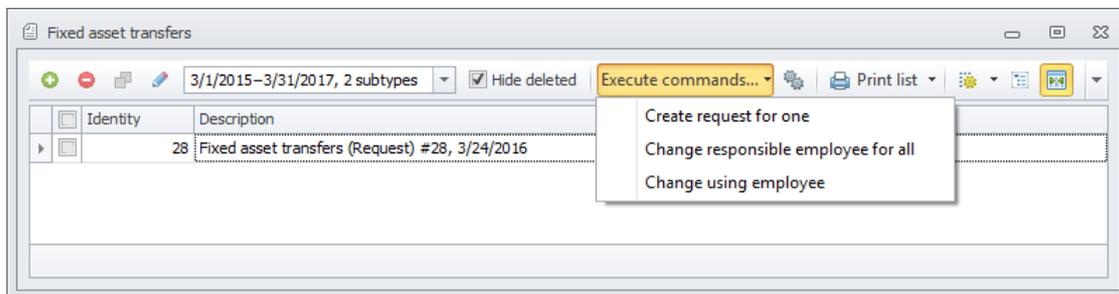
- *Location identity* is the place where the fixed asset is located physically (Dictionary record [Fixed Asset Locations](#));
- *Using Employee* is an employee who is responsible for the operation and safety of the Fixed Assets (Dictionary record [Employees](#));
- *Responsible Employee* is an employee who is responsible for the operation and safety of the Fixed Assets (Dictionary record [Employees](#));
- *Office identity* is an office where there are Fixed Assets (Dictionary record [Offices](#));
- *Amortization Amount* is amount of the calculated Amortization.

↻ When carrying out the document following movements are created: *Amortization Amount* is written off [Fixed Assets](#) reducing Fixed Asset cost from the table part *Fixed Asset*, is also credited on [Costs](#) increasing them.

Fixed asset transfers



Journal *Fixed Asset Transfers* contains documents by means of which Fixed Asset Transfer, for example, from one office in another is carried out:



For the fixed asset it is possible to change:

- location;
- office;
- responsible employee;
- using employee;
- FRC.

Document Journals *Fixed Asset Transfer* have the following subtypes:

- *Request* – a document of this subtype can be created by executing the one of the commands in the Document Journals:
 - *Create Request for Fixed Asset Transfer*;
 - *Change responsible employee*;
 - *Change using employee*;
- *transferred* – a document of this subtype is from the subtype *Request* after the command for it *Request -> transferred*;

⚡ Command *Create Request for one* is carried out the journal command list and allows to create a document in the subtype *Request*: The command applies in case of need to change *Fixed Asset Place*, *Office*, *responsible employee*, *using employee* or *FRC* for the fixed asset. After start of the command in the opened form *To Create Request for Fixed Asset Transfer* it is necessary to select *the Fixed Asset* (Dictionary record [Fixed Assets](#)), that should be transferred:

After clicking OK the document is created and opened in the subtype *Request*. The command adds the selected fixed asset into the table part of the document and fills with values the header field and *New* values match with *Old*. Any of *New* values can be changed.

⚡ Command *Change responsible employee for all* is carried out the journal command list and allows to create a document in the subtype *Request*: The command applies in case of need to change *the responsible employee* for all fixed assets for which he is responsible. After start of the command in the opened form *To Change responsible employee* it is necessary to select *the Old responsible employee* who is responsible for fixed assets and *New responsible employee* who should be transferred responsibility for the Fixed Assets(both are the Dictionary Records [Employees](#)):

By clicking OK at least one document is created (if the specified employee is *the Responsible person* at least for one fixed asset) in the subtype *Request*. Several fixed assets will get to the table part of the same document if their other attributes – *Fixed Asset Place*, *Office*, *Responsible Employee* and *FRC* – match. If the listed attributes differ, the document quantity corresponding to amount of distinctions will be created. *New* and *Old* header field values of the created documents will match, except for *the responsible employee* for whom the employees selected earlier in the form *Change the responsible employee* will be used. Any of *New* values can be changed, however it is necessary to remember that changes will be applied further to all fixed assets from the table part of the document.

⚡ Command *Change Using Employee* is carried out the journal command list and allows to create a document in the subtype *Request*: The command applies in case of need to change *the Using Employee* for all fixed assets for which he is responsible. For the rest the command operation algorithm is completely identical to the previous command: *Change Responsible Employee*:

The Document edit form *Fixed Asset Transfers* has the following properties of the header:

Field	Value	Field	Value
New frc identity	12	TestFrc	
New location identity	1	Saint-Petersburg office	
New office identity	1	Office №1	
New responsible employee identity	3	Lavrenti Pavlovich Beria	
New using employee identity	3	Lavrenti Pavlovich Beria	
Old frc identity	10	Garanty	
Old location identity	2	Moscow office	
Old office identity	2	TestOffice	
Old responsible employee identity	1	Yury Alekseyevich Gagarin	
Old using employee identity	1	Yury Alekseyevich Gagarin	

Amount	Fixed asset identity
300,000.00	Machines (Machines)

By root (Administrator), 3/24/2016 9:31:03 PM Comments:

- *Old Office identity* is an office where there are Fixed Assets at present (Dictionary record [Offices](#));
- *New Office identity* is an office where it is necessary to transfer Fixed Assets (Dictionary record [Offices](#));
- *Old location identity* is the place where the fixed asset is located physically at present (Dictionary record [Fixed Asset Locations](#));
- *New location identity* is the place where it is necessary to transfer Fixed Assets (Dictionary record [Fixed Asset Place](#));
- *Old Using Employee identity* is an employee who is responsible for the operation and safety of the Fixed Assets at present (Dictionary record [Employees](#));
- *New Using Employee identity* is an employee who should be transferred the Fixed assets to operation (Dictionary record [Employees](#));
- *Old Responsible Employee identity* is an employee who is responsible for the operation and safety of the Fixed Assets at present (Dictionary record [Employees](#));
- *New Responsible Employee identity* is an employee who should be held responsible for this Fixed asset (Dictionary record [Employees](#));
- *New frc identity* is FRC for Fixed Assets at present (Dictionary record [FRC](#));
- *Old frc identity* is FRC that must be transferred Fixed Assets (Dictionary record [FRC](#)).

Except the header the document has one table part – *Fixed Assets* wherein the transferred Fixed Assets and their current residual cost are listed

⚡ *Command Request* -> *transferred* transfers the document from the subtype *Request* in the subtype *transferred* and from this point values of its header *New* fields are applied to fixed assets from the document table part :

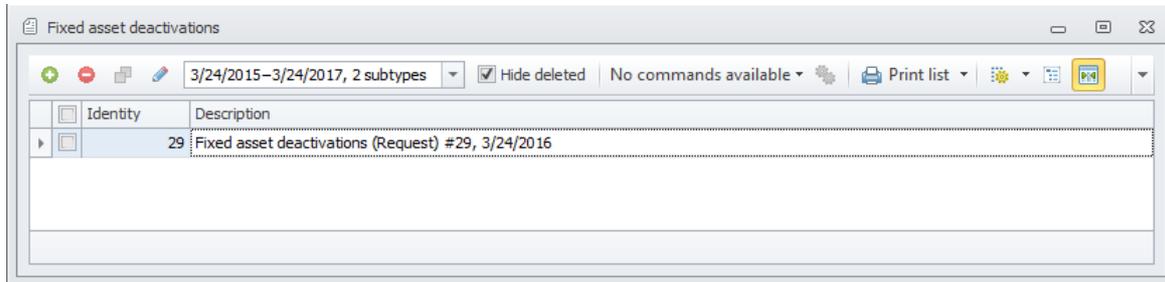
Request -> Transferred

🔄 When carrying out the document in a subtype *transferred* the following movements are created: *Fixed Asset* is written off [Fixed Assets](#) is credited on [Fixed Assets](#), but already with new values of *Office*, *Fixed Asset Place* etc.

Fixed asset deactivations



By means of the Document Journal *Fixed Asset Deactivations* Fixed Asset Deactivation is carried out on account:



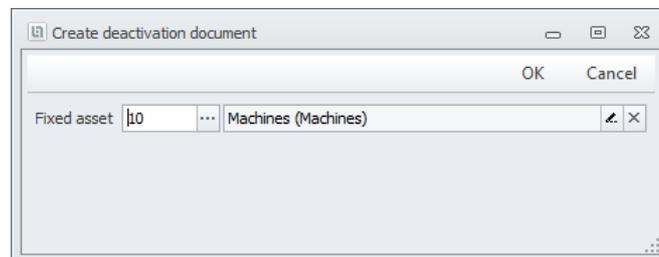
Fixed Asset Deactivations can occur for two reasons:

- Fixed asset useful life was ended;
- fixed asset is eliminated (get out of order, obsolete and all that).

Document Journals *Fixed Asset Deactivation* have the following subtypes:

- *Request* – a document of this subtype can be created by executing the command *Deactivate Fixed Asset from the account* in the command list of the Document Journals;
- *Deactivated* – a document of this subtype is from the subtype *Request* after the command *Deactivated*.

⚡ Command *Create deactivation document* is carried out the journal command list and allows to create a document in the subtype *Request*. After command in the opened form *Create deactivation document* it is necessary to select *Fixed Asset* that should be written off (Dictionary record [Fixed Assets](#) if you choice using the Dictionary list form, the filter flag *Fixed Asset an account* will be installed there):



After clicking OK the document is created and opened in the subtype *Request*, its fields are filled automatically:

- *Inventory Number* is fixed asset exposed the Deactivation (Dictionary record [Fixed Assets](#)), within the brackets after the name *Fixed Asset Type* is specified;
- *Remaining book Value* is residual value of the fixed asset;
- *Responsible employee identity* is an employee who is responsible for the operation and safety of the Fixed Assets (Dictionary record [Employees](#));
- *Frc identity* is Dictionary record [FRC](#);
- *Office identity* is an office where there are Fixed Assets (Dictionary record [Offices](#));
- *Using Employee identity* is an employee who is responsible for the operation and safety of the Fixed Assets (Dictionary record [Employees](#));
- *Locaton identity* is the place where the fixed asset is located physically (Dictionary record [Fixed Asset Place](#));
- *Cost Item* is cost item (Dictionary record [Cost Items](#)), for this type of operation – ""Fixed Asset Costs";
- *Budget period identity* is budget period.

⚡ Command *Deactivate* transfers the document from the subtype *Request* in the subtype *Deactivate*, from this point account of the fixed asset is stopped, and its residual value is deactivated, amortized: :

🔄 When carrying out the document in a subtype *Deactivated* the following movements are created: *Fixed Asset* is written off [Fixed Assets](#) And *Residual Value* is credited on [Costs](#) increasing them.

Account statements



Transactions conducted through the accounts of the company may be imported into the Document Journal *Account Statements* with the command [Account Statement Import](#):

Identity	Description
87207 Account statements (Imported) #87207, 2/3/2014	(906.0702.4219900.001.310.020078.010000) 406030380,
87206 Account statements (Imported) #87206, 2/3/2014	(906.0702.4219900.001.310.020078.020000) 406100490,
87205 Account statements (Imported) #87205, 2/3/2014	(935,0901,4700000,001,340) 952040290 (02) (01)

Document Journals *Account Statement* have the following subtypes:

- *Imported* – documents of this subtype are automatically created as a result of the command *Account Statement Import*, documents of this subtype are automatically processed by the same command after creation;
- *Processed* – a document of this subtype turns out from the subtype *Imported* after successful automatic processing or after successful completion of the command *Processing*;
- *Problem* – document of this subtype turns out from the subtype *Imported* after unsuccessful automatic processing or after unsuccessful completion of the command *Processing*.

The document edit form contains the following properties:

Account statements (Imported) #30 [changed]

Imported: 30 Date: 3/24/2016 9:52:15 PM Execute commands... en OK Save Cancel

Document type name	Bank order	Source name	OOO "Falkkom"	Destination name	Encashment income
Payment purpose	Encashment comission OOO "Falkkom"	Source INN	7705653643	Destination INN	7711070030
Document number	512	Source account	40702810600000001901	Destination account	70601810200001210204
Document date	2/3/2014	Source bank name	AKB "New Credit Alliance"	Destination bank name	AKB "New Credit Alliance"
Problem description		Source BIC	044585456	Destination BIC	044585456
Currency identity	36 Russian Ruble RUB (643)	Source bank location	Moscow	Destination bank location	Moscow
Currency amount	677.97	Source corr. account	30101810600000000456	Destination corr. account	30101810600000000456
Exchange rate	1.				
Amount	677.97				

By root (Administrator), 3/24/2016 9:52:15 PM Comments:

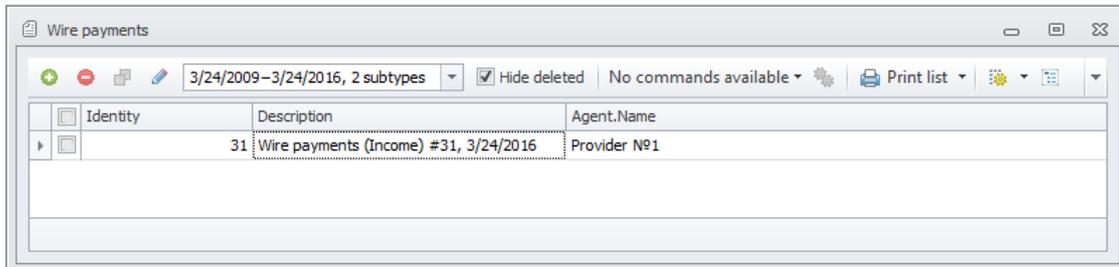
- *Document Type name* is type of the imported document;
- *Payment Purpose* is payment function of the imported document;
- *Document Number* is number of the imported document;
- *Document Date* is date of the imported document;
- *Currency identity* is transaction currency (Dictionary record [Currencies](#));
- *Currency Amount* is currency amount in the selected *Currency*;
- *Exchange Rate* is rate of the selected *Currency* to ruble;
- *Amount* is transaction amount in rubles at the specified *Rate*;
- *Source* - bank data of the remitter are listed in group:
 - *Source name* is Name of remitter ;
 - *Source INN* is remitter INN;
 - *Source Account* is a Bank Account number of the remitter;
 - *Source Bank name* is a bank of the remitter;
 - *Source BIC* is remitter BIC;
 - *Source Bank Location* is the city of the Bank;
 - *Source Corr. Account* is Correspondent account of the remitter ;
- *Source* – bank data of the remitter are similar listed in the group *Source*.

⚡ Command *Processed* transfers the document from the subtype *Imported* in the subtype *Processed* if successful or in the subtype *Problem* after unsuccessful execution.

Wire payments



Wire payments for agents are performed by means of Document Journal *Wire payments*:



Document Journals *Wire payments* have the following subtypes (all can be created directly in the Document Journal by clicking the button ):

- *Outflow* – a document of this subtype is used for registration of outflow from the settlement account to the agent's account;
- *Inflow* – a document of this subtype is used for registration of inflow to the settlement account from the agent.

document edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Firm** – Dictionary record [Firms](#);
- **Agent** – an agent who making (or receiving, depending on the subtype of the document) money to the *Settlement account* (Dictionary record [Agents](#));
- **Bank account** – the bank account on which the money was received (or written off, depending on the subtype of the document) (Dictionary record [Bank accounts](#));
- **Currency** – Dictionary record [Currencies](#);
- **Currency amount** – operation amount of in the selected *Currency*;
- **Exchange rate** – rate of the selected *Currency* to ruble, is filled automatically when saving the document;
- **Amount** – operation amount in rubles at the specified *Rate*, is filled automatically when saving the document.

⚡ Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

↻ When carrying out the document in the subtype *Outflow* the following motions are formed: *Currency amount* is written off from [Bank accounts](#), reducing residual from *Settlement account*, and is credited on [Conversion](#). Then *Offset amount* and *Currency amount* are written off from [Conversion](#), and *Offset amount* is credited on [Agents debts](#), increasing the debt of the *Agent*.

↻ When carrying out the document in the subtype *Inflow* the following motions are formed: *Offset amount* is written off from [Agents debts](#), reducing the debt of the *Agent*, and is credited together with *Currency amount* to the [Conversion](#). Then *Currency amount* is written off from [Conversion](#) and is credited on [Bank accounts](#), increasing residual at *Settlement account*.

Delivery wire payments



Registration of arrival to the settlement account, received from delivery, is carried out by means of Document Journal *Delivery wire payments*:

Identity	Description
32	Delivery wire payments (Income) #32, 3/24/2016

Document Journals *Delivery wire payments* is the single subtype of *Inflow*, which can be created directly at the the Document Journal (by clicking the button). Also, the documents in this subtype can be created automatically as a result of team work [Account statement import](#).

document edit form allows to specify the following heading properties (all fields are mandatory):

Delivery mean	38	GAZ 2705	Currency amount	341,500
Bank account	4045	402744030722	Currency rate	1
Currency	36	Russian Ruble RUB (643)	Amount	341,500

By root (Administrator), 3/24/2016 11:20:35 PM Comments:

- *Delivery mean* – vehicle, from driver of which the money was received (Dictionary record [Delivery means](#));
- *Bank account* – the settlement account on which the money was received (Dictionary record [Bank accounts](#));
- *Currency* – operation currency (Dictionary record [Currencies](#));
- *Currency amount* – credited amount of in the selected *Currency*;
- *Currency rate* – rate of the selected *Currency* to ruble;
- *Amount* – the document amount in registration currency (rubles), is calculated automatically when saving the document.

⚡ Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

↻ The following motions are created when carrying out the document: *Amount* is written off from [Delivery debts](#), reducing the debt *Delivery means*, and together with *Currency amount* is credited on [Conversion](#). Then *Currency amount* is debited from [Conversion](#) and is credited on [Bank accounts](#), increasing residual at *Settlement account*.

Employee wire payments



Employee wire payments are carried out with the help of the Document Journal of the same name:

Identity	Description	Employee.First name
34	Employee wire payments (Expected income accountable cash) #34, 3/24/2016	Yury
35	Employee wire payments (Expected income accountable cash) #35, 3/24/2016	Lavrenti
36	Employee wire payments (Expected income accountable cash) #36, 3/24/2016	Rodion

Document Journals *Employee wire payment* have the following subtypes:

- *Expected payment under report* – a document of this subtype is used for preliminary registration of the issue of money to the employee under report. It can be created directly in the document journal (by clicking the button);
- *Expected money receipt under report* – a document of this subtype is used for preliminary registration of the mMoney receipt from the employee under report. It can be created directly at the Document Journal;
- *Expected payment under report* – a document of this subtype is used for registration of the issue of money to the employee under report. It comes out from the subtype *Expected payment under the report* after making the last command *Payment under report*;
- *Money receipt under report* – a document of this subtype is used for registration of the money receipt from the employee under report. It comes out from the subtype *Expected money receipt under the report* after making the last command *Receipt of accounted money*.

document edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

Employee wire payments (Expected income accountable cash) #34 [changed]

Expected income accountable cash: 34 Date: 3/24/2016 11:40:28 PM

Employee identity: 1 Yury Alekseyevich Gagarin

Bank account identity: 4045 402744030722

Firm identity: 1 Firm №1

Currency identity: 36 Russian Ruble RUB (643)

Currency amount: 1,000

Amount: 0.

By root (Administrator), 3/24/2016 11:40:28 PM Comments:

- **Employee identity** – an employee who making (or receiving, depending on the subtype of the document) money to the *Bank account* (Dictionary record [Employees](#));
- **Bank account identity** – the bank account on which the money was received or written off (Dictionary record [Bank accounts](#));
- **Firm identity** – Dictionary record [Firms](#);
- **Currency identity** – Dictionary record [Currencies](#);
- **Currency amount** – operation amount of in the selected *Currency*.

⚡ Command *Payment under report* transfers the document from the subtype *Expected payment under report* into the subtype *Payment under report*. Thus the money is transferred from the Bank account to the employee.

⚡ Command *Receipt of accounted money* transfers the document from the subtype *Expected money receipt under report* into the subtype *Money receipt under report*. Thus the money of the employee is credited on the Bank account.

⚡ Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

🔄 When carrying out the document in the subtype *Money receipt under report* the following motions are formed: *Currency amount* is written off from [Accountable cash](#), reducing the debt of the *Employee*, and is credited on [Conversion](#). Then *Currency amount* is written off from [Conversion](#) and is credited on [Bank accounts](#), increasing residual at *Settlement account*.

🔄 When carrying out the document in the subtype *Payment under the report* the following motions are formed: *Currency amount* is written off from [Bank accounts](#), reducing residual from *Settlement account*, and is credited on [Conversion](#). Then *Currency amount* is written off from [Conversion](#) and is credited on [Accountable cash](#), increasing the debt of the *Employee*.

Accounting sale



Printing accounting documents – invoices, consignment notes and shipping documents – is performed by means of the Document Journal *Accounting Sale*:

Identity	Description	Agent.Name
40	Accounting sales (Sale) #40, 3/27/2016	JCS "AIST"

Document Journals *Accounting Sales* have the only subtype *Sale*. The document is created automatically by the system based on the Account as a result of *To Create Accounting Sale* for a Document Journal [Accounts](#).

Properties of the document header in the edit form are sorted over two tabs (all are filled automatically by the system):

Accounting sales (Sale) #37 [changed]

Sale: 37 Date: 3/24/2016 11:53:40 PM

Execute commands... en

OK Save Cancel

General Accounting

Firm: 1 Firm №1

Firm account: 4045 402744030722

Primary document: 33 Purchases (Order plac...)

Agent: 16 JCS "AIST"

Amount distribution type: 3 separate article in ...

Delivery amount: 300.

Amount: 0.

Articles Article CCDs

Article identity	Article name	Quantity	Price	Amount
73	MotherBoard	500	7,999.00	3,999,500.00

By root (Administrator), 3/24/2016 11:53:40 PM Comments:

in the tab "General" there are the main properties of the header:

- *Firm* is Dictionary record [Companies](#);
- *Firm Account* is Company Current account that must be made payment (Dictionary record [Bank accounts](#));
- *Primary Document* is document [Account](#) based on which the Accounting Sale was created;
- *Agent* is an Agent who is drew up an account (Dictionary record [Agents](#));
- *Amount Distribution Type* is a delivery cost distribution method (Dictionary record [Amount Distribution Type](#)):
 - *in a separate article in the account* – a delivery cost is included in the *Account* as well as *Invoice*, *Consignment Note* and *Shipping documents* are in the separate line;
 - *as separate service* – delivery cost is as separate service, it is included in *the Account*, but it is not included in other documents (*Invoice*, *Consignment Note* and *Shipping documents*). Instead *Act of delivery is printed*;
 - *by articles proportional to the quantity* – delivery cost is sorted on Document Articles (of the table part *Articles*) in proportion to their *Quantity*;
 - *by articles proportional to the cost* – delivery cost is sorted on Document Articles (of the table part *Articles*) in proportion to their *Cost*;
- *Delivery Amount* is delivery cost;
- *Amount* is Article total value (contents of the table *Articles*). It does not include *Delivery Cost*.

in the tab Accounting there are the basic properties:

- *Accounting Number* is Accounting document number. It is generated automatically and cannot be changed;
- *Accounting Date* is Accounting document date.

General Accounting

Accounting number 1

Accounting date 3/24/2016

Except a header the document has several table parts.

In the table part *Articles* there are traded Articles (Dictionary record [Articles](#)):

- *Article identity* is an Article Code;
- *Article name* is Article Name;
- *Quantity* is traded Article Quantity;
- *Price* is Sale Price;
- *Amount* is Sale Amount.

In the table part *Article CCDs* there are numbers of cargo customs declarations of Articles (for articles with CCD):

- *Article identity* is Dictionary record [Articles](#);
- *CCD identity* is a number of cargo customs declaration (the Dictionary Record [Cargo Custom Declaration](#));
- *Quantity* is article quantity under a document according to this declaration.

Article identity	Ccd identity	Quantity
MotherBoard		1

The following printing forms are available to the document (they are specified in the section [Sales](#)):

- *Invoice*;
- *Shipping document (ST)*;
- *Shipping document (TRADE12)*.

Command *Delete CCDs* reloads *CCD* in the table *Article CCDs* (for articles of the table *Articles*). All changes made in the table *Article CCDs* manually will be deleted.

Command *Show Document transactions* shows all movements generated by the document (for details, see the section [Show Document Transactions](#)).

Agent exchange



Exchanges between agents are performed by using the *Agent Exchanges* Document Journal:

Identity	Description	Agent.Name
41	Agent exchanges (Transfer) #41, 3/27/2016	TestSupplier

Documents of the *Agent Exchanges* register have the only subtype *Transfer*, which can be created straight in the register by clicking the button .

The document edit form allows to specify the following properties of the header (all fields are mandatory):

- *Source agent identity* – an agent, from whose account funds are written-off (an [Agents](#) Dictionary record);
- *Firm identity* – a [Firms](#) Dictionary record.

Besides the header, the document has the *Exchanges* table part, where agents accepting funds are shown:

- *Agent identity* – an [Agents](#) Dictionary record;
- *Amount* – an amount transferred;
- *Comments* – any notes in free form.

Show document transactions command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

When posting a document, the following transactions are booked: *Amounts* shown in the *Exchanges* table part are written-off from [Agent debts](#), thereby decreasing a debt of *Agents* shown in the table part, and credited to [Agent debts](#), thereby increasing a *Source agent's* debt.

Agent employee exchange



Exchanges between agents and employees are performed by using the *Agent & Employee Exchange* Document Journal:

Documents of the *Agent Employee Exchanges* register have the following subtypes (all can be created straight in the register by clicking the button **+**):

- *Agent– Employees* – a document of this subtype is used for funds transfer from an agent to one or several employees;

- *Employees – Agent*– a document of this subtype is used for funds transfer from one or several employees to an agent.

The document edit form allows to specify the following properties of the header (all fields are mandatory):

Agent employee exchanges (Agent to employees) #43

Agent to employees: 43 Date 3/27/2016 2:05:02 PM Execute commands... no files en OK Save

Agent identity 8 Provider №1
Firm identity 1 Firm №1

Amount	Budget item identity	Comments	Employee identity
1,000.00	Undefined		Lavrenti Pavlovich Beria
2,000.00	Undefined		Alexandr Alexandrovich Alexandrov

By root (Administrator), 3/27/2016 2:05:02 PM Comments:

- *Agent identity* – an agent, who transfers or accepts (depending on the document subtype) funds to or from employees (an [Agents](#) Dictionary record);
- *Firm identity* – a [Firms](#) Dictionary record.

Besides the header, the document has an *Exchanges* table form defining employees, who accept or transfer (depending on the subtype) funds:

- *Employee identity* – an [Employees](#) Dictionary record;
- *Amount* – an amount transferred;
- *Comments* – any notes in free form.

⚡ *Import from Excel* command allows to automatically fill in the *Exchange* table part. Details of the command function is described in the [section of the same name](#).

To ensure the command is functioning properly, the data shall meet the following requirements (fields in **bold** are mandatory for filling):

- **the first column** shall contain *IDs of employees* (corresponding with records of the [Employees](#) Dictionary);
- **the second column** shall contain *Amounts*;
- the third column shall contain *Comments*.

⚡ *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

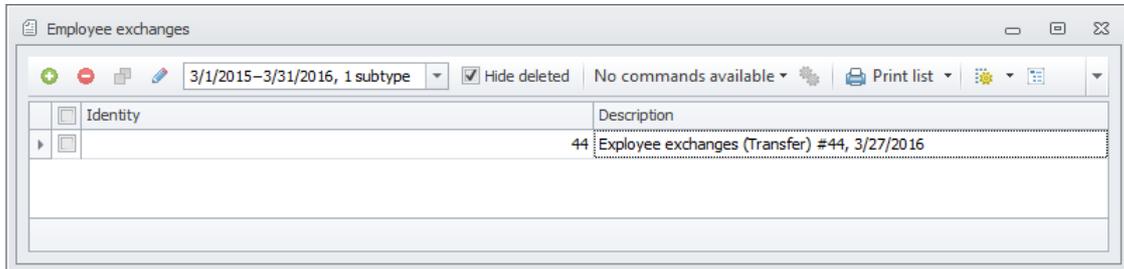
🔄 When posting a document of the *Agent – Employees* subtype, the following transactions are booked: *Amounts* shown in the *Exchanges* table part are written-off from [Employee debts](#), thereby decreasing debts of the respective *Employees* shown in the table part, and credited to [Agent debts](#), thereby increasing *Agent's* debt.

🔄 When posting a document of the *Employees – Agent* subtype, the following transactions are booked: *Amounts* shown in the *Exchanges* table part are written-off from [Agent debts](#), thereby decreasing *Agent's* debt, and credited to [Employee debts](#), thereby increasing a debt of the respective *Employees* shown in the table part.

Employee exchanges

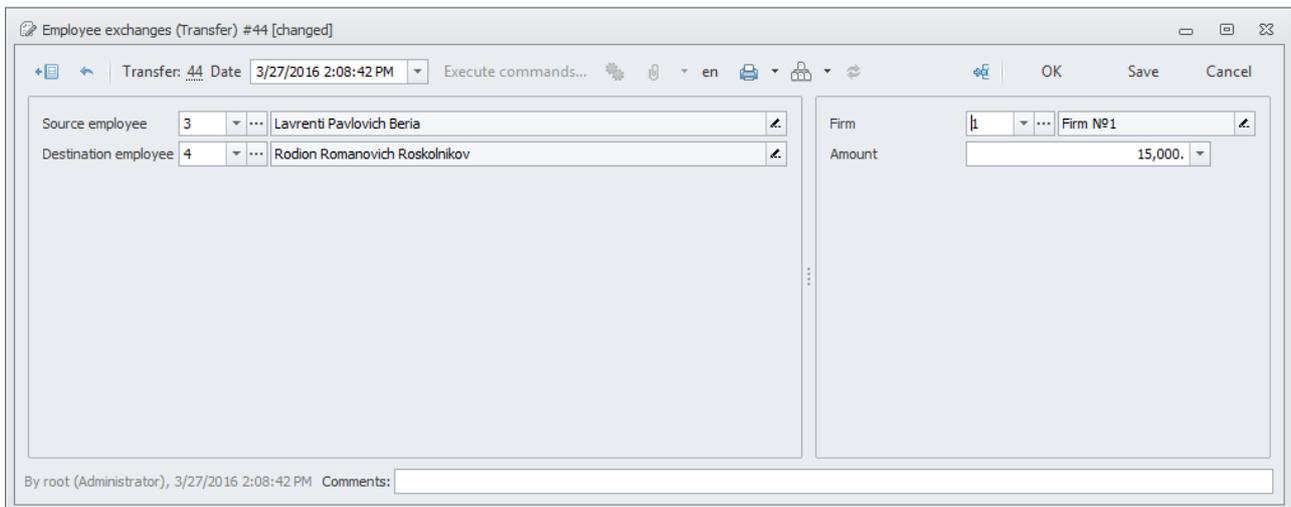


Exchanges between employees are carried out by means of Document Journal *Employee exchanges*:



Document Journals *Employee exchanges* have the single subtype *Transfer*, which can be created directly in the Document Journal by clicking the button .

document edit form allows to specify the following heading properties (all fields are mandatory):



- *Source employee* – the employee from whom money is written off (Dictionary record [Employees](#));
- *Destination employee* – the employee in whose favor the money is debited (Dictionary record [Employees](#));
- *Firm* – Dictionary record [Firms](#).
- *Amount* – document amount.

 Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

 The following motions are created when carrying out the document: *Amount* is written off from [Employee debts](#), reducing the debt of the *Employee-receiver*, and is credited on [Employee debts](#), increasing the debt of the *Employee-sender*.

Agent expenses



The write-off of the accounts receivable to expense or the accounts payable to income can be performed by using the *Agent expenses* Document Journal:

Identity	Description	Agent.Name
45	Agent expenses (Expenses) #45, 3/27/2016	Provider №1

Documents of the *Agent expenses* register have the following subtypes (all can be created straight in the register by clicking the button ):

- *Expense* – a document of this subtype is used for the write-off of the accounts receivable to expense;
- *Income* – a document of this subtype is used for the write-off of the accounts payable to income.

The document edit form allows to specify the following properties of the header (fields in **bold** are mandatory for filling):

- **Agent** – an agent, from whose account the expense (or the income, depending on the subtype) is written-off (an [Agents](#) Dictionary record);
- **Firm** – a [Firms](#) Dictionary record;
- **FRC** – a [FRC](#) Dictionary record;
- **Office** – an [Offices](#) Dictionary record;
- **Cost item** – a [Cost items](#) Dictionary record;
- **Amount** – an amount according to the document;
- **Act number** – number of the act;
- **Act date** – date of the act;
- **Invoice number** – number of the invoice;
- **Invoice date** – date of the invoice;
- **Budget period** – a [Budget Periods](#) Dictionary record. If the *Budget period* was not selected before saving of the document, the field will be filled in automatically according to the document date;
- **Project** – an investment project, to which the expense will be written-off (an [Investment Projects](#) Dictionary record).

⚡ *Show document transactions* command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

↻ When posting a document of the *Expense* subtype, the following transactions are booked: *Amount* is written-off from [Agent debts](#), thereby decreasing *Agent's* debt, and credited to [Expense](#), thereby increasing it.

↻ When posting a document of the *Income* subtype, the following transactions are booked: *Amount* is written-off from [Expense](#), thereby decreasing it, and credited to [Agent debts](#), thereby increasing an *Agent's* debt.

Employee expenses



To write off receivables and accountable money from the employee to expenses is possible by means of document journal *Employee's expenses*:

Identity	Description	Employee.Full name
46	Employee expenses (Employee debt — Expenses) #46, 3/27/2016	Ivan Ivanovich Ivanov

Document Journals *Employee expenses* have the single subtype (all can be created directly in the Document Journal by clicking the button):

- *Employee – Exchanges* – document of this subtype is used to write off accounts receivable of the employee on expenses;
- *Report – Exchanges* – a document of this subtype is used to write off accounts receivable of person accountable on expenses.

document edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

Employee expenses (Employee debt — Expenses) #46

Employee debt — Expenses: 46 Date: 3/27/2016 2:17:06 PM

Employee: 2 Ivan Ivanovich Ivanov

Firm: 1 Firm №1

Amount: 15,000

FRC: 1 Default

Office: 1 Office №1

Cost item: 7 RewardCostItemID

Project: 2 Simple investment project

Budget period: 4 2014

By root (Administrator), 3/27/2016 2:17:06 PM Comments:

- **Employee** – an employee (or person accountable, depending on the subtype of the document), whose debts are written off for expenses (Dictionary record [Employees](#));
- **Firm** – Dictionary record [Firms](#);
- **Amount** – document amount;

- **FRC** – Dictionary record [FRC](#);
- **Office** – Dictionary record [Offices](#);
- **Cost item** – Dictionary record [Cost items](#);
- **Project** – an investment project for which expenses will be written off (Dictionary record [Investment projects](#));
- **Budget period** – Dictionary record [Budget periods](#). If before saving the document *Budget period* was not selected, it will be automatically determined on date of the document.

⚡ Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

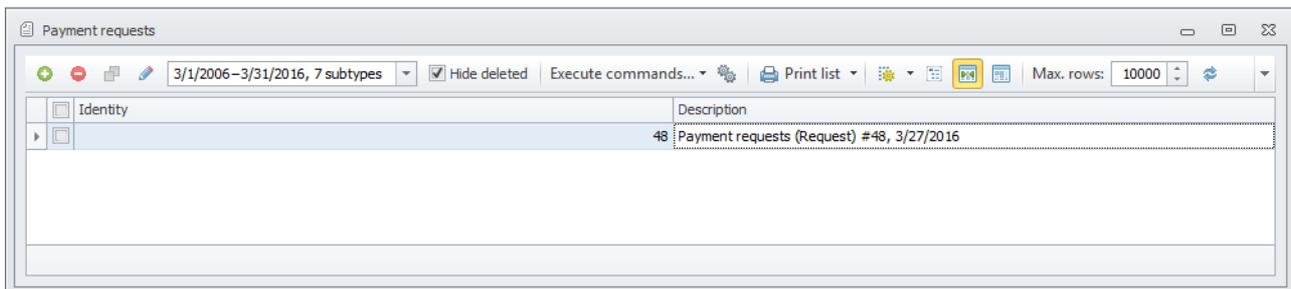
↻ When carrying out the document in the subtype *Employee – Exchanges* the following motions are formed: *Amount* is written off from [Employee debts](#), reducing the debt of the *Employee*, and is credited on [Expense](#), increasing them.

↻ When carrying out the document in the subtype *Report – Exchanges* the following motions are formed: *Currency amount* is written off from [Accountable cash](#), reducing the debt of the *Employee*, and is credited on [Conversion](#). Then *Amount* and *Currency amount* are written off from [Conversion](#), and *Amount* is credited on [Expenses](#), increasing them.

Payment requests



It is possible to issue money payment request by means of the document journal *Payment Requests*:



By default documents in the journal are filtered by planning date of payment (property *Plan. date* on the document header tab *Payment*), but not by date of the document.



The date interval containing only the present day by default is selected from the fast filter of the opened document journal. At the same time the payment request usually has planning payment date large than the document (creation) date. Therefore the newly created document most likely won't be visible in the opened document journal. That to see it, it is necessary to select the period end date including the payment date of the created document from the fast filter.

In the document journal *Payment Requests* in addition to the standard filter options (properties of the document header) the following ones are also available:

- **Cost Payment** (Yes No Pass – to show/not to show/all the same) – Cost Payment (in the group “Payment Parameters” at a tab “Payment” of the document header there is a flag *Costs*);
- **Tax Payment** (Yes No Pass – to show/not to show/all the same) – Tax Payment (in the group “Payment Parameters” at a tab “Payment” of the document header there is a flag *Taxes*);
- **Documents are received** (Yes No Pass – to show/not to show/all the same) – payment request according to which accounting documents are received (at a tab “Documents” of the header there is a flag *Documents are provided*);
- **Advance Payment** (Yes No Pass – to show/not to show/all the same) – Advance Payment (in

the group “Payment Parameters” at a tab “Payment” of the document header there is a flag *Advance*);

- *Signer Quantity* – to show documents with the specified Signer Quantity;
- *Signature Remains* – to show documents with the specified Signer Quantity who didn't approve the request yet.

Document Journals *Payment Request* have the following subtypes:

- *Request* – a document of this subtype is used for the money payment request. It can be created:
 - By execution of the appropriate commands from documents of other journals, for example [Fixed Assets Income](#);
 - directly in the document journal by clicking ;
 - From the subtype *Rejected* by the command *Rejected – Request*;
- *On Approval* – a document of this subtype is used for approval of the money payment request. It can be created:
 - from the subtype *Request* (for operational documents) by the command *Request – On Signing*;
 - from the subtype *Rejected* by the command *Approve* if the employee signing the request was the only who rejected it;
- *Approved* – payment request is transferred to this subtype in case of its approval. It can be created:
 - from the subtype *Request* (for purchasing documents) by the command *Request – On Signing*;
 - from the subtype *On Approval* by the command *Approv* if in the request there is no the single signature;
- *Rejected* – the document is transferred to this subtype in case of its rejected by signers using the command *Reject*;
- *For Payment* – the payment request is transferred to this subtype if the decision to pay is made using the command *Approved – For payment* over the document of the subtype *Approved*;
- *Unloaded* – the payment request is transferred to this subtype in the course of payment when it is necessary to unload the file for import in the client bank using the command *For payment – Unloaded* over the document of the subtype *For payment*;
- *Executed* – the payment request is transferred to this subtype after payment. The fact of the payment is confirmed by the bank statement and the document subtype changes on *Executed* automatically as a result of the command operation [Account Statement Import](#).

In the document edit form the header properties are organized on several tabs:

■ On the Payment tab it is possible to specify the following header properties (fields in **bold** are mandatory for filling):

- in Payment Parameters group it is necessary to select the payment request options:
 - **payment options** – it is necessary to select one of two mutually exclusive options:
 - *Operational*;
 - *Purchase*;
 - **Payment receiver** – it is necessary to select one of two mutually exclusive options:
 - *Agent*;
 - *Employee*;
 - **Payment method** – it is necessary to select one of two mutually exclusive options:
 - *Cash*;
 - *Cashless*;
 - *Advance* – the flag is set for payments that are advance payment;
 - *Expense* – the set flag activates the table part *Write off Plan*;
 - *Tax payment* – the set flag activates a tab of the document header "Taxes";
- **Firm** is Dictionary record [Firms](#);
- *Checkouts* (it is available if *Cash* was selected as a method of payment from the Payment Parameters group) – a checkout using for payment (Dictionary record [Checkouts](#));
- *Bank Account* (it is available if *Cashless* was selected as a method of payment from the Payment Parameters group) – a bank account using for payment (Dictionary record [Bank Accounts](#));
- *Agent* (it is available if *Agent* was selected as a payment receiver from the Payment Parameters group) – the payment receiver (Dictionary record [Agents](#));
- *Employee* (it is available if *Employee* was selected as the payment receiver from the Payment Parameters group) – the payment receiver (Dictionary record [Employees](#));
- *Attributes* are attributes of the selected payment receiver. For the *Agent* is Dictionary record [Payment Details](#), and for the *Employee* – Dictionary Record [Employee Payment Details](#);
- **Planned date** – planning payment date;
- **Payment purpose** – payment assignment. It is filled automatically from the template of *Attributes*, it can be changed;
- *Currency Amount* – column summary value *Amount/Currency* from the table *Amount* in the selected *Currency*, it is filled automatically;
- **Currency** is Dictionary record [Currencies](#);
- *Exchange rate* is rate of the selected *Currency* to ruble, it is filled automatically when you save a document;
- *Conversion %* – conversion percent. It is used for currency payments if exchange rate is created as the Russian Federation Central Bank rate + conversion %;
- *Purchase Amount* – column summary value *Amount/Refund* from the table *Amount* in ruble, it is filled automatically when saving the document;
- *Rate+%* is calculated as *Rate + Conversion %*, it is filled automatically when saving the document;
- *Income Amount* (it is available if *Purchasing* was selected as a payment receiver from the Payment Parameters group) – column summary value *Amount* from the table *Outcome documents*, it is filled automatically when saving the document;
- *Diff. amount* (it is available if *Purchasing* was selected as a payment receiver from the Payment Parameters group) – difference between *Refund Amount* and *Income Amount*, it is filled automatically when saving the document.

On the Documents tab it is possible to set the following properties of the header:

- *Contract* is the document which is the contract;
- *Resp. Employee* is the employee who is responsible for providing documents in the Accounting (Dictionary record [Employees](#));
- *Filing Date* is extreme date of documents delivery in the Accounting, it is set by command *Update Document Receiving Date*;
- *Documents are provided* – the flag is set by the Accounting after obtaining the documents using the command *Documents are received*;
- *Payment Document* is a payment document;
- *Budget period* is Dictionary record [Budget Periods](#).

On the Taxes tab it is possible to set the following properties of the header:

- *OKATO* is Russian Classification of Objects of Administrative-Territorial Divisions ;
- *KBK* is budget classification code;
- *Payer Status* is Dictionary record [Payer Statuses](#);
- *Payment Reason* is Dictionary record [Payment Reasons](#);
- *Taxable period* is Dictionary record [Tax periods](#);
- *Payment Type* is Dictionary record [Payment Types](#).

Except a header the document has several table parts.

In the table part *Amounts* request amounts are listed:

- *Amounts* – in a column group the request amounts are listed:
 - *Currency* – amount in *currency*;
 - *Refund* – amount in rubles, it is filled automatically;
 - *VAT* – Value Added Tax;
- *Office* is Dictionary record [Offices](#):
 - *ID* – it is possible to select quickly an office, entered its code in this field;
 - *Name* – it is possible to select an office according to the name among the all office list;
- *Cost Items* is Dictionary record [Cost Items](#):
 - *Code* – it is possible to select quickly cost item, entered its code in this field;
 - *Name* – it is possible to select cost item according to the name among the all office list;
- *FRC* is Dictionary record [FRC](#):
 - *Code* – it is possible to select quickly FRC, entered its code in this field;
 - *Name* – it is possible to select FRC according to the name among the all office list;
- *Budgeting* is office for the budget monitoring (Dictionary record [Offices](#)):
 - *Code* – it is possible to select quickly an office, entered its code in this field;
 - *Name* – it is possible to select an office according to the name among the all office list;
 - *Remains* – budget remain, it is calculated automatically as the budget remain in the period set by

the budget for the specified combination of *Office*, *FRC* and *Cost Item*.

☒ In the table *Signers* there are employees who shall sign the request. The tab is available if *Operational* is selected as the payment type in the *Payment Parameters* group on the document header *Payment* tab:

Amounts Signers Spending plan Purchase documents				
	Signer identity	Is approved	Is rejected	Comments
▶	Yury Alekseyevich Gagarin	<input type="checkbox"/>	<input type="checkbox"/>	
	Alexandr Alexandrovich Alexandrov	<input type="checkbox"/>	<input type="checkbox"/>	

- *Signer identity* is Dictionary record [Employees](#). The signer also shall be added to the Dictionary [Signers](#);
- *Is approved* – the flag is set by the signer in the request approval using the command *Approve*;
- *Is rejected* – the flag is set by the signer in the request rejection using the command *Reject*;
- *Comments* – a comment in any format which the signer can leave using the command *Add Signer Comment*.

☒ In the table *Spending Plan* there are cost items connected to the request. The tab is available if flag *Costs* is set in the *Payment Parameters* group on the document header *Payment* tab:

Amounts Signers Spending plan Purchase documents						
	Amount	Cost item identity	Document date	Expense document identity	FRC identity	Office identity
▶	10,000.00	Revalue fixed asset	5/17/2016	Agent expenses (Expenses) #45, 3/27/2016	Default	Office №1

- *Spending plan* is expense document;
- *Office identity* is the Dictionary Record Offices;
- *FRC identity* is Dictionary record FRC;
- *Cost Item identity* is Dictionary record Cost Items;
- *Document Date* is date when it is necessary to create the expense document;
- *Amount* is Expense Document Amount.

☒ In the table *Purchase Documents* there are income documents based on which the request is created. The tab is available if *Purchasing* is selected as the payment type in the *Payment Parameters* group on the document header *Payment* tab:

Amounts Signers Spending plan Purchase documents			
	Purchase document identity	Amount	Supplier date
▶	Purchases (Validation) #199, 5/5/2016	16,797.90	5/5/2016

- *Purchase document identity, code* is income document;
- *Amount* is Income Document Amount.
- *Supplier Date* is supplier document date from the income document.

Record commands

⚡ Command *Request– On Signing* transfers the operational request (at which *Operational* is selected as the payment type from *Payment Parameters* group on the document header *Payment* tab) from the subtype *Request* in the subtype *On Signing*, and purchasing (at which *Purchasing* is selected as the payment type from *Payment Parameters* group on the document header *Payment* tab) in the subtype *Approved*.

⚡ Command *Update Signers* remote from the *Signers* of all employees who did not put down flags *Signed* or *Rejected*.

⚡ Command *Show the Previous Requests* shows the request list with the current *Agent (Employee)* for the last month with group on office, the FRC and Item Cost.

Identity	Description	C...	Amount	Office name	FRC	Cost item
48	Payment requests (Request) #48, 3/27/2016		10000	Office N91 [1]	Default [1]	Fixed assets [88]

⚡ Command *Documents are received* puts down a flag *Documents are provided* on the header Documents tab.

⚡ Command *Change Filing Date* allows to change extreme date of document delivery in the Accounting *Filing Date* on the header Documents tab For this purpose in the opened form *Update Document Date of Receipt* it is necessary to enter a *New Date of Receipt* and click OK:

⚡ Command *Add Signer Comment* allows to add *Comment* behalf of the employee who is the current user in the table part *Signers* (if this employee figures in the table part as the signer). For this purpose in the opened form *Add Signer Comment* it is necessary to enter *Comment* and click OK.

⚡ Command *Sign* allows to approve the payment request set a flag *Signed* on behalf of the employee who is the current user in the table part *Signers* (if this employee figures in the table part as the signer).

- if the request in the subtype *Rejected is signed* and there are no deviations from other signers, the document is transferred to the subtype *On Signing*;
- if in the request there was no only the last signature, it is transferred to the subtype *Approved*.

⚡ Command *Reject* allows to reject the payment request set a flag *Rejected* on behalf of the employee who is the current user in the table part *Signers* (if this employee figures in the table part as the signer). Transfers the request from the subtype *On Signing* in the subtype *Rejected* regardless of the request approval by other signers. The decision on the request rejection is reversible when the decision changes the request can be approved by the signer from the subtype *Rejected* using the command *Approve*.

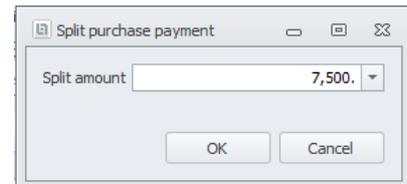
⚡ Command *Rejected – Request* transfers the document from the subtype *Rejected* to the subtype *Request*. At the same time all flags *Rejected* in the table *Signers* are vanished.

⚡ Command *Copy Request* creates and opens the copy of the document in the subtype *Request* without signatures of signers.

⚡ Command *Fill in Write-off Plan* fills the table part *Write-off Plan* of the document with copying lines from the table part of the *Amount*. For this purpose in the opened form *Fill in Write-off Plan* it is necessary to enter *Written off date* (the required parameter) and click OK. *Written off Amount* can be entered in the same form, or to leave it equal 0, then it will also be taken from the table part *Amount*.

If in the table part *Write-off Plan* there are already any records, in result of the command operation they will be replaced.

⚡ Command *Split Purchase Payment* separates the payment request on two documents. For this purpose in the opened form *Split Purchase Payment* it is necessary to enter *Split amount* and click OK.

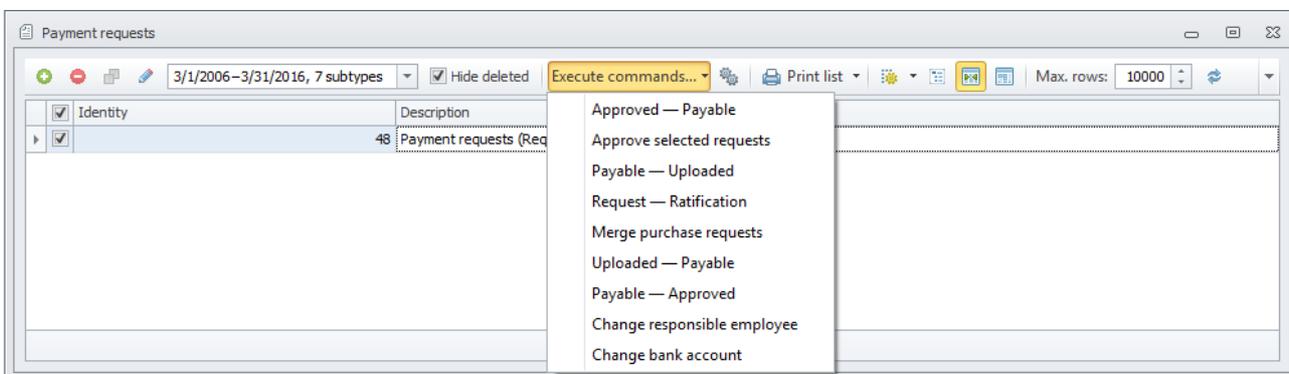


As a result of the command operation the request copy is created and opened:

- *Amount* and *Income Amount* of the first request from which the command was executed become equal to the *Split amount*;
- *Amount* and *Income Amount* of the second created request are equal to the initial *Amount* minus *Split amount* and initial *Income Amount* minus *Split amount* respectively.

It is impossible to separate the payment request with the table part *Write off Plan* (the *Costs flag* set in *Payment Parameters group on the document cap Payment tab*) or more than one line in the table part of *Amount*.

List commands



⚡ Command *Approved – Payable* transfers the selected payment requests from the subtype *Approved* in the subtype *For Payment*.

⚡ Command *Approve selected requests* allows to approve the selected payment requests, set the flag *Signed* on behalf of the employee who is the current user in the table part *Signers* (if this employee figures in the table part as the signer).

⚡ Command *Payable - Uploaded* transfers the selected payment requests from the subtype *For Payment* in the subtype *Unloaded*. Also as a result of the command operation by system the file for import in the client bank is created, the user is offered to save this file on a hard drive.

⚡ Command *Request – Ratification* transfers the selected operational payment requests (at which *Operational* is selected as the payment type from *Payment Parameters group on the document header Payment tab*) from the subtype *Request* in the subtype *On signing*, and purchasing (at which *Purchasing* is selected as the payment type from *Payment Parameters group on the document header Payment tab*) in the subtype *Approved*.

⚡ Command *Merge purchase requests* integrates several selected documents in the subtype *Request* in one. The integrated requests shall have identical document headers. Lines from all integrated documents get to the table *Amount*. *Remaining table parts are cleared*.

⚡ Command *Uploaded – Payable* transfers the selected payment requests from the subtype *Unload* in the subtype *For Payment*.

⚡ Command *Payable - Approved* transfers the selected payment requests from the subtype *For Payment* in the subtype *Approved*.

⚡ Command *Change responsible employee* changes the employee who is responsible for providing the documents in the Accounting (property *Resp.employee* on the header Documents tab), for all selected documents. For this purpose in the opened form *To Replace Responsible for Documents* it is necessary to enter a *New Responsible Employee* and click OK:

⚡ Command *Change bank account* changes the current account (property *Current Account* on the header Payments tab) for all selected documents. For this purpose in the opened form *Change Bank Account* it is necessary to enter a *Bank account* and click OK.

The Current Account can be changed only for requests paid by Cashless (*Cashless* is selected as the payment type from Payment Parameters group on the document header Payment tab).

Encashments



It is possible to transfer the money from checkout to the Bank account by means of the Document Journal *Encashments*:

Identity	Description	Checkout.Name
51	Encashments (Request) #51, 3/27/2016	TestCheckout

Document Journals *Encashments* have the following subtypes:

- *Request for encashment* – a document of this subtype can be created directly at the Document Journal by clicking the button ;
- *Encashment* – of this subtype is obtained from the subtype *Request for encashment* after making the last command *Encashment*;
- *Arrival on account* – a document of this subtype is obtained from this subtype *Encashment* after making the last command *Arrival on account*. Also, the documents in this subtype can be created automatically as a result of command [Account statement import](#).

document edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Checkout** – checkout, from which the money is transferred (Dictionary record [Checkouts](#));
- **Bank account** – the Bank account on which the money was received (Dictionary record [Bank accounts](#));
- **Currency** – Dictionary record [Currencies](#);
- **Currency Amount (incl. commission)** – an amount of transfer in the selected *Currency*, including *Commission*;
- **Exchange rate** – rate of the selected *Currency* to ruble, is filled automatically when saving the document;
- **Commission currency amount** – commission amount in rubles;
- **Commission amount** – commission amount in rubles, is calculated automatically;
- **Money bag number** – collector's cash bag number in which money is transported;
- **Firm** – Dictionary record [Firms](#);
- **Office** – Dictionary record [Offices](#);
- **FRC** – Dictionary record [FRC](#);
- **Cost item** – Dictionary record [Cost items](#);
- **Budget period** – Dictionary record [Budget periods](#). If before saving the document *Budget period* was not selected, it will be automatically determined on date of the document.
- **Source document** – a document on the basis of which the present was created. When creating a document in a subtype *Request for encashment* is set automatically when saving the document (it refers to itself). Documents in the subtype *Arrival on account* refer to documents in the subtype *Encashment* on the basis of which they were created.

⚡ Command *Encashment* transfers the document from the subtype *Request for encashment* into the subtype *Encashment*. Thus the money is written off from *Cash registers*.

⚡ Command *Arrival on account* is executed over the document in the subtype *Encashment*. As a result of its operation the copy of the primary document is created, but in the subtype *Arrival on account*. In the field *Primary document* of the created copy primary document is specified in the subtype *Encashment*. Thus the money is credited on *Bank account*.

⚡ Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

🔄 When carrying out the document in the subtype *Encashment* the following motions are formed: *Currency amount* is debited from [Checkouts](#), reducing residual from *Checkout*, and is credited on [Conversion](#). Then *Currency amount* is debited from [Conversion](#) and is credited on [Encashment](#), increasing residual at *Bank account*.

↻ When carrying out the document in the subtype *Arrival on account* the following motions are formed:

- *Currency amount* is written off from [Encashment](#), reducing residual at *Bank account*, and is credited on [Conversion](#). Then *Currency amount* is written off from [Conversion](#) and is credited on [Bank accounts](#), increasing residual at *Bank account*;
- *Currency amount* is written off from [Bank accounts](#), reducing residual at *Bank account*, and is credited on [Conversion](#). Then *Commission amount* and *Commission amount in currency* are written off from [Conversion](#), and *Commission amount* is credited on [Expenses](#), increasing them.

Employee cash payments



Employee cash payments are carried out with the help of the Document Journal of the same name:

Identity	Description	Employee.Full name
52	Employee cash payments (Income cash payment) #52, 3/27/2016	Yury Alekseyevich Gagarin

Document Journals *Employee cash payments* have the following subtypes:

- *Reception of cash* – a document of this subtype is used for registration of the arrival of money in checkout from the employee. It can be created directly in the document journal (by clicking the button);
- *Reception of cash under report*– a document of this subtype is used for registration of the arrival of money in checkout from the employee. It can be created directly into the document journal;
- *Expected cash payment* – a document of this subtype is used for preliminary registration of the issue of money to the employee. It can be created directly into the Document Journal;
- *Expected cash payment under report* – a document of this subtype is used for preliminary registration of the issue of money to the employee under report. It can be created directly in the Document Journal ;
- *Cash payment issue* – a document of this subtype is used for preliminary registration of the issue of money to the employee. It comes out from the subtype *Expected cash payment* after making the last command *Cash payment*;
- *Expected cash payment under report* – a document of this subtype is used for registration of the issue of money to the employee under report. It comes out from the subtype *Expected payment under the report* after making the last command *Cash payment*.

document edit form allows to specify the following properties (fields in **bold** are mandatory for filling):

- **Employee** – an employee who making (or receiving, depending on the subtype of the document) money to the *Checkout* (Dictionary record [Employees](#));
- **Checkout** – a checkout to which the receipt and issuance of money is carried out (Dictionary record [Checkouts](#));
- **Firm** – Dictionary record [Firms](#);
- **Currency** – Dictionary record [Currencies](#);
- **Currency amount** – operation amount of in the selected *Currency*;
- **Exchange rate** – rate of the selected *Currency* to ruble, is filled automatically when saving the document;
- **Amount** – operation amount in rubles at the specified *Rate*, is filled automatically when saving the document.

⚡ Command *Cash payment* transfers the document of the subtype *Expected cash payment* into the subtype *Cash payment*, and the document of the subtype *Expected cash payment under the report* into the subtype *Payment under the report*. At the same time money is transferred from the checkout to the employee.

⚡ Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

🔄 When carrying out the document into the subtype *Reception of cash* the following motions are formed: *Amount of the offset* is written off from [Employee debts](#), reducing the debt of the *Employee*, and is credited together with *Currency amount* to the [Conversion](#). Then *Currency amount* is debited from [Conversion](#) and is credited on [Cash registers](#), increasing residual at *Checkout*.

🔄 When carrying out the document in the subtype *Money reception under report* the following motions are formed: *Currency amount* is written off from [Accountable cash](#), reducing the debt of the *Employee*, and is credited on [Conversion](#). Then *Currency amount* is debited from [Conversion](#) and is credited on [Checkouts](#), increasing residual at *Checkout*.

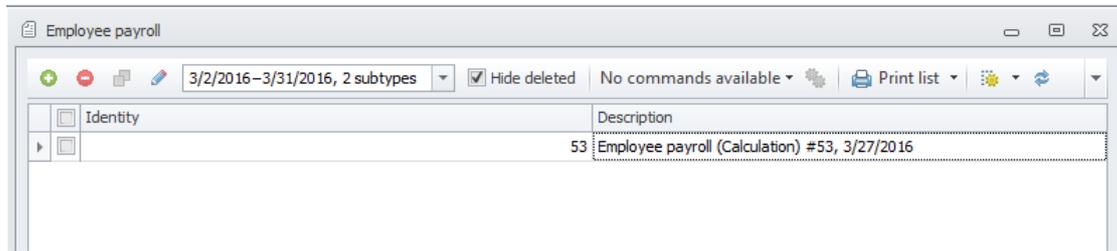
🔄 When carrying out the document in the subtype *Cash payment* the following motions are formed: *Currency amount* is debited from [Checkouts](#), reducing residual from *Checkout*, and is credited on [Conversion](#). Then *Offset amount* and *Currency amount* are written off from [Conversion](#), and *Offset amount* is credited on [Employee debts](#), increasing the debt of the *Employee*.

🔄 When carrying out the document in the subtype *Payment under the report* the following motions are formed: *Currency amount* is debited from [Checkouts](#), reducing residual from *Checkout*, and is credited on [Conversion](#). Then *Currency amount* is written off from [Conversion](#) and is credited on [Accountable cash](#), increasing the debt of the *Employee*.

Employee payroll



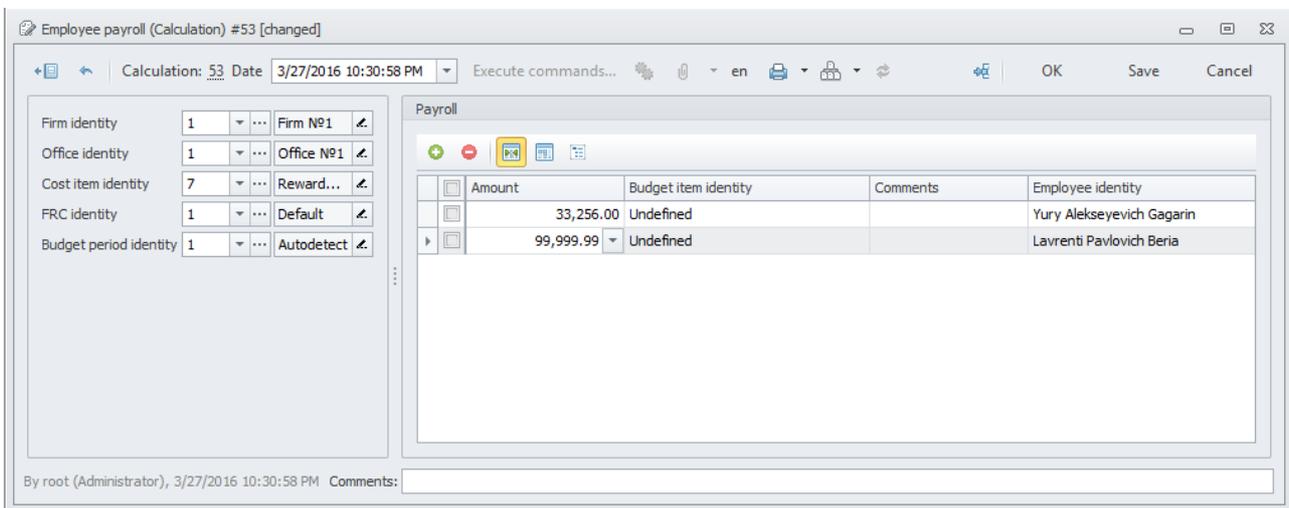
Employee payroll is carried out by means of the Document Journal *Employee payroll*:



Document Journals *Employee payroll* have the following subtypes:

- *Payroll job* – a document of this subtype is used for pre-employee payroll and can be created directly in the Document Journal by clicking the button ;
- *Employee payroll* – a document of the subtype used for employee payroll and obtained from the subtype *Payroll job* after making the last command *Payroll*.

document edit form allows to specify the following heading properties (all fields are mandatory):



- *FRC identity* – Dictionary record [FRC](#);
- *Cost item identity* – Dictionary record [Cost items](#);
- *Firm identity* – Dictionary record [Firms](#);
- *Office identity* – Dictionary record [Offices](#);
- *Budget period identity* – Dictionary record [Budget periods](#). If before saving the document *Budget period* was not selected, it will be automatically determined on date of the document.

 Except the heading the document has table part *Payroll*, where the employee payroll is listed:

- *Employee identity* – Dictionary record [Employees](#);
- *Amount* – transferred salary to the *Employee*;
- *Comments* – notes in a free form.

 Command *Import from Excel* allows to auto complete the data into the table part *Salary* (the command is described in details in the section [Import from Excel](#)).

Requirements to the data format for correct operation of the command (mandatory columns highlighted in **bold**):

- **the first column** shall include *Employees codes* (corresponding to Dictionary records [Employees](#));
- **the second column** shall include *Amounts* of the salary;
- The third column shall include *Comments*.

⚡ Command *Payroll* transfers the document from the subtype *Payroll job* into the subtype *Employee payroll*. Thus the employee payroll is made.

⚡ Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

↻ When carrying out the document in the subtype *Employee payroll* the following motions are formed: *Amount* is written off from [Employee debts](#), reducing the debt of the *Employee*, and is credited on [Expense](#), increasing them.

Cash payments



Cash resources can be paid to or accepted from an agent by using the *Cash payments* Document Journal:

Identity	Agent	Agent ide...	Amount	Checkout	Checkout...	Created	Currency	Currency...	Subtype	Transactio...
126	ZAO 'Digi...	15	550.00	TestChec...	14	4/20/201...	Russian ...	550.00	Income	4/20/2016...

Documents of the *Cash payments* register have the following subtypes (all can be created straight in the register by clicking the button):

- *Receipt* – a document of this subtype is used when accepting cash from an agent. A document of such subtype is also automatically created after a payment is made via an acquiring terminal;
- *Expenditure estimated* – a document of this subtype is used when reserving cash to be issued to an agent in the future;
- *Expenditure* – a document of this subtype is used for issue of cash to an agent. This comes out from the *Expenditure estimated* subtype, where the *Cash issue* command was executed.

The document edit form allows to specify the following properties of the header (fields in **bold** are mandatory for filling):

- **Agent** – an agent, who makes a cash payment or accepts cash resources (an [Agents](#) Dictionary record);
- **Firm** – a [Firms](#) Dictionary record;
- **Checkout** – a checkout, at which the payment or issue of cash resources was made (a [Checkouts](#)

- Dictionary record);
- **Currency identity** – a [Currencies](#) Dictionary record;
- **Currency amount** – an amount of the operation in *Currency* selected;
- **Exchange rate** – a rate of the *Currency* selected to ruble; defined automatically when saving the document;
- **Amount** – an amount of the operation in rubles according to the *Rate* specified; defined automatically when saving the document;
- **Cash operation** – a *Cash operations* Dictionary record;
- **Primary document** – a basic document, under which the given document was created;
- **Return reason** – defined when paying cash to the *Agent* (a [Money return reasons](#) Dictionary record).

⚡ **Cash operation** command moves the document from *Expenditure estimated* subtype to *Expenditure* subtype. In the process, the cash resources paid to the *Agent* are taken from the *Checkout*.

⚡ **Show document transactions** command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

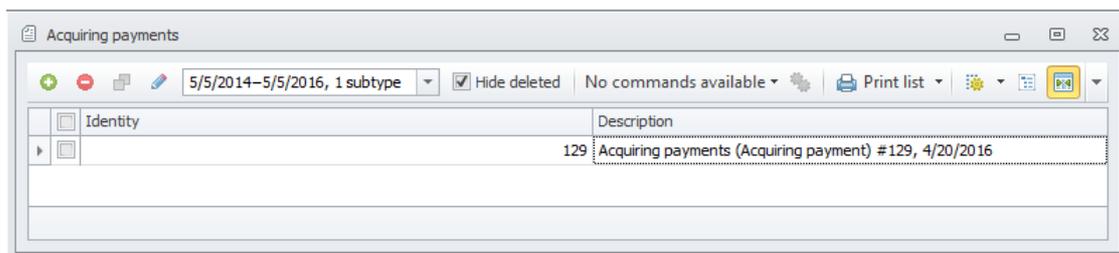
↻ When posting a document of the *Receipt* subtype, the following transactions are booked: *Refund amount* is written-off from [Agent debts](#), thereby decreasing an *Agent's* debt, and together with the *Currency amount* is credited to [Conversion](#). After this, the *Currency amount* is written-off from [Conversion](#) and credited to [Checkouts](#), thereby increasing a balance of the *Checkout*.

↻ When posting a document of the *Expenditure* subtype, the following transactions are booked: *Currency amount* is written-off from [Checkouts](#), thereby decreasing a balance at the *Checkout*, and credited to [Conversion](#). After this, the *Refund amount* together with the *Currency amount* are written-off from [Conversion](#), and the *Refund amount* is credited to [Agent debts](#), thereby increasing an *Agent's* debt.

Acquiring payments



Acquiring Payments (by credit card) are accepted from Agents using Document Journal *Acquiring payments*:



Document Journals have the only subtype *Acquiring payments* which is used to obtain cash from the Agent, acquiring service provider, to the bank account. A Document of this subtype is created automatically when you pay through acquiring terminal at the checkout.

The Document edit form allows to specify the following header properties (fields in **bold** are mandatory for filling):

- **Agent** is an Agent who makes payment (Dictionary record [Agents](#));
- **Firm** is Dictionary record [Firms](#);
- **Bank** is a bank providing acquiring services (Dictionary record [Banks](#));
- **Terminal** is acquiring terminal by which payment is made (Dictionary record) [Acquiring Terminals](#));
- **Amount** is transaction amount;
- **Commission percent** is fee for acquiring operations in %;

⚡ Command *Show Document transactions* shows all movements generated by the document (for details, see the section [Show Document Transactions](#)).

🔄 When carrying out the document following movements are created:

- **Refund Amount** is written off [Agent Debts](#) reducing the *Agent debt*, it is also credited with *Currency Amount* to [Conversion](#). Then *Currency Amount* is written off [Conversion](#) is credited on [Acquiring](#) increasing amount at acquiring *Bank accounts* ;
- if the *Commission value* is non-zero an equivalent amount is also written off [Agent Debts](#) reducing the *Agent debt*, it is also credited on [Expense](#) increasing them.

Acquiring transfers



Acquiring payment transfer (by credit cards) from the bank account that renders acquiring services to the company account is made by means of a Document Journal *Acquiring transfers*:

Identity	Description
88860	Acquiring transfers (Acquiring transfer) #88860, 4/9/2014

Document Journals have the only subtype *Acquiring Transfers* that is used for depositing funds received from fees for acquiring at the company account. A Document of this subtype is created automatically as a result of the command [Account Statement Import](#).

The Document edit form allows to specify the following properties of a header (all fields are mandatory):

- **Firm** is Dictionary record [Firms](#);
 - **Bank** is a bank providing acquiring services (Dictionary record [Banks](#));
 - **Bank Account** is bank account of the company whereon funds are transferred (Dictionary record [Bank accounts](#));
 - **Currency identity** is Dictionary record [Currencies](#);
 - **Currency Amount (incl. commission)** is currency amount in the selected *Currency*. The amount includes *Bank commission in foreign currency*;
 - **Exchange rate** is rate of the selected *Currency* to ruble, it is filled automatically when you save a document;
 - **Commission currency amount** in the currency is bank commission amount for acquiring transaction in the selected *Currency*;
 - **Commission amount** is bank commission amount for acquiring transaction in rubles on the specified *Rate*;
 - **FRC** is Dictionary record [FRC](#);
 - **Office** is Dictionary record [Offices](#);
 - **Cost Item** is Dictionary record [Cost Items](#);
 - **Budget period identity** is Dictionary record [Budget Periods](#). If before saving a document *Budget Period* has not been selected, it will be determined automatically by date of the document.
- ⚡ Command *Show document transactions* shows all movements generated by the document (for details, see the section [Show document transactions](#)).

🔄 When carrying out the document following movements are created:

- **Currency Amount** is written off [Acquiring](#) reducing amount at acquiring *Bank accounts*, it is also credited on [Conversion](#). Then *Currency Amount* is written off [Conversion](#) is credited on [Bank Accounts](#) increasing the balance on the *Current Account*;
- If value *Bank Commission in currency* is other than zero, it is written off [Bank account](#) reducing the balance on *Current Account*, and is credited on [Conversion](#). Then *Bank Commission* and *Bank Commission in currency* are written off [Conversion](#) and *Bank Commission* is credited on [Costs](#) increasing them.

Delivery cash payments



Cash payments realized by deliveries of articles are documented by using the *Delivery cash payments* register:

Identity	Description	Checkout.Name	Delivery means.Name
57	Delivery cash payments (Income) #57, 3/29/2016	TestCheckout	GAZ 2705

Documents of the *Delivery cash payments* register have the only subtype *Receipt*, which can be created straight in the register by clicking the button .

The document edit form allows to specify the following properties of the header (all fields are mandatory):

- *Delivery mean* – a means of delivery related to the driver, who places cash into a checkout (a [Delivery means](#) Dictionary record);
- *Checkout* – a checkout accepting cash (a [Checkouts](#) Dictionary record);
- *Currency* – currency of the operation (a [Currencies](#) Dictionary record);
- *Currency amount* – an amount in the *Currency* selected;
- *Currency rate* – a rate of the *Currency* selected to ruble;
- *Amount* – an amount in the accounting currency (rubles) calculated automatically, when saving the document.

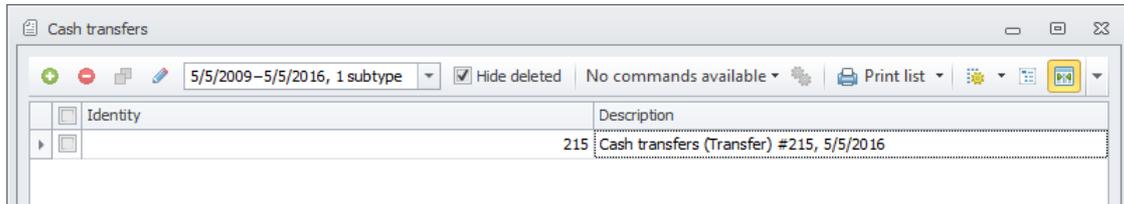
Show document transactions command shows all transactions related to the document (details of the command function described in [Show document transactions](#) section).

When posting a document, the following transactions are booked: An *Amount* is written-off from [Delivery debts](#), thereby decreasing a debt of a *Delivery means*, and together with a *Currency amount* is credited to [Conversion](#). After this, the *Currency amount* is written-off from [Conversion](#) and credited to [Checkouts](#), thereby increasing a *Checkout* balance.

Cash transfers



It is possible to transfer money from one cashier to another by means of Document Journal *Cash transfers*:



Document Journals *Cash transfers* have the single subtype *Transfer*, which can be created directly in the Document Journal by clicking the button .

document edit form allows to specify the following properties (highlighted in **bold** are mandatory for filling):

- **Source checkout** – checkout, which transfers the money (Dictionary record [Checkouts](#));
- **Destination checkout** – Checkout, which receives the money (Dictionary record [Checkouts](#));
- **Firm** – Dictionary record [Firms](#);
- **Currency** – Dictionary record [Currencies](#);
- **Currency amount** – transfer amount of in the selected *Currency*;
- **Exchange** – rate of the selected *Currency* to ruble, is filled automatically when saving the document;
- **Amount** – transfer amount in rubles at the specified *Rate*, is filled automatically when saving the document.

 Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

 The following motions are created when carrying out the document: *Currency amount* is debited from [Checkouts](#), reducing residual on *Checkout source*, and is credited on [Conversion](#). Then *Currency amount* is debited from [Conversion](#) and is credited on [Checkouts](#), increasing residual on *Checkout receiver*.

Wire transfer



It is possible to transfer money from one bank account to another by means of Document Journal *Wire transfer*:

Identity	Description
87905	Wire transfer (Transfer) #87905, 27.03.2014
87042	Wire transfer (Transfer) #87042, 1/20/2014

Document Journals *Wire transfer* have the single subtype *Transfer*, which can be created directly in the Document Journal by clicking the button

document edit form allows to specify the following properties (fields in **in bold** are mandatory for filling):

Wire transfer (Transfer) #60 [changed]

Transfer: 60 Date: 3/29/2016 10:11:56 PM Execute commands...

Source account: 4045 402744030722

Destination account: 4040 40274458456

Amount: 15,000.

By root (Administrator), 3/29/2016 10:11:56 PM Comments:

- **Source account** – the bank account from which the money was transferred (Dictionary record [Bank accounts](#));
- **Currency** - the currency in which the money is written off from the account (Dictionary record [Currency](#));
- **Destination account** – the bank account to which the money was transferred (Dictionary record [Bank accounts](#));
- **Currency** - the currency in which the money is credited on the account-receiver (Dictionary record [Currency](#));
- **Amount in currency of the source** – transfer amount in the selected *Currency source*;
- **Amount in currency of the receiver** – transfer amount in the selected *Currency receiver*.

Command *Show document transactions* shows all formed motions on the document (the command is described in details at the section [Show document transactions](#)).

The following motions are created when carrying out the document:

1. *Amount in currency of the source* is written off from [Bank accounts](#), reducing residual on *Bank account-source* in amount in currency source, and is credited on technical total *Currency exchange*.
2. From *Currency exchange* the amount in currency receiver is written off and credited on [Conversion](#).
3. Then *Amount in currency of the source* is written from [Conversion](#) and is credited on [Bank accounts](#),

increasing residual at *Bank account-receiver*.

Thus the self-cost of parties is saved. Thus, the self-cost of money in the currency-source is equal to the cost of party of money in currency of the receiver. Originating exchange differences remain on the total Conversion, and on the total Currency exchange there is always zero.

Accountable cash



It is possible to issue to an employee Accountable Cash using the Document Journal *Accountable cash*:

Identity	Description	Employee.Full name
61	Accountable cash (Transfer) #61, 3/29/2016	Rodion Romanovich Roskolnikov

Document Journals *Accountable cash* have a single subtype *Transfer* that can be created directly in the Document Journal by clicking .

The Document edit form allows to specify the following properties of a header (all fields are mandatory):

- *Employee* is an employee whose Accountable Cash is transferred to him as debt (Dictionary record [Employees](#));
- *Firm* is Dictionary record [Firms](#).
- *Amount* is Document Amount.

 Command *Show Document transactions* shows all movements generated by the document (for details, see the section [Show Document Transactions](#)).

 When carrying out the document following movements are created: *Currency Amount* is written off [Accountable Cash](#) reducing them, it is credited on [Conversion](#). Then *the Amount* is written off [Conversion](#) is credited on [Employee debt](#) Increasing *the Employee's debt*.

Invoices



Invoicing for Cashless payment by agents of the articles and/or services sold by the company to them is carried out by means of the document journal *Invoice*:

Identity	Description
206	Invoices (Invoice) #206, 5/5/2016
210	Invoices (Invoice) #210, 5/5/2016
211	Invoices (Invoice) #211, 5/5/2016

Document Journals *Invoices* have the following subtypes:

- *Invoice* – a document of this subtype is used for invoicing for payment to the agent. The document is created by the system automatically based on the sale document as a result of execution [the command](#);
- *Paid* – the document is transferred to this subtype automatically as a result of the command operation [Account Statement Import](#) on confirmation of the receiving payment from the agent.

Properties of the document header in the edit form are sorted over two tabs (all are filled automatically by the system):

Invoice: 62 Date: 3/29/2016 10:27:11 PM

Execute commands... no files en OK Save Cancel

Article identity	Article name	Quantity	Price	Amount
73	MotherBoard	1	7,999.00	7,999.00

By root (Administrator), 3/29/2016 10:27:11 PM Comments:

in the tab "General" there are the main properties of the header:

- *Firm* is Dictionary record Firms;
- *Firm Account* is Company Current account that must be made payment (Dictionary record [Bank Accounts](#));
- *Primary Document* is document [Article Sales](#) based on which the Invoice was created;
- *Agent* is an Agent who is drew up an invoice (Dictionary record [Agents](#));
- *Amount Distribution Type* is a delivery cost distribution method (Dictionary record [Amount Distribution Type](#)):
 - *separate article in the invoice* – delivery cost is included in the *Account* as well as *Invoice*, *Consignment Note* and *Shipping documents* are by the separate line;
 - *as separate service* – delivery cost is as separate service, it is included in *the Account*, but it is not included in other documents (*Invoice*, *Consignment Note* and *Shipping documents*). Instead *Act of delivery is printed*;
 - *by articles proportional to the quantity* – delivery cost is sorted on Document Articles (of the table

- part *Articles*) in proportion to their *Quantity*;
 - *by articles proportional to the cost* – delivery cost is sorted on Document Articles (of the table part *Articles*) in proportion to their *Cost*;
 - *Delivery Amount* is delivery cost;
 - *Amount* is Article total value (contents of the table *Articles*). It does not include *Delivery Cost*.
- in the tab *Accounting* there are the basic properties:
- *Accounting Number* is a document accounting number matches the number by default (*Code*) of the document;
 - *Accounting Date* is Accounting document date.

Except a header the document has several table parts.

In the table part *Articles* there are traded Articles (Dictionary record [Articles](#)):

- *Article identity* is an Article Code;
- *Article name* is Article Name;
- *Quantity* is traded Article Quantity;
- *Price* is Sale Price;
- *Amount* is Sale Amount.

In the table part *Article CCDs* there are numbers of cargo customs declarations of Articles (for articles with CCD):

- *Article identity* is Dictionary record [Articles](#);
- *Ccd identity* is a number of cargo customs declaration (the Dictionary Record [Cargo Custom Declaration](#));
- *Quantity* is article quantity under the document according to this declaration.

Article identity	Ccd identity	Quantity
MotherBoard		1

The following printing forms are available to the document (they are specified in the section [Sales of Articles](#)):

- *Account*;
- *Invoice*;
- *Shipping document (ST)*;
- *Shipping document (TRADE12)*.

For printing the last three documents the *Accounting Sale* shall be created for the document.

Command *Create Accounting Sale* allows to create and bind the document to current account [Accounting Sale](#).

Command *Delete CCD* reloads *CCD* in the table *Article CCD* (for articles of the table *Articles*). All changes made in the table *Article CCD* manually will be deleted.

Command *Show Document transactions* shows all movements generated by the document (for details, see the section [Show Document Transactions](#)).

Frequently used part of the table

Delivery



Data of the table part *Delivery* contain information on deliveries which should be realized for the document.

The title of the tab informs on availability (*Available*) or absence (*No*) of delivery for the document. The tab is divided into two parts: on the left there is a master of delivery, on the right – the list of added deliveries with its help:

Master of delivery allows to realize a quick choice of delivery options. By clicking the button "Recount" the list of deliveries is updated according to the selected options on the right. There are only three delivery scenarios:

- delivery by own delivery service of the company. The scenario is selected by putting flag *Type of delivery* to the value *Own* and the following parameters are set:
 - *Delivery address* – final address of delivery to the buyer (Dictionary record [Delivery addresses](#));
 - *Delivery date* – delivery date;
 - *Delivery time range* – time Delivery range (Dictionary record [Delivery time ranges](#));
- delivery by the third-party logistic company which takes away the articles from the company store independently. The scenario is selected by putting flag *Type of delivery* to the value *Logistic company* and in addition to above-mentioned the following parameters are set:
 - *Delivery mean* – a Delivery mean of the logistic company (Dictionary record [Delivery means](#));
 - *Cargo name* – a text description of the contents of the document;
 - *Logistic company price* – delivery cost, set manually;
- delivery by the third-party logistic company which is carried out by it from its own terminal. It is necessary to deliver articles to this terminal by forces of own delivery service of the company. Option is selected by putting flag *Type of delivery* to the value *Logistic company* and the flag *Delivery to the terminal is required*. In addition to above-mentioned parameters the following ones are set:
 - *Terminal address* – an address of logistic company terminal to which it is necessary to deliver the cargo by forces of own delivery service (Dictionary record [Delivery addresses](#)).

The includes deliveries are listed in the delivery list, added by means of the master. Selective edit options of deliveries is possible only in the availability of the appropriate rights. An employee (without these rights) can change deliveries only by means of the delivery master, located in the left part of the tab:

Delivery order	State ide...	Delivery service i...	Delivery me...	Source addr...	Destination address identity	Delivery date	Delivery ti...	Delivery price
0	Inactive	Delivery truck	GAZ 2705	Griboedova ...	Moscow, 3rd Pavlovsky street 1b57	5/12/2016	Morning	145.00

- *Delivery order* – shows the sequence of execution of delivery stages;
- *State identity* – the current delivery state, which automatically changed in the process of its implementation:
 - *Inactive* – the initial state of added delivery;
 - *For routing* – the delivery expects routing;
 - *Routed* – delivery is distributed on delivery methods;
 - *Shipped* – articles/cargoes on delivery are shipped from the store (actual for sales or internal transfers);
 - *Delivered* – delivery is executed;
- *Delivery service identity* – Dictionary record [Delivery services](#);
- *Delivery mean* – Dictionary record [Delivery means](#);
- *Source address identity* – the address from where delivery is carried out from;
- *Destination address identity* – the address where delivery is carried out to;
- *Delivery date* – delivery date;
- *Delivery time ranges* – Dictionary record [Delivery time ranges](#);
- *Delivery price* – delivery cost.

Balance import

Initial data



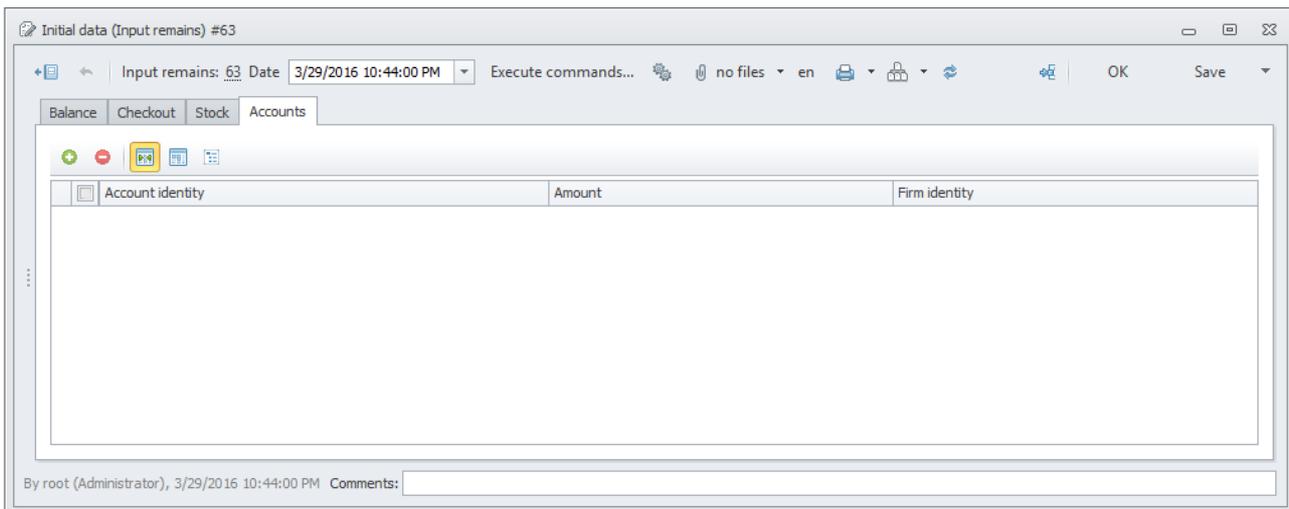
Input of initial data according to the main registration totals is carried out by means of document journal *Initial Data*:

Identity	Description
63	Initial data (Input remains) #63, 3/29/2016

Document Journals *Initial Data* have the single subtype *Initial Data*.

The Documents are intended for filling of these accounting books *Store Remains, Agents' Debts, Bank Accounts, Checkouts* with data from the previous registration system. It is supposed that initial data transfer will be made by the special processing.

The document edit form doesn't contain fields in a header and allows to enter data only into table parts:



 In the table *Balance* information on the current balances of agents is entered:

- *Agent, ID* – Dictionary Record Agents;
- *Amount* is money supply on balance;
- *Budget Items, ID* - Dictionary Record Budget Items;
- *Company, ID* – Dictionary Record Firms.

 In the table *Checkouts* information on the cash current balances in the checkouts is entered:

- *Checkout, ID* – Dictionary record Checkouts;
- *Amount* – quantity of money in checkouts (in rubles);
- *Company, ID*– Dictionary record Firms.

 In the table *Stock* information on the current article remains at the stores is entered:

- *Article identity* – Dictionary record Articles;
- *Bar ID* – Dictionary record Barcodes, it is optional field;
- *Company, ID*– Dictionary record Firms;
- *Store, ID* – Dictionary record Stores;
- *Amount* is article cost at the store (in rubles);
- *Quantity* is article quantity at the store.

 In the table *Accounts* information on the current remains on accounts of the enterprise is entered:

- *Account identity* – Dictionary record Accounts;
- *Amount* – quantity of money on the account (in rubles);
- *Firm identity* is Dictionary record Company.

 Command *Show Document transactions* shows all movements generated by the document (for details, see the section [Show Document Transactions](#)).

 When carrying out the document in a subtype *Initial Data* the following movements are created:

- For each record of the table part *Balances*, transactions are created from the total Initial Data on total Agents Debts;

- For each record of the table part *Checkouts*, transactions are created from the total Initial Data on total Checkouts;
- For each record of the table part *Article Remains*, transactions are created from the total Initial Data on total Article Remains;
- For each record of the table part *Accounts*, transactions are created from the total Initial Data on total Bank Accounts.

Commands

Document commands

Document Commands are executed:

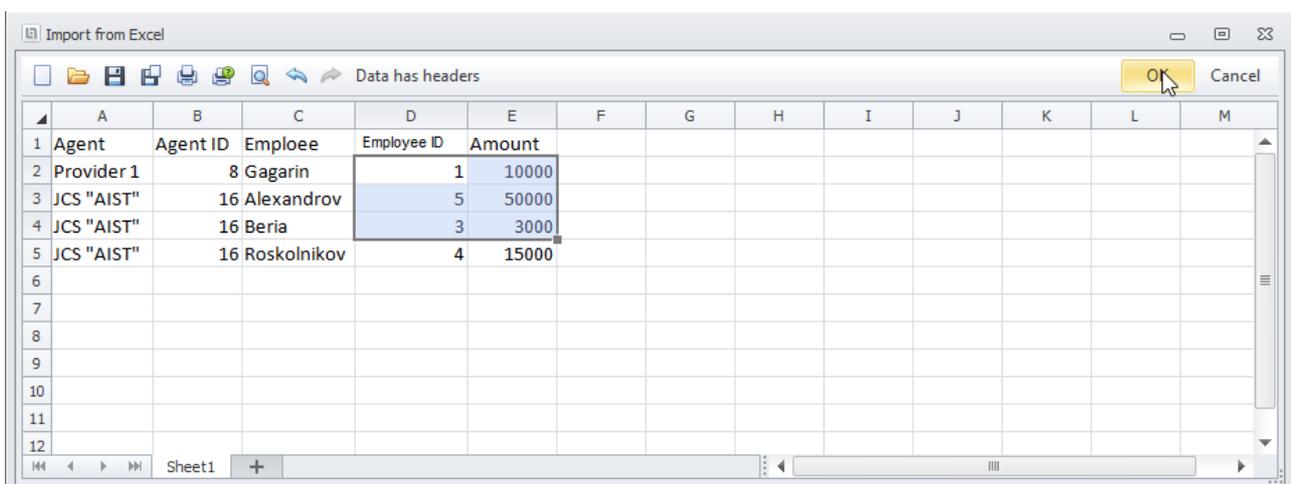
- from the document journal for several documents:
 - documents at which it may be necessary to run a command, are marked with flags in the first column of the journal
 - the command is chosen in a toolbar in the menu *Run Commands...*;
- from the document journal for a document: The command is chosen in the item *Execute...* of the shortcut menu that opens by right click on the selected document in the list;
- from the edit form of the current document. The command is chosen in a toolbar in the menu *Run Commands...*

Import from Excel

Command *Import from Excel* allows to automatically fill a table part of a document previously saved with data from a file format of Microsoft Excel.

We will consider command on one document [Exchange between agents and employees](#) (a file format which is required for correct operation of the command is described separately for each document).

The command is executed from a document editing form and opens the form *Import from Excel* wherein it is necessary to select data area from several columns (quantity and content of columns depends on a document type - a filled table part):



In the case of *Mutual settlements between contractors and employees* it is necessary to select at least two – maximum three columns:

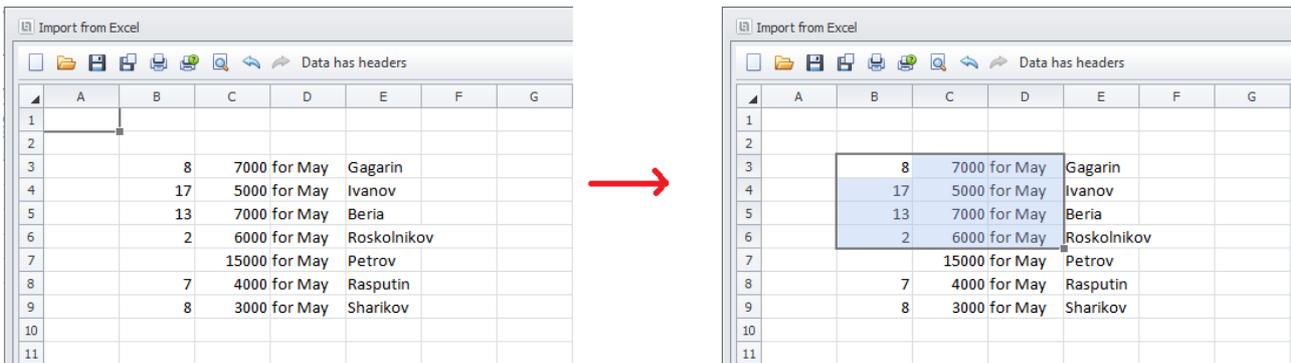
- the first column should contain *IDs of Employees*;

- the second column should contain *Amounts of Salary*;
- the third column (optionally, it can be not selected) should contain *Comments*.

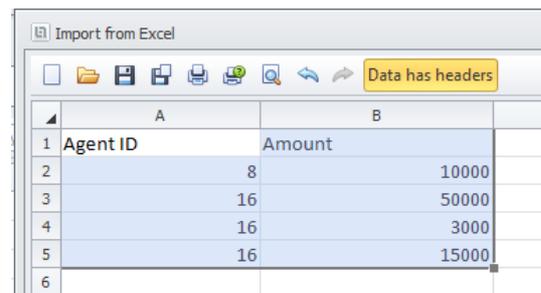
After clicking “OK” (keyboard shortcut **Ctrl** + **Enter**) number of lines corresponding to the selected in the table will be added into the table part.

If you click “OK” data was not selected from the file, the following area will be automatically selected:

- number of columns corresponding to the required quantity from the first filled with data (in the case of *Mutual settlements between contractors and employees* – three columns);
- all lines starting with the one in which cell there are data in the first filled column, and finishing with the one in which there is no data (it is not included in the sample):



With option “Data has headers” the first line of the selected area is considered title, and data from it when importing to a table part are not considered.

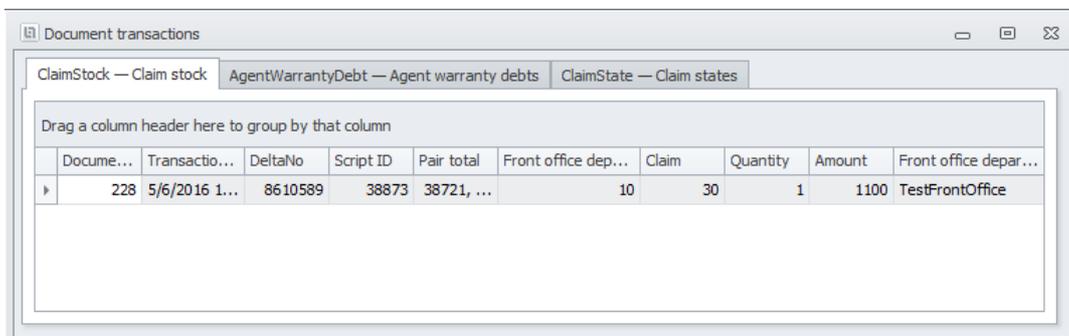


Data can be added to the form *Import from Excel* by:

- opening of the existing file of the Microsoft Excel format clicking (keyboard shortcut **Ctrl** + **O**);
- insert the previously copied content in the form from a clipboard;
- filling the form manually.

Show doc transactions

Command *Show document transactions* shows all movements created according to the selected document. Movements are grouped in the tab according to totals:



User commands

The user commands are launched from the main menu of client application.

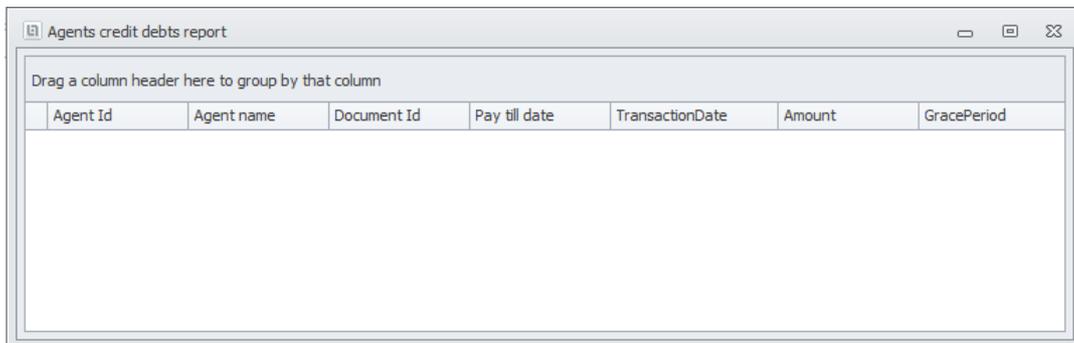
Agents credit debts report

To produce a list of agents, customers being in arrears with shipments on credit, you can use the command report *Agent credit debts report*. Based on such report you can make a decision on requirement of Agents Debt Recovery.

In the form *Agent credit debts report* you must specify *the Agent group*, the debt as may be necessary to show (the same Dictionary record). The group can not be chosen, in this case, the report will be built by all contractors.



The report will be built by clicking “OK” that shows all the contractors with trade credit and unpaid documents:



Every *Document* shipped on credit as well as *Amount* of credit according to the paper and *Credit period* for that specific document as by a contract with the buyer (the contract, Dictionary record Customer supply contracts is stated in a bill of sale when making shipments on credit) will be shown for *the Agents*

Start cargo pickup for Front-office



The command is intended for initialization of cargo pickup and delivery process entered the store for Front-office Subdivision of the Warranty Department.

The command is performed by the Front-office Subdivision Employee for that subdivision which is indicated in his card (Dictionary record [Employees](#)). Runtime the command checks available of documents [Claim cargo acceptance](#) In the *Request subtype* at the Store Office to which the Employee Warranty Department is also attributed:

- If the documents *Cargo-acceptance - Front-office* in the subtype *Request* are not found, the appropriate message is issued;
- if there is one document *Cargo-acceptance - Front-office* in the subtype *Request*, it is transferred to a subtype *Picking-up*, that initiates the cargo pickup and delivery process, and opens on the screen;
- if there is more than one document *Cargo-acceptance - Front-office* in the subtype *Request*, instead of them one general document is created and opened on the screen in the subtype *Picking-up* (in the subtype *Request* the found documents are deleted), and the cargo pickup and delivery process initiates according to the created document.

Start cargo pickup for Back-hub

The command is intended for initialization of cargo pickup and delivery process entered the store for Back-hub Subdivision of the Warranty Department.

The command is performed by the Back-hub Subdivision Employee for that subdivision which is indicated in his card (Dictionary record [Employees](#)). Runtime the command checks available of documents [Warranty cargo incomes](#) In the *Request subtype* at the Store Office to which the Employee Warranty Department is also attributed:

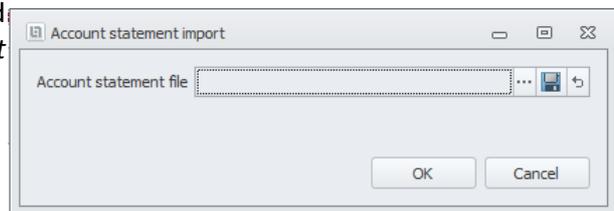
- If the documents *Cargo-acceptance - Back-hub* in the subtype *Request* are not found, the appropriate message is issued;
- if there is one document *Cargo-acceptance - Back-hub* in the subtype *Request*, it is transferred to a subtype *Picking-up*, that initiates the cargo pickup and delivery process, and opens on the screen;
- if there is more than one document *Cargo-acceptance - Back-hub* in the subtype *Request*, instead of them one general document is created and opened on the screen in the subtype *Picking-up* (in the subtype *Request* the found documents are deleted), and the cargo pickup and delivery process initiates according to the created document.

Account statement import



Demand *Account statement import* allows importing in operations carried out through the Company current accounts. For this purpose the operations shall be previously unloaded by the Direct banking into the file.

In the form *Account statement import* it is be required to choose the previously unloaded *Account statement file* and click "OK".



As a result of the demand for each operation in the journal [Account statement](#) the document is created in the subtype *Imported*. Then the created documents are automatically processed by the demand and in the case of successful treatment from the subtype *Imported* they are transferred to the subtype *Processed* and after an unsuccessful execution – in the subtype *Problem* .

Barcode history

By using the command *Barcode History* it is possible to view the history of a product article sale in the company – from whom this article came, in what store documents it appeared, when it was spent, etc.

For this purpose in the form *Barcode History* you shall choose *Store* (when opening the form it is set automatically according to the user employee settings executing the command, it can be changed), sale history whereby it is necessary to view, enter or scan *the Barcode* of a good and to click “Produce”:

Description	Transaction Date	Employee
Acceptance lists (Took on charge) #93, 4/12/2016	4/12/2016	Yury Alekseyevich Gagarin
Acceptance requests (Took on charge) #91, 4/12/2016	4/12/2016	
Stock barcode inspection (Scanning) #205, 5/5/2016	5/5/2016	Ivan Ivanovich Ivanov

Documents whereby the entered *Barcode* occurs are displayed in the list of the form . Each document can be opened by double clicking with the left mouse button:

- *Description* – document description in the format *Document Type (Subtype) #Code, Created date*;
- *Transaction Date* – date of the document;
- *Employee* – employee was carrying out operations with the document (Supplier – for the document of delivery, Commodity expert – for stock placement, etc.).

Store zone remains

Command *StoreZoneRemains* allows to create a report based on Remains of Articles in the Store Zones.

For report creation it is necessary to fill in the form its parameters:

- *Report period* is a period of the report creation;
- *Store Zone* is a zone which Remains must be created (Dictionary record [Store Zones](#)). If not to specify *Zone*, a report will be created for all Store Zones given in the Employee Card who creates the report;
- *Articles* are articles based on which a report is created (Dictionary record [Articles](#)). If not to specify *Articles*, a report will be created for all Articles;
- *Show Pickup lists* – this flag allows to show Articles from the documents in the report [Pickup Lists](#);
- *Exclude released Requests* – this flag allows to exclude from a report Articles registered in *Pickup lists* based on already issued requests

By clicking “OK” a report preview form opens:

Store zones remains from 10.07.2016 to 10.07.2016					
Store	(1) Moscow, Leningradskoe highway, 12				
Store zones	(95) Store zone 1				
Articles					
Show pickup lists	Да				
Exclude released requests	Her				
	Store zone	Article	Cell/Document	Amount	Recount
95	Store zone 1			1080	
		5, TestArticle2	[1-1-1-1]	1000	
		6, Radio VEGA	[1-1-1-2]	34	
		7, Lamp	[2-5-8-5]	20	
		75, MotherBoard 1	[2-5-8-5], 1-1-1-1, 1-1-1-2, 4-6-4-8	20	
		77, MotherBoard 3	[1-1-1-1], 1-1-1-2, 2-5-8-5, 4-6-4-8	5	

Whereof It can be printed:

Store zones remains from 10.07.2016 to 10.07.2016					
Store	(1) Moscow, Leningradskoe highway, 12				
Store zones	(95) Store zone 1				
Articles					
Show pickup lists	Да				
Exclude released requests	Her				
	Store zone	Article	Cell/Document	Amount	Recount
95	Store zone 1			1080	
		5, TestArticle2	[1-1-1-1]	1000	
		6, Radio VEGA	[1-1-1-2]	34	
		7, Lamp	[2-5-8-5]	20	
		75, MotherBoard 1	[2-5-8-5], 1-1-1-1, 1-1-1-2, 4-6-4-8	20	
		77, MotherBoard 3	[1-1-1-1], 1-1-1-2, 2-5-8-5, 4-6-4-8	5	
		90, TV-Set	[1-1-1-2]	1	

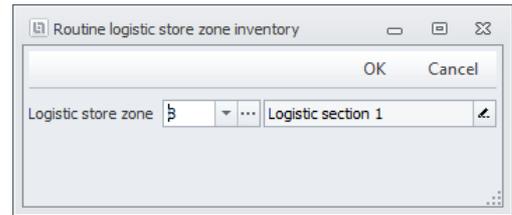
Articles are grouped in the received report by Zones. There are displayed for each Articles:

- In the *Cell/Document* column there are cells of selection and storage (if they are set) and documents Set Sheets (if the appropriate flag was set);
- In the *Amount* column there are Articles quantity in documents and Remains of Articles at the Store;
- In the *Recount* column the actual quantity by result of count is put down.

Routine logistic store zone inventory

The command is used in case of Routine Logistic Store Zone Inspection.

As a result of its execution for the specified *Logistic Store Zone* a document is created [Cargo Inspection](#) in a subtype *Recount* (if for this section there are no other documents in this subtype, otherwise error).

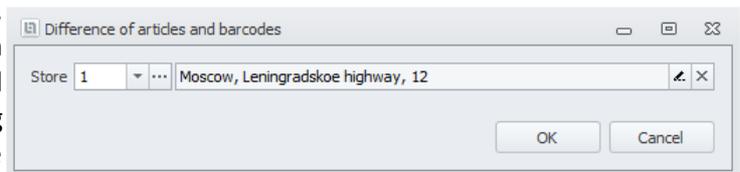


All cargo are added in the document which are registered at the time of command execution on [Cargo Stock](#) of the section. Then the created document is opened and its printing box is caused

Difference of articles and barcodes

To produce a list of articles for the store, which balance (on a result [Stock](#)) differs from the total balance on bar codes (on a result [Barcodes stock](#)), it is possible by means of command *Difference of balance on articles and bar codes*. Based on this list, you can make a decision about the need for inventory of bar codes for articles contained therein.

In the form you must specify the *Store*, wherein balance on articles is verified with balance on bar codes (Dictionary record [Stores](#)). *Store* is set automatically according to the user employee settings executing the command, but it can be changed.



The report will be built by clicking “OK” that shows all articles, which numerical balance at the selected store (*articles quantity*) is not equal to the total number of balance on Barcodes (*Quantity of Barcodes*):

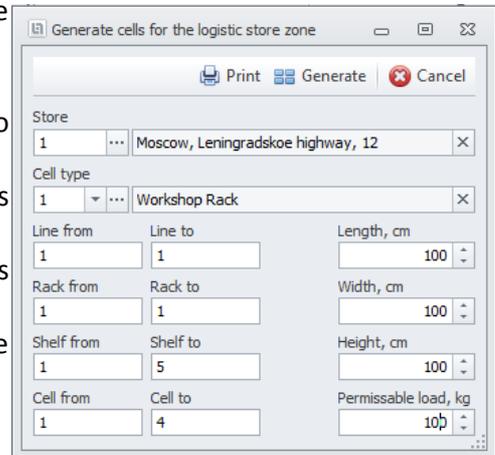
Article identity	Article name	Article quantity	Barcode quantity
72	Tape recorder Mayak	24	0
6	Radio VEGA	18	0
7	Lamp	19	0
84	[Low-price] Radio VEGA	1	0

Generate cells for the logistic store zone

Records of the reference book [Logistic store cells](#) can not be got manually, but generated by a command *Generate Logistic Store cells*.

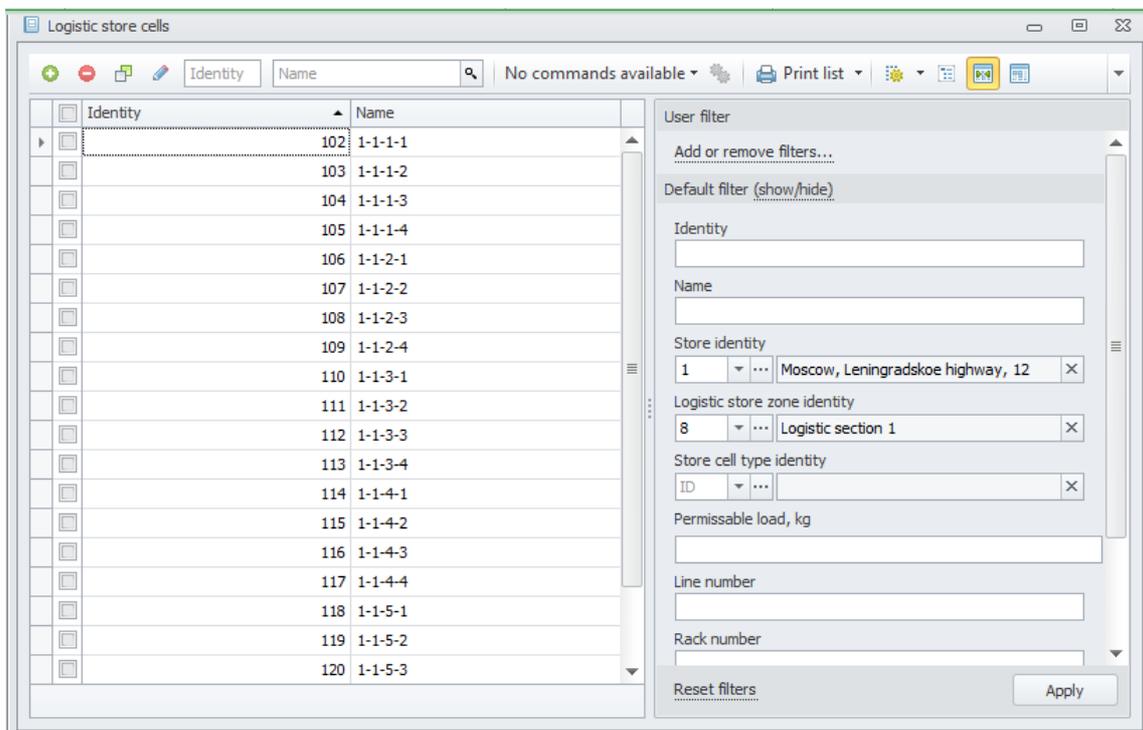
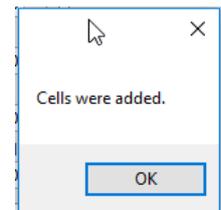
For this purpose in the form of command parameters you must specify:

- *Store* is a store for which Logistic Store it is necessary to create cells (Dictionary record [Stores](#)).
- *Cell type* is Dictionary record [Logistic store cell types](#);
- *Line from - Line to* is a range of Lines for which it is necessary to create cells;
- *Rack from - Rack to* is a range of Racks (racks) for which it is necessary to create cells;
- *Shelf from - Shelf to* is a range of levels (shelves) for which it is necessary to create cells;
- *Cell from - Cell to* is quantity of cells at a level which shall be created;



- *Length, cm, Width, cm and Height, cm* are maximum dimensions of cargo in centimeters which can be placed in a cell;
- *Permissible load, kg* is maximum cargo weight in kilograms which can be placed in a cell.

By clicking “Generate” for each level in a Rack of a Line (in the specified range) the specified number of logistic cells of the selected type will be added. Names of cells are set in a format *[Line] - [Rack] - [Level] - [Cell]*. Cells with a duplicate name if such cells are already in the *Logistic store* will not be created.



By clicking  as a command *Generate cells for Logistic Store*, having selected a printing form, you can print bar codes of the generated cells:

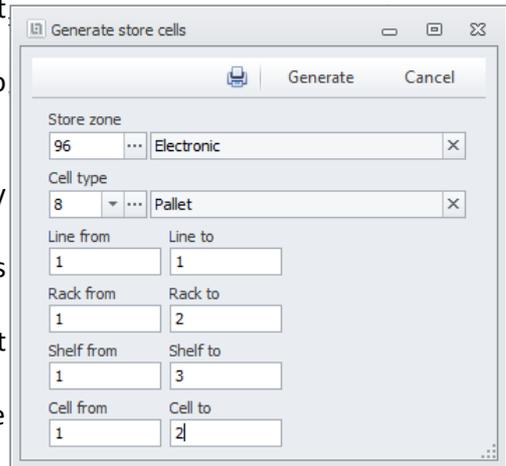


Generate store cells

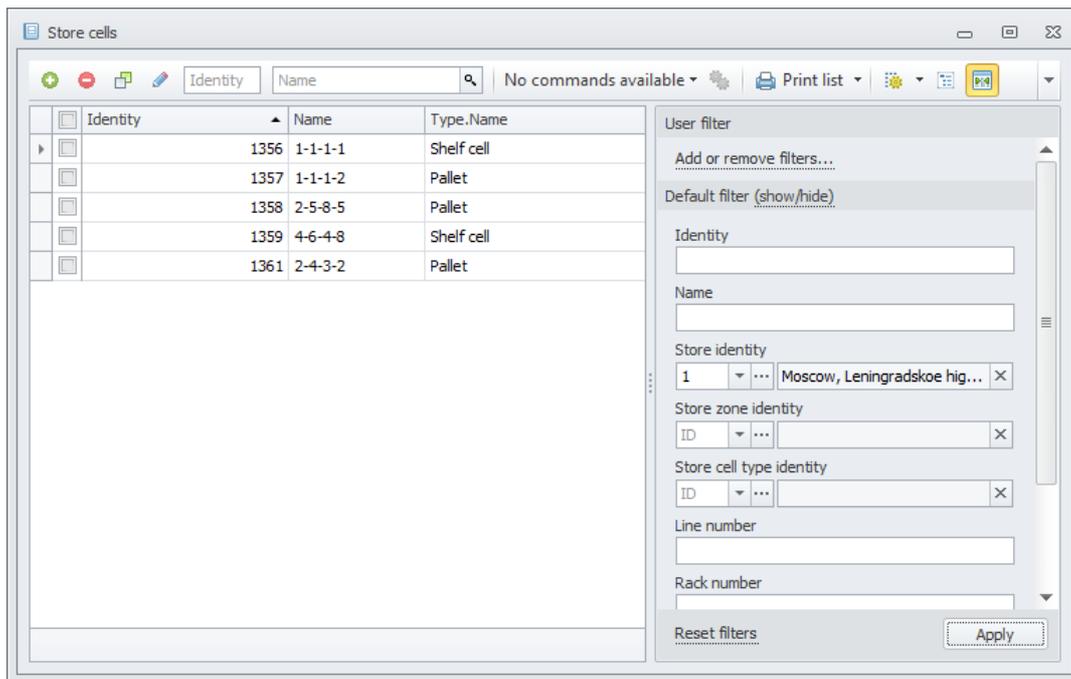
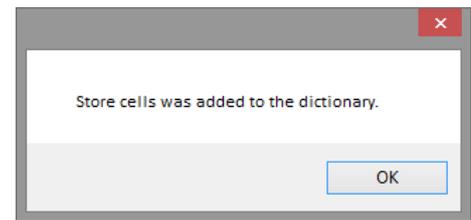
Records of the reference book [Store cells](#) can not be got manually, but generated by a command *Generate store cells*.

For this purpose in the form of command parameters you must specify:

- *Store zone* is a Logistic store zone in which it is necessary to create cells (Dictionary record [Store zones](#)).
- *Cell type* - Dictionary record [Store cell types](#);
- *Line from - Line to* is a range of Lines for which it is necessary to create cells;
- *Rack from - Rack to* is a range of Racks (racks) for which it is necessary to create cells;
- *Shelf from - Shelf to* is a range of levels (shelves) for which it is necessary to create cells;
- *Cell from - Cell to* is quantity of cells at a level which shall be created.



By clicking “Generate” for each level in a Rack of a Line (in the specified range) the specified number of cells of the selected type will be added. Names of cells are set in a format *[Line] - [Rack] - [Shelf] - [Cell]*. Cells with a duplicate name if such cells are already in the *Section* will not be created.



By clicking  having selected a printing form, you can print bar codes of the generated cells:



Create defect article transfer to Front-office

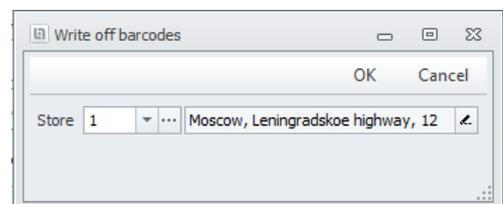
This command is used to initiate the defective article collection and transfer it to the front-office division of the Warranty Department.

The command is performed by a Store Employee for that store which is indicated in his card (Dictionary record [Employees](#)). Runtime the command checks availability of defective articles which are not in the process of transfer to the Guarantee Department (are already added to transfer documents) at the balance of the store. In the presence of such articles the document [Defect article transfers](#) in a subtype *Ready for transfer*, whereby they are added. The document is saved and opened on the screen.

Write off bar-codes

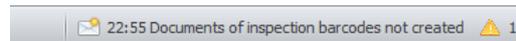
The barcodes of out-of-stock articles can be written-off from a *Store* by using the *Write off barcodes* command.

For this purpose you will need to open the *Write off barcodes* form, choose a *Store* (when opening, completed automatically according to settings of a user's employee executing the command; may be changed) and click the OK button.



After that, a separate document [Stock barcode inspection](#) will be created for each article, whose remains at the *Store* are equal to zero and that is being identified by barcodes (unique or nonunique), remainders of which are found. As an *Employee Responsible* the current user's employee is designated in the document. Any barcodes found are added to the *Written-Off Barcodes* table part. The document is assigned the subtype *Executed*.

On completion of the command operation, the user will get a message on successful, if the documents were created, or unsuccessful execution:



Remove template feature

Removing Article feature sets, for which there were already given values in one or several articles, is possible by means of the command *Remove Template Feature*.

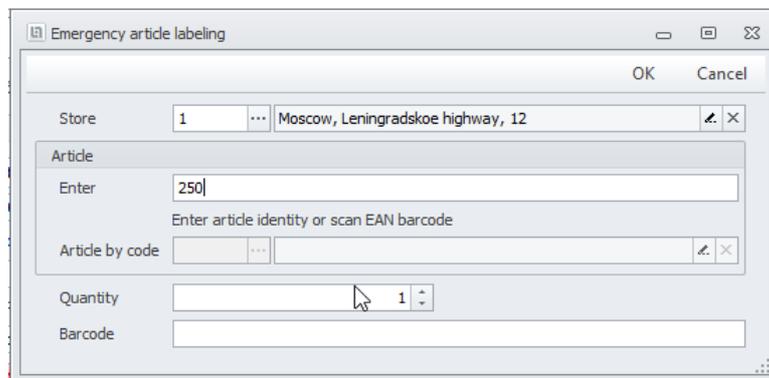
For this purpose in the form *Remove Template Feature* it is necessary to select *Description Template* (Dictionary record Article feature sets), its characteristic which values need to be deleted from all articles and to click "OK".



After completion of the command operation the characteristic can be deleted by means of the template edit form.

Emergency article labeling

Emergency articles labeling is applied in a situation when in the course of type or delivery during scanning a barcode of articles, it is not in the system, but the actual balance on articles is the same as the system data. The operation allows to debit a new barcode in a store:



For entering a barcode of articles in the form *Emergency article labeling* it is necessary to specify:

- *Store* is a store, whereon articles are found with an unknown barcode for the system (Dictionary record [Stores](#)). It is set automatically according to the user employee settings executing the command. It can be changed.
- *Article* is articles which barcode is not found in the system (Dictionary record [Articles](#)). To select an article you need to enter its code in the field *Enter* or scan the EAN-Code. Articles found by entering attributes is displayed in the field *Articles in code*. If the found articles are ignored on unique or non-unique Barcodes, the system will generate an error;
- *Quantity* – credited quantity of Barcodes:
 - for articles which are recognized on unique bar codes, *Quantity* is always unitary and it can not be changed;
 - for articles which are recognized on non-unique bar codes, value *Quantity* is also unitary by default, but it can be changed if necessary to debit greater number of Barcodes;
- *Barcode* is a credited bar code.

After clicking "OK" as a result of successful command execution a document *Journal Emergency Articles Labeling* is created

 The document *Emergency Articles labeling* credits the entered *Barcode* in the specified *Quantity* for [Barcodes stock](#), increasing balance of the chosen Articles on the specified *Store*.

Totals

Bank accounts



Total is used for the accounting of money on bank accounts of the company.

Total has the following dimensions:

- *Bank account* – [Bank accounts](#) Dictionary record;
 - *Currency* – [Currencies](#) Dictionary record;
- and variables:
- *Amount* – amount on the bank account;
 - *Amount in currency* – amount in currency ion the bank account.

Total driver – CashlessMoney.

Supplier settlement buffer



The total is used for accounting of settlement operations with suppliers.

The total has the following dimensions:

- *Supplier* – [Agents](#) Dictionary record;
- and variables:
- *Amount* – amount of an operation;

Total driver – Default.

Cargo pack buffer



Total is used for the accounting of carrying out claims packing operations in cargoes.

Total has the following dimensions:

- *Cargo* – [Cargoes](#) Dictionary record;
- and variables:
- *Amount* – cargo cost;
 - *Quantity of claims* – quantity of claims in cargo.

Total driver – Default.

Agent warranty debt



Total is used for the accounting of clients debts interacting with front-office warranty department of the company to claims.

Total has the following dimensions:

- *Front Office department* – [Front Office](#) Dictionary record;
- *Claimant* – [Agents](#) Dictionary record;

and variables:

- *Amount* – debt amount of the *Claimant*.

Total driver – Default.

Warranty defect articles



The total is used in stocktaking of defect articles on company's stores.

The total has the following dimensions:

- *Store* – [Stores](#) Dictionary record;
- *Article* – [Articles](#) Dictionary record;
- *Defect* – [Recorded defects](#) Dictionary record;
- Barcode – [Barcodes](#) Dictionary record;

and variables:

- *Amount* – value of the article;
- *Quantity* – quantity of article units.

Total driver – Default.

Delivery article debts



Total is used for accounting of articles transported by drivers on delivery.

Total has the following dimensions:

- *Article* - [Articles](#) Dictionary Record;
- *Delivery mean* – [Delivery Means](#) Dictionary record;
- *Income Document* is a document code which realized article movement on the total;
- *Delivery Document* is a document code that issued delivery;

and variables:

- *Amount* is article cost;
- *Quantity* is quantity of article units.

Total Driver – GenericFifo.

Warranty driver debt



The total is used for accounting of claims being transported by drivers.

The total has the following dimensions:

- *Delivery means* – [Delivery means](#) Dictionary record;
- *Claim* – [Claims](#) Dictionary record;
- *Delivery document* – code of a document for delivery;

and variables:

- *Amount* – value of the claim;
- *Quantity* – quantity of claim units.

Total driver – Default.

Agent debts



Total is used for the accounting of agents debts to the company.

Total has the following dimensions:

- *Agent* – [Agents](#) Dictionary record;
 - *Firm* – [Firms](#) Dictionary record;
- and variables:
- *Amount* – debt amount of the agent.

Total driver – Default.

Agent warranty replacement debt



Total is used for the accounting of the articles given on exchange to clients who asked for warranty service in the front-office of warranty department of the company.

Total has the following dimensions:

- *Front Office department* – [Front Office](#) Dictionary record;
- *Claimant* – [Agents](#) Dictionary record;
- *Claim* – [Claims](#) Dictionary record;
- *Article* – [Articles](#) Dictionary record;

and variables:

- *Quantity* – quantity of substitutions;
- *Amount* – amount of substitution.

Total driver – Default.

Delivery document debts



Total is used for accounting of delivery documents which are registered for Delivery means.

Total has the following dimensions:

- *Delivery mean* – [Delivery Means](#) Dictionary Record;
- *Delivery Document* is a document code that issued delivery;

and variables:

- *Amount* is delivery cost according to the document;
- *Quantity* is delivery quantity.

Total Driver – Default.

Delivery debts



Total is used for accounting of money received by Delivery means.

Total has the following dimensions:

- *Delivery mean* - [Delivery Means](#) Dictionary Record;

and variables:

- *Amount* is debt amount on delivery.

Total Driver – Default.

Employee debts



Total is used for accounting of employee debts to the company.

Total has the following dimensions:

- *Employee* – [Employees](#) Dictionary Record;
 - *Company* - [Firms](#) Dictionary Record;
- and variables:
- *Amount* is employee debt amount.

Total Driver – Default.

Fixed asset put in



Total is used for accounting of the company fixed assets credited, but not put into operation yet.

Total has the following dimensions:

- *Fixed Asset* [Fixed Assets](#) Dictionary Record;
- *Fixed Asset Place* – [Fixed Asset Locations](#) Dictionary Record;
- *Office* - [Offices](#) Dictionary Record;
- *FRC* [FRC](#) Dictionary Record;
- *Responsible Employee* [Employees](#) Dictionary Record;
- *Using Employee* - [Employees](#) Dictionary Record;

and variables:

- *Amount* is fixed asset cost;
- *Quantity* is quantity of fixed asset.

Total Driver – Default.

Delivery revenues



Total is used for accounting of revenue which shall be received for delivery services.

Total has the following dimensions:

- *Delivery mean* - [Delivery Services](#) Dictionary Record;
- *Delivery mean* - [Delivery Means](#) Dictionary Record ;
- *Delivery Address* - [Delivery Addresses](#) Dictionary Record;

and variables:

- *Quantity* is delivery quantity;
- *Amount* is delivery cost.

Total Driver – Default.

Expenses



Total is used for accounting of the company expenses.

Total has the following dimensions:

- *Project* - [Investment Projects](#) Dictionary Record ;
- *Cost Items* - [Cost Items](#) Dictionary Record;

- *Budget period* - [Budget Periods](#) Dictionary Record;
 - *FRC* - [FRC](#) Dictionary Record ;
 - *Office* - [Offices](#) Dictionary Record ;
- and variables:
- *Amount* is expense amount.

Total Driver – Default.

Encashments



Total is used for money accounting at the company checkouts.

Total has the following dimensions:

- *Bank Account* – [Bank Accounts](#) Dictionary Record;
 - *Currency* - [Currencies](#) Dictionary Record;
 - *Initial Document* is a document based on which movement on the total is created;
- and variables:
- *Amount* is encashment amount;
 - *Amount in currency* – encashment amount in currency.

Total Driver – CashlessMoney.

Checkouts



Total is used for money accounting at the company checkouts.

Total has the following dimensions:

- *Checkout* – [Checkouts](#) Dictionary Record;
 - *Currency* - [Currencies](#) Dictionary Record ;
- and variables:
- *Amount* – amount at a checkout;
 - *Amount in currency* – amount in currency at the checkout.

Total Driver – Money.

Article description



Total is used for the accounting of residuals of articles at the article description departments of the company.

Total has the following dimensions:

- *Article description department* – [Article description departments](#) Dictionary record;
 - *Article* – [Articles](#) Dictionary record;
 - *Barcode* – [Barcodes](#) Dictionary record;
- and variables:
- *Amount* – article amount;
 - *Quantity* – quantity of article units.

Total driver – GenericFifo.

Conversion



Total is used for conversion of currency operation amounts of the company in registration currency (Ruble for Russia).

Total has the following dimensions:

- *Currency* is the [Currencies](#) Dictionary Record;
- and variables:
- *Amount* is amount in rubles;
 - *Amount in currency* is amount in currency.

Total Driver – Conversion.

Collected claim



Total is used for accounting of claims collected for sending to the store in the Company Front-Office Warranty Department.

Total has the following dimensions:

- *Front-Office Department* – [Front Office](#) Dictionary Record;
 - *Claim* – [Claims](#) Dictionary Record;
- and variables:
- *Quantity* is quantity of claim units.
 - *Amount* is claim cost;

Total Driver – Default.

Collected warranty claim



Total is used for accounting of claims collected for sending to a supplier in the Company Back-hub Warranty Department.

Total has the following dimensions:

- *Back-hub Department* – [Back-Hub](#) Dictionary Record;
 - *Claim* – [Claims](#) Dictionary Record;
- and variables:
- *Quantity* is quantity of claim units.
 - *Amount* is claim cost;

Total Driver – Default.

Currency exchange



Total is used for technical operation execution on saving money prime cost in case of conversion between different currencies.

Total has the following dimensions:

- *Currency* - [Currencies](#) Dictionary Record;
- and variables:
- *Amount* is amount in rubles;

- *Amount in currency* is amount in currency.

Total Driver – CurrencyExchange.

Expected supplies



Total is used for accounting of the deliveries expected at the company stores.

Total has the following dimensions:

- *Store* - [Stores](#) Dictionary Record;
 - *Article* - [Articles](#) Dictionary Record;
- and variables:
- *Amount* is article cost;
 - *Quantity* is quantity of article units.

Total Driver – Default.

Fixed assets



Total is used for accounting of the fixed assets exploited by the company.

Total has the following dimensions:

- *Fixed Asset* - [Fixed Assets](#) Dictionary Record;
 - *Fixed Asset Location* - [Fixed Asset Location](#) Dictionary Record;
 - *Office* - [Offices](#) Dictionary Record;
 - *FRC* - [FRC](#) Dictionary Record ;
 - *Responsible Employee* - [Employees](#) Dictionary Record;
 - *Using Employee* - [Employees](#) Dictionary Record;
- and variables:
- *Amount* is fixed asset cost;
 - *Quantity* is quantity of fixed asset.

Total Driver – Default.

Cargo stock



Total is used for accounting cargo storage locations at the company store.

Total has the following dimensions:

- *Cargo* – [Cargoes](#) Dictionary Record;
 - *Logistic Cell* - [Logistic Store Cells](#) Dictionary Record ;
- and variables:
- *Amount* is cargo cost;
 - *Quantity* is quantity of cargo units.

Total Driver – Default.

Cargo release stock



Total is used for the accounting of cargo residuals, transported for the company to release.

Total has the following dimensions:

- *Cargo* – [Cargoes](#) Dictionary record;
- *Store* – [Stores](#) Dictionary record;

and variables:

- *Amount* – cargo cost;
- *Quantity* – quantity of cargo units.

Total driver – Default.

Cargo acceptance stock



Total is used for the accounting of cargo residuals which arrived to the store of the company for acceptance.

Total has the following dimensions:

- *Cargo* – [Cargoes](#) Dictionary record;
- *Store* – [Stores](#) Dictionary record;

and variables:

- *Amount* – cargo cost;
- *Quantity* – quantity of cargo units.

Total driver – Default.

Stock CCDs



The total is used in stocktaking of articles in cargo customs declarations.

The total has the following dimensions:

- *Article* – [Articles](#) Dictionary record;
- *CCD* – [CCDs](#) Dictionary record;

and variables:

- *Quantity* – quantity of articles imported according to the given *CCD*.

Total driver – Default.

Claim stock



Total is used for accounting of claim stock in the Company Front-Office Warranty Department.

Total has the following dimensions:

- *Front-Office Department* – [Front Office](#) Dictionary Record;
- *Claim* – [Claims](#) Dictionary Record;

and variables:

- *Quantity* is quantity of claim units.
- *Amount* is claim cost;

Total Driver – Default.

Warranty claim stock



The total is used for accounting of claim stock at a warranty department's Back-hub.

The total has the following dimensions:

- *Back-hub* – [Back-hub](#) Dictionary record;
- *Claim*– [Claims](#) Dictionary record;
- *Claim*– a cell in the division, where the claim is stored ([Warranty cells](#) Dictionary record); and variables:
- *Quantity* – quantity of claim units;
- *Amount* – value of the claim.

Total driver – Default.

Accountable cash



Total is used for the accounting of the accountable money of the company, issued to employees.

Total has the following dimensions:

- *Employee* – [Employees](#) Dictionary record;
 - *Currency* – [Currencies](#) Dictionary record;
- and variables:
- *Amount* – accountable amount, issued to the employee;
 - *Amount in currency* – amount in currency issued to the employee.

Total driver – Money.

Claim unpack



Total is used for cargo accounting with claims accepted from the store and not unpacked in the Company Front-Office Warranty Department.

Total has the following dimensions:

- *Front-Office Department* – [Front Office Warranty Departments](#) Dictionary Record;
- *Cargo* – [Cargoes](#) Dictionary Record;

and variables:

- *Amount* is cargo cost;
- *Quantity* is cargo quantity.

Total Driver – Default.

Warranty claim unpack



The total is used for accounting of cargoes with claims, which are accepted from a store and remaining unpacked by a Back-hub of the company's warranty department.

The total has the following dimensions:

- *Back-hub* – [Back-hub](#) Dictionary record;
- *Cargo* – [Cargoes](#) Dictionary record;

and variables:

- *Amount* – value of the cargo;
- *Quantity* – quantity of cargoes.

Total driver – Default.

Sale



The total is used to conduct sales of company's articles and services.

The total has the following dimensions:

- *Store* – [Stores](#) Dictionary record;
- *Article* – [Articles](#) Dictionary record;
- *Agent* – [Agents](#) Dictionary record;
- *Receipt* – code of a receipt document, under which the article transaction was carried out;

and variables:

- *Amount* – value of the article;
- *Quantity* – quantity of article units.

Total driver – Sale.

Warranty sale



The total is used for conducting of sales of company's articles being implemented under the warranty service.

The total has the following dimensions:

- *Store* – [Stores](#) Dictionary record;
- *Article* – [Articles](#) Dictionary record;
- *Claimant* – [Agents](#) Dictionary record;
- *Receipt* – code of a receipt document, under which the article transaction was carried out;

and variables:

- *Amount* – value of the article;
- *Quantity* – quantity of article units.

Total driver – Sale.

Warranty at supplier facility



The total is used for accounting of claims on suppliers' hands.

The total has the following dimensions:

- *Supplier* – [Agents](#) Dictionary record;
- *Claim* – [Claims](#) Dictionary record;

and variables:

- *Quantity* – quantity of claim units;
- *Amount* – value of the claim.

Total driver – Default.

Stock



The total is used in stocktaking on company's stores.

The total has the following dimensions:

- *Store* – [Stores](#) Dictionary record;
- *Article* – [Articles](#) Dictionary record;
- *Receipt* – code of a receipt document, under which the article transaction was carried out; and variables:
- *Amount* – value of the article;
- *Quantity* – quantity of article units.

Total driver – Stock.

Barcodes stock



The total is used in barcode stocktaking on company's stores.

The total has the following dimensions:

- *Store* – [Stores](#) Dictionary record;
 - *Article* – [Articles](#) Dictionary record;
 - *Barcode* – [Barcodes](#) Dictionary record;
- and variables:
- *Quantity* – quantity of article units.

Total driver – Default.

Stock reserves



The total is used in stocktaking of articles reserved on company's stores.

The total has the following dimensions:

- *Store* – [Stores](#) Dictionary record;
 - *Article* – [Articles](#) Dictionary record;
 - *Agent* – [Agents](#) Dictionary record;
- and variables:
- *Amount* – value of the article;
 - *Quantity* – quantity of article units.

Total driver – Default.

Claim pack



Total is used for cargo accounting with claims packed and prepared for sending to the store in the Company Front-Office Warranty Department.

Total has the following dimensions:

- *Front-Office Department* – [Front Office](#) Dictionary Record;
- *Cargo* – [Cargoes](#) Dictionary Record;

and variables:

- *Amount* is cargo cost;
- *Quantity* is cargo quantity;
- *Claim Quantity* is claim quantity in cargo.

Total Driver – Default.

Warranty claim pack



The total is used for accounting of cargoes with claims, which are packed and prepared to be sent to a store by a Back-hub division of the company's warranty department.

The total has the following dimensions:

- *Back-hub* – [Back-hub](#) Dictionary record;
- *Cargo* – [Cargoes](#) Dictionary record;

and variables:

- *Amount* – value of the cargo;
- *Quantity* – quantity of cargoes;
- *Claim quantity* – quantity of claims in the cargo.

Total driver – Default.

Claim state



Total is used for accounting of states in which claims can be found.

Total has the following dimensions:

- *Claim* – Dictionary record [Claims](#);
- *State* is Dictionary record *Claim States*;

and variables:

- *Quantity* is quantity of claim units.

Total Driver – Default.

Acquiring



Total is used for the accounting of money on the banks-acquires accounts, providing the acquiring services.

Total has the following dimensions:

- *Bank* – Dictionary record [Banks](#);
- *Currency* – Dictionary record [Currencies](#);

and variables:

- *Amount* – amount on banks-acquires accounts;
- *Amount in currency* – amount in currency on bank-acquire accounts.

Total driver – Cashless Money.

Auxiliary sales



Total is used for carrying out auxiliary operations of article sales and company services which are required to be separated from the main sale.

Total has the following dimensions:

- *Store* – Dictionary record [Stores](#);
 - *Article* – Dictionary record [Articles](#);
- and variables:
- *Amount* – article amount;
 - *Quantity* – quantity of article units.

Total driver – Sale.

Description of business processes

Finances

Fixed assets

The section describes the life cycle of objects of the fixed assets (FA):

- fixed assets add:
 - fixed assets income;
 - fixed assets income from store;
- fixed assets put in;
- fixed assets revalue;
- fixed assets amortization;
- change of the responsible person;
- fixed assets transfer;
- deactivation of FA (liquidation, sale).

Performing of the listed operations requires existence of the rights granted by a role “Financial manager”.

Fixed assets add

Financial manager takes decision on the need to make new Fixed Assets Add.

Fixed Assets Add can be made in the following ways:

- by acquisition from the supplier (by means of the document [Fixed Assets Income](#));
- by discharge of FA from the store (by means of the document [Fixed Assets Income From Store](#)).

When adding fixed assets it is necessary to remember that all equal objects of FA, should belong to one [type](#). In turn kinds integrate in *groups*, for example: buildings, cars, machines. The system assigns unique inventory number to each object of FA, on which further account is kept. All added FA can be found in the appropriate Dictionary Fixed assets.

Fixed assets income

For fixed assets income the financial manager needs to create the document in the subtype *Expected FA income* of Document Journal [FA income](#). Next, it is necessary to fill in the heading data, and create Fixed Assets Income in the table part by clicking the button  through opening the form "Creation of fixed

asset".

After saving the document it is necessary to the command [Create request for payment](#). As a result of its operation new document *Request* will be created in the Document Journal [Payment request](#). The part of fields will be filled automatically based on the initial document, if it is necessary remaining should be filled manually. Also it is necessary to attach the scanned score to the created *Request* (via functionality [Attachments](#)) and save it.

After fixed asset is received, the financial manager needs to perform the following operations:

- scan and save (via functionality [Attachments](#)) in the document *Expected FA income* a set of accounting documents:
 - consignment note,
 - Invoice;
 - account;
- pass set of accounting documents to the accounting department;
- transfer the document from the subtype *Expected FA income* into the subtype *FA Income* by command *Accept with FA put in*. As a result of its operation for each fixed asset new document will also be created *Waiting of put in* into the Document Journal [Fixed assets put in](#).

Further actions of the financial manager are described in the section [Fixed assets put in](#).

Fixed assets income from store

For fixed assets income from store the financial manager needs to create the document in the subtype *Request* of Document Journal [Fixed assets income from store](#). Next, it is necessary to fill in the heading data, and create *Fixed assets income from store* in the table part by clicking the button  through opening the form "Creation of fixed asset".

When adding fixed assets in table part of the document the system defines existence of the articles corresponding to them at the store specified in a document heading. table part of the document has two columns of quantity – *Quantity* and *Quantity without reserve*:

- if the selected articles are at the store, its *Quantity* will be equal 1, and *Quantity without reserve* – 0;
- if the selected articles are not at the store, its *Quantity* will be equal 0, and *Quantity without reserve* – 1;
- if, for example, three fixed assets were added to the table part, created during income from the store of the same articles, and there are only two units of these articles are available at the store, for two FA in the field *Quantity* 1 will be indicated value (in the field *Quantity without reserve* – 0), and for the third – 0 (in the field *Quantity without reserve* – 1).

When saving the document in the subtype *Request* listed articles in its table part are reserved at the store.

When saving the document *Request* it is necessary to transfer it to the subtype *Set* by running the command *Request* -> *Set*. At the same time the system checks whether all articles of the table part of the document are reserved at the store. If there is at least one non-reserved article (in column *Quantity without reserve* it has a value 1), the command will not be run. As a result of operation of the command based on the initial document, the document [Pickup request](#) will be also created.

After that articles should be collected at the store. When collecting a set of articles there can be a situation when it or its part was not found at the store. Depending on whether the employee of the store was issued by the authority to edit the document (by flag *Edit when collecting*) the following steps are performed:

- flag is not active:
 - employee of the store transfers the document from the subtype *Set* back to the subtype *Request* by automatic command *Set* -> *Request*, adding codes of unfound articles at the end of the field the

Comment of the document Request ;

- flag is active:
 - employee of the store edits the quantity of articles in the document [Pickup request](#), adding codes of unfound articles at the end of the field the *Comment* of the document *Set* ;
 - collected articles are issued to the responsible person or the employee, responsible for the operation;
 - document from the subtype *Set* is transferred to the subtype *Issued* by automatic command *Set* -> *Issued*. As a result of its operation for each fixed asset new document will also be created *Waiting of put in* into the Document Journal [Fixed assets put in](#).

Further actions of the financial manager are described in the section [Fixed assets put in](#).

Fixed assets put in

After fixed assets add it should be put into the operation. It is possible to make it two methods:

- with further amortization during the given useful life;
- without amortization, at the same time the cost of FA will be deactivated into expenses, and FA will be integrated in the system with zero price.

Financial manager makes a decision how to put FA into operation.

After fixed asset is received, it is necessary to perform the following operations:

- open the document *Waiting of put in* of the Document Journal [Fixed assets put in](#);
- print:
 - act of delivery and transfer of fixed assets;
 - inventory tag;
- transfer fixed assets to the responsible person together with the act and tag.

Responsible person performs necessary operations for new fixed assets put in: unpacking, installation to the workplace, setup, a tag sticker, etc. After completion of all actions the responsible person signs the delivery and transfer act and sends it him to the financial manager.

Financial manager adopts the delivery and transfer act of fixed assets and run one of the commands in the document *Waiting of put in* of Document Journal [Fixed assets put in](#) :

- *Fixed assets put in with amortization* – fixed assets is put on the record, and its cost will be deactivated for expenses by monthly amortization documents during the entire period of operation;
- *Fixed assets put in without amortization* – fixed assets is put on record, and its cost will be deactivated for expenses (for this purpose in the journal [FA amortization](#) the document is created in which the amount of amortization corresponds to the price of fixed assets put in).

As a result of running of any commands:

- for the document *Waiting of put in* *End date of operation* is calculated ;
- the document from the subtype *Waiting of put in* is carried out to the subtype *Have been put in*;
- from this moment fixed assets is put on record in the system.

Fixed assets revalue

Current cost of fixed assets for which when putting in the straight-line method of calculation of amortization was selected, it can be changed. This revaluation is subject not only to the cost of FA, but also the amortization amount calculated on it.

For fixed assets, whose amortization is calculated on a declining balance, the revaluation is not carried out.

To perform the revaluation of fixed assets, the following should be done:

- carry out market-value appraisal cost of FA;
- in the Document Journal [Fixed assets revalue](#) run the command *Create revaluation of FA*;
- in the opened form *Create FA revaluation* it is necessary:
 - to select *Fixed assets* (choice is made through the list-oriented form of the Dictionary [Fixed assets](#), where filter flag is set *FA is on record*);
 - to type new cost instead of automatically shown current cost of FA in the field *New price*;
 - after clicking the button "OK", the document will be created, automatically filled in and opened in the subtype *Request*;
- in the created document *Request Amortization amount before revaluation* which is already calculated earlier will be displayed, as well as *Amortization amount after revaluation*, calculated on the basis of the *New price*.

To complete revaluation it is necessary to run a command *Request -> Revaluation*, which transfers the document from the subtype *Request* into the subtype *Revaluation*. Since then, the price of fixed assets is changed to a new one, the amount previously deactivated (at the old price) amortization, and changes to the new one.

Fixed assets amortization

Amortization – is a gradual transferring of cost of fixed assets on expenses during the period of their use. Term of useful FA defined by the manufacturer, and the method of amortization calculation are set in the Dictionary Fixed assets [types](#). The following methods of amortization calculation are available:

- *straight-line method* – involves uniform charge of amortization during all useful life of the FA;
- *declining balance method* – charge of amortization is made proceeding from the residual cost of the FA for the beginning of each financial year. For this method it is also necessary to specify an acceleration rate of amortization.

Amortization is calculated from the original cost of the FA (document [Fixed assets put in](#)), if there was no revaluation of cost for it, or from the current cost (the last document [Fixed assets revalue](#)), if it was carried out.

Start charging of amortization payments – the first day of the month following the month of the putting of FA into the operation. End of charging – the first day of the month following the month of the full repayment of the FA cost.

Amortization is carried out automatically by the system at the beginning of the month (from 1 until 5):

- calculation is performed for each FA which:
 - put into the operation;
 - has zero residual cost;
 - a month of putting of FA into the operation is not the current month;
 - for FA there is no document of amortization with *date* from the 1st of the current month;
- as a result of calculation the document is created [Fixed Assets Amortization](#) with *date* – the 1st day of the current month;
- At the 5th the message is sent to the Email of the financial manager (or managers):
 - if amortization for all the FA was successful - the message on successful settlement;
 - if amortization was not calculated - the message on failed calculation;
 - if amortization was calculated partially – the FA list is sent, containing inventory numbers and names according to which it was not calculated.

Also calculation of amortization can be started manually (for example, if automatic calculation was in error), having done the command *Calculate the amortization* in the Document Journal [Fixed Assets Amortization](#).

Fixed assets amortization calculation

For FA which straight-line method of amortization calculating is set:

- the useful life of FA in months = end operation date - the date of putting into the operation;
- annual rate of operation = $12 / \text{FA useful life in months}$;
- monthly amount of amortization = $\text{FA cost} * \text{rate of annual amortization} / 12$.

For FA which method of reduced residual is set:

- the useful life of FA in months = end operation date - the date of putting into the operation;
- annual rate of operation = $\text{accelerated amortization coefficient} * 12 / \text{FA useful life in months}$;
- for the 1st year:
 - monthly amount of amortization of the 1-st year = $\text{FA cost} * \text{rate of annual amortization} / 12$;
 - FA cost for the end of the 1st year = $\text{FA cost} - \text{FA cost} * \text{annual rate of amortization}$;
- for the 2nd year:
 - monthly amount of amortization of the 2-nd year = $\text{FA cost for the end of the 2nd year} * \text{rate of annual amortization} / 12$;
 - FA cost for the end of the 2nd year = $\text{FA cost for the end of the 1st year} - \text{FA cost for the end of the 1st year} * \text{annual rate of amortization}$;
- and so for each next year;
- year is counted from the date putting of FA into the operation.

Fixed assets transfer

Documents of the present fixed assets are used if it is necessary to replace the following from the existing one:

- location;
- office;
- responsible employee;
- using employee;
- FRC.

For fixed assets transfer the financial manager needs to perform the following operations:

- in the Document Journal [Fixed assets transfer](#) it is necessary to run the command *Create request for transfer of FA*;
- in the opened form *Create request for transfer of FA* it is necessary to select fixed assets;
- as a result of command running the document will be created and opened in the subtype *Request*. Selected fixed assets will be added to table part of the document, and fields of the heading will be filled with values of its attributes, and *New* values will match to *Old* ones;
- one or several *New* values of the heading of the document can be changed;
- after saving the document it is necessary to print the following from it:
 - act of delivery and transfer of OS;
 - inventory tag.

If it is necessary to transfer all fixed assets from any responsible employee, it is necessary to perform the following operations:

- in the Document Journal [Fixed assets transfer](#) it is necessary to run the command *Change responsible employee*;
- in the opened form *Change responsible employee* it is necessary to select:
 - *Old responsible employee* – an employee (Dictionary record [Employees](#)), from whom it is necessary to transfer fixed assets;
 - *New responsible employee* – an employee (Dictionary record [Employees](#)), to whom it is necessary to transfer fixed assets;

- as a result of running the command at least one document (if the specified employee is *responsible employee* at least for one FA) in the subtype *Request*. Fixed assets will be entered in the table part of the same document,, other attributes of which, except *responsible employee – FA location, Office, Using employee* and *FRC* – are the same. If the listed attributes are different, a number of documents will be created corresponding to the number of differences. *New* and *Old* values of headings of the created documents will be the same, except *Responsible person*, for whom the previously selected employees will be used in the form *Change responsible employee*;
- one or several *New* values of the heading of the document can be changed, however it is necessary to remember that changes will be applied further to all fixed assets from the table part of the document
- after saving the document it is necessary to print the following from it:
 - act of delivery and transfer of OS;
 - inventory tag.

If it is necessary to transfer all fixed assets from any using employee, it is necessary to perform the following operations:

- in the Document Journal [Fixed assets transfer](#) it is necessary to run the command *Change using employee*;
- in the opened form *Change using employee* it is necessary to select:
 - *Old using employee* – an employee (Dictionary record [Employees](#)), from whom it is necessary to transfer fixed assets;
 - *New using employee* – an employee (Dictionary record [Employees](#)), to whom it is necessary to transfer fixed assets;
- for the rest the algorithm of change of the using employee is similar to the algorithm of change of the responsible person described above.

To complete fixed assets transfer (after signing of the delivery and transfer act by the using employee or responsible person and its return to financial manager) it is necessary to run the command *Request -> transferred*, which transfers the document from the subtype *Request* to the subtype *transferred*. From this moment for the fixed assets of the table part of the document on which the command was run, the values of *New* fields of its heading are applied.

Fixed assets deactivation

Deactivation of FA may occur for two reasons:

- FA useful life is ended;
- FA is liquidated (out of order, became morally outdated and so forth).

For fixed assets deactivation the financial manager needs to perform the following operations:

- in the Document Journal [Fixed assets deactivation](#) it is necessary to run the command *Deactivate FA from the account*;
- in the opened form *Deactivate FA from the account* it is necessary to select fixed asset;
- as a result of command running the document will be created and opened in the subtype *Request*. Residual cost will be calculated for the selected fixed asset;
- after saving the document it is necessary to print *Act of payout of FA*;
- *Act of payout of FA* shall be signed by the using employee or the responsible person and should be returned to the financial manager;
- after that for completion of fixed assets deactivation the financial manager needs to run the command *Deactivated*, over the document which transfers the document from the subtype *Request* into the subtype *Deactivated*. Since then, fixed asset is deactivated from the account, and its residual cost, if it is different from zero, is amortized.

Account statement import

Transactions conducted on company's Bank accounts can be imported into the system.

To do this, a financial manager needs to perform the following actions:

- export transactions conducted on company's Bank accounts to an account statement file by using the Bank-Client system. As a rule, you can export transactions on a single account at a time;
- a form will open, where you can select the generated account statement file and execute the [Account statement import](#) command. The command is launched from main menu. As a result of the command operation, documents of *Imported* subtype in the [Account statement](#) register will be created for each transaction. After that, the newly created documents shall be automatically processed by means of the same command. In case of successful processing, the documents shall move from *Imported* subtype to *Processed* subtype; otherwise, to *Problem* subtype. In addition, on the basis of documents of *Processed* subtype and according to the types of the transactions imported, the system will generate documents in corresponding registers;
- ensure that all documents of *Imported* subtype were automatically processed. If the *Account statement* register still contains any *Imported* subtype's documents, apply the *Processing* command such documents;
- process *Problem* subtype's documents manually.

Account statement import - how to

The procedure used by the system to process the *Account statement* register documents is as follows:

- if the company is transferring funds between its own accounts, a document titled [Wire transfer](#) is created;
- if the company is sending a payment:
 - if a [Payment request](#) document of *Exported* subtype corresponding with the parameters of the transaction exported is found in the system, and the payment's recipient is an agent, a Wire Payment document of *Payment* subtype is created. The *Payment request* moves to *Executed* subtype;
 - if a [Payment request](#) document of *Exported* subtype corresponding with the parameters of the transaction exported is found in the system, and the payment's recipient is an employee, an Employee wire payment document of *Expenditure of money to be accounted for* subtype is created. The *Payment request* moves to *Executed* subtype;
 - if the recipient's account is an [Acquiring account](#), the system shall create an Acquiring transfers document with a zero *Amount* and a *Bank commission* value derived from the *Purpose of payment* shown in the *Account statement* document in accordance with template settings in the [Acquiring import templates](#) Dictionary;
 - in all other cases, a payment without acceptance is created – a Wire payment document of *Payment* subtype. If the system fails to identify the payment's recipient by INN number, the payment's agent shall be specified as "Unrecognized payment";
- if the company is receiving a payment:
 - if the sender's account is an [Acquiring account](#), the system shall create an Acquiring transfers document with a respective *Amount* (increased by a *Bank commission*) and a *Bank commission*. The *Bank commission* is resulted from the *Purpose of payment* of the *Account statement* document in accordance with template settings in the [Acquiring import templates](#) Dictionary;
 - if the sender's account is an *Encashment account* related to a [Checkout](#), the system creates an [Encashment](#) document of *Income to account* subtype. At the same time, the following conditions must be satisfied: the system has found an [Encashment](#) document of *Encashment* subtype related to the *Checkout*; none of *Income to account* documents refers to the above mentioned document as to a *Reference document*; the *Money collector bag number* specified in the *Encashment* document must coincide with the bag number taken from the *Purpose for payment* shown in the *Account*

statement (the bag number is searched for in accordance with the template settings in the [Encashment import templates](#) Dictionary). The newly created document refers to the *Encashment* document found as a *Reference document*. The difference between *Amounts* of the reference document and the newly created document is recorded to *Commission amount* of the newly created document.

- if an [Invoice](#) document of *Invoice* subtype corresponding with the parameters of the transaction exported is found in the system, a Wire Payment document of *Income* subtype is created. In the process, the *Invoice* moves to the *Paid* subtype. If the *Invoice* was submitted under a *Sales* document, this document moves from *Invoice submitted* subtype to *Invoice paid* subtype as well;
- in all other cases, the system shall create a Wire payment document of *Income* subtype and “Unrecognized payment” specified as an agent.

Account statement import setup

To correctly process documents by the account statement import, it is needed to perform setup of the system.

Each bank providing acquiring services to the company (and whose accounts are specified in the [Acquiring accounts](#) Dictionary) shall have its own [Acquiring import templates](#) configured:

- *Accrual template* – used for defining an acquiring sum accrued; keyword: **Import**;
- *Commission template* – used for defining a commission amount on acquiring; keyword: **Commission**;
- *Refund template* – used for defining an acquiring refund amount; keyword: **Refund**.

Each bank providing encashment services to the company (and whose accounts are specified in the [Checkouts](#) Dictionary) shall have its own [Encashment import templates](#) configured:

- *Template* – used for accessing to the number of a money collector bag; keyword: **Bag**.

The templates are used in the course of the account statement import to process the *Purpose of payment* text field of the [Account statement](#) document. The template’s task is:

- to obtain a certain value from a string of a specified format;
- to inform the algorithm of the account statement import on the value obtained via a *keyword*.

Various banks form a *Purpose of payment* in different ways. That is why it is necessary to have actual templates for each bank, whose data is to be processed by the account statement import.

The templates are described by regular expressions. Detailed description of regular expressions can be found on MSDN website [⇒ eng/rus](#).



Consider the example of a template description with an expression that returns acquiring commission amount. For example, *Purpose of payment* generated in a bank statement for acquiring transactions is presented in the following format:

Reimbursement of articles and services. Merchant No. 780000021137. Register date: 01.02.2014. Commission: **4,278.82**. Purchase refund: 340.00. |VAT exempt. |

The commission amount of our concern is highlighted in red in the *Purpose of payment* example mentioned.

The expression that returns all numbers of an undefined extent with thousands separators in the form of a comma, a point, or a space and ending with two fractional digits after a separator in the form of a sign of minus, equality, a comma, or a point, will take the form:

`[0-9, .]*[-=.,][0-9]{2}`

Values highlighted in red will correspond with this expression:

Reimbursement of articles and services. Merchant No. 780000021137. Register date: **01.02.2014**. Commission: **4,278.82**. Purchase refund: **340.00**. |VAT extent. |

The result can be limited by a [keyword identifying the transaction](#):

```
Commission([0-9,. ]*[-=.,][0-9]{2})
```

Values **highlighted in red** will correspond with this expression:

```
Reimbursement of articles and services. Merchant No. 780000021137. Register date: 01.02.2014. Commission 4,278.82. Purchase refund: 340.00. |VAT extent.|
```

All you need to do now is [to define a keyword](#) corresponding to the template (*Commission for the acquiring accrual template*), by which the account statement import can identify the commission, and [to make the expression a group](#). This is necessary, when using the expression together with other templates:

```
(?:Commission(?<Commission>[0-9,. ]*[-=.,][0-9]{2}))
```

Using the keyword *Commission* after transaction's marker word "Commission" allows to remove it and obtain **a desired result**:

```
Reimbursement of articles and services. Merchant No. 780000021137. Register date: 01.02.2014. Commission: 4,278.82. Purchase refund: 340.00. |VAT extent.|
```

Expenditure request

1.1.5.1 FIN- 3.1 Creation of expenditure request

Each payment relating to purchases, operational payments, or issue of advances, shall be accompanied by an "Expenditure request" document.

Document's subtypes:

1. Request
2. For signature
3. Approved
4. To be paid
5. Exported
6. Executed
7. Rejected

Request types:

- Purchase. A specific right is provided for in the system, which allows the user to save requests of such type.
- Operational. A specific right is provided for in the system, which allows the user to save requests of such type.

Payment methods:

- Cash. A specific right is provided for in the system, which allows the user to save requests of such type.
- Noncash. A specific right is provided for in the system, which allows the user to save requests of such type.

Procedure of handling of a noncash/cash operational request:

1. A user with "advance holder" role creates a request of "Request" subtype. The user shall specify: request type (operational, cash/noncash), currency, amount, payment date, agent, agent's payment

details, person responsible for documents, date of documents submission to accounting department, payment purpose; he shall to attach a scanned copy of invoice as well.

2. A user with “request processing” role shall verify the correctness of information specified in the fields, incl. “office”, “FRC”, “cost item”, “budget type”, “contract”, and membership of approving persons. Moves the request to “For signature” subtype. Approving persons membership can be edited:

2.1. Manually. To do this, a specific right is needed

2.2. By executing “Update signers” command (ctrl+u). In this case, all signers get removed from the request and than entered once again. Adjustment of signers can be performed in the “Expenditure request signers” Dictionary (see “Dictionaries” section).

2.3. In case if all signers get removed from the request, “Update signers” command launches automatically.

3. Requests of “For signature” subtype are processed by user with “signer” role. The role has an access to execute commands:

3.1. Sign. A signer is checked with signature flag. If all signers have signed the request:

3.1.1. Noncash request moves to “Approved” subtype.

3.1.2. Cash request moves to “To be paid” subtype; a daughter cash document of “Employee advance expected” subtype is created, and the reference to the cash document is recorded in the request header. After the cash document has moved to “Issue of advances” subtype, the request automatically moves to “Executed” subtype.

3.2. Reject. A signer is checked with rejection flag. The request is automatically assigned “Rejected” subtype.

3.3. Leave a comment. Leaves a comment to a signer. The comment is sent to the request maker’s Email.

4. Noncash requests assigned “Approved” subtype are handled by “treasurer” role. The treasurer checks with flags the list of requests and launches “Approved - To be paid” command. All requests checked move to “To be paid” subtype.

5. Requests assigned “For signature” subtype are handled by “operation manager” role. In this stage:

5.1. Requests’ Exchange rate different from ruble gets updated. This is performed by commands located above the document lists:

5.1.1. “Update Exchange rate” inserts the Russian Central Bank actual rate.

5.1.2. “State Exchange rate” inserts the rate specified by the user

5.2. The desired requests are checked with flags; “To be paid - Exported” command launches. In so doing, the system requires to specify the path to the file for generation of a file to be uploaded to the client - bank system. After execution of the command, the requests checked move to “Exported” subtype.

6. When importing the account statement, an expenditure request assigned “Exported” subtype is automatically found by the system from its agent (INN-based search) and amount. Further:

6.1. If the request is created for an agent:

6.1.1. a bank expenditure document is generated

6.1.2. the request moves to “Executed” subtype

6.1.3. reference to the bank expenditure is recorded in the request’s header

6.2. If the request is created for an employee:

6.1.2. a “Bank account - advances” document is generated

6.2.2. the request moves to “Executed” subtype

6.2.3. reference to the “Bank account - advances” document is recorded in the request’s header

In case if the system failed to find an expenditure request to make an expenditure from the Bank account, a bank expenditure document is generated with the “payment without acceptance” flag checked and an agent specified:

1. if only one agent was found by his INN, the field shall be filled in accordingly
2. if the agent failed to be found by his INN or several agents were found, the field shall be filled in in accordance with the “Unrecognized payment agent” constant.

A purchase payment request is created automatically when moving the receipt document to “Articles income” subtype, if the supplier has no “For sale” indication. Or manually by executing the “Create payment request” command.

Personal bonus

personal bonus – a system of motivation, according to which the buyer (official) receives reward for choosing the company as a supplier of articles and/or services for the firm (legal entity).

Personal bonus is applied in the document [Sales](#). To use it, it is necessary to make a number of pre-settings:

- In Dictionary [Agents](#) in separate group (*Personal bonuses*, code 13) to have agent-receiver of the bonus. Created agent-buyer to whom the bonus is given shall be the physical person. If necessary it is possible to specify for it the percentage of *Conversion* – the percentage of the bonus amount that remains in the company;
- in parameters of agent-legal entity to whom the document of sale is issued, according to which the personal bonus is given, it is necessary to specify the created *Agent*-receiver of the bonus.

General	Delivery	Personal bonus	Budget
Agent	17	Bonus	
Type	2	Included in prices	
Amount	500.		
Conversion, %	1.		

Only the author of the document or the user with the appropriate right can issue the bonus (*AllowReadAndSetpersonal bonus*, code <%KICKBACKPERMISSIONID%>). To charge the bonus it is necessary:

- to create a document *Articles sales*, where as the agent to specify the legal entity, as a result of sale to whom the personal bonus is accrued;
- to run a command on a document *Set personal bonus parameters*. A command allows to specify the following parameters (highlighted in **bold** are mandatory for filling):

- **Personal bonus type** – can have two values:

- *On top* – *personal bonus amount* is added to the reserve amount, being distributed between the articles marked by flags in the tab “Articles”, in proportion to their amount. Distribution of the amounts can be viewed in the tab “Distribution of personal bonus”. Total amount of the

Set personal bonus parameters...

Personal bonus type: |

Personal bonus amount:

Personal bonus agent: ID

Conversion:

OK Cancel

document increases by the *personal bonus amount*;

- *Included in prices* – *personal bonus amount* is already included in the reserve amounts. In this case the amount is not distributed between the reserve articles but fully charged for the official article *Personal bonus* (code 491896). Total amount of the document does not change;
- **Personal bonus amount** – personal bonus amount agreed with buyer;
- *Personal bonus agent*– an agent to whom bonuses are charged. The field is not mandatory for filling. If *Agent-beneficiary* is not selected, he is defined from the agent-legal entity to which the sale is issued;
- *Conversion, %* – percentage from the personal bonus amount which remains in the company. The field is not mandatory for filling. If the percentage of *Conversion* is not specified, it is determined by the value set for the agent-beneficiary. If it is not specified there – value of the corresponding constant (*DefaultConversionToClient*, code 23019).



personal bonus can not be charged in the document on which there are exposed bills: if the bill is already exposed to the client, it is impossible to redistribute the bonus because the document amount would be changed.

personal bonus can be granted to the agent-beneficiary or by wire transfer to the account (card) or cash. In any case, to carry out this operation, a document [Payment request](#) is created in the system:

- for wire payment – with parameters *Operating*, *Wire payment* to agent-beneficiary:
 - wire payment is carried out in favor of the agent-beneficiary;
 - after the bank statement import the debt to agent-beneficiary is closed;
- for cash payment – with parameters *Operating*, *Cash* to the employee of the company, which will charge the bonus:
 - employee receives money under report;
 - employee transfers the money to the agent-beneficiary;
 - employee reports to finance department on made payment;
 - finance department removes, deactivates accountable money from the employee and closes the debt to the agent-beneficiary.

Employee advances

1.1.8.1 FIN-6.1 Issue of advances

To issue an advance to an employee, create an expenditure request document with the parameters “operating cash”. After the request is fully signed, it is assigned “To be paid” subtype; a daughter cash document titled “Employee advance expected” is created.

When issuing money from a checkout, a cashier employee launches “Issue advance” command, which moves the document to “Issue of advance” subtype. In so doing, the money is written-off from the checkout, and the debt of the advance holder is recorded.

1.1.8.2 FIN-6.2 Reception of advances

When receiving advances from an advance holder, a cashier creates a new document “Reception of advance”. The document writes off the advance holder’s debt and records the receipt of money to the checkout.

1.1.8.3 FIN-6.3 Expense report

When reporting on expense, a financial department’s employee creates an expense document “Advances: Overhead expenses”. The following data shall be defined in the document: employee, amount, office, FRC, and cost item. The document writes off the advance holder’s debt and records expenses in respect of the office, FRC, and cost item specified.

1.1.8.4 FIN-6.4 Transfer of advance holder's debt to agent

Example of use. An employee takes advance to pass it to a supplier.

To transfer the advance holder's debt to the supplier, a financial department's employee shall create a document "Advances: Supplier". The following data shall be defined in the document: advance holder, supplier, amount to be transferred. The document writes off the advance holder's debt and decreases debt owed to the supplier.

Example of use. Advances debt is to be deducted from employee's salary.

To transfer the debt of an advance holder to an employee, a financial department's employee shall create a document "Advances: Employee". The following data shall be defined in the document: advance holder, employee, amount to be transferred. The document writes off the debt of the advance holder and increases the employee's debt owed to the company.

Example of use. Money taken from checkout to be paid to client as bonus.

To transfer the debt of an advance holder to a client, a financial department's employee shall create a document "Advances: Client". The following data shall be defined in the document: advance holder, client, amount to be transferred. The document writes off the debt of the advance holder and increases the client's debt owed to the company.

1.1.9 FIN-7 Immediate expense recording after issue of advances

"Expenditure request" document of "operating cash" type is able to generate an "Advances: Overhead expenses" document. To do this, "Expense payment" flag is provided for in the header. To edit the flag, you need to possess a specific right.

If the "Expense payment" flag is checked, the "Write off schedule" tab becomes active. The schedule defines the amount, offices, FRC, cost items, and date of automatic expense accounting (an "Advance: Overhead expenses" document is created).

If the "Expense payment" flag is checked, but the write-off schedule is not filled in, the plan shall be filled in automatically when moving to "Approved" subtype (via copying of values of "Amounts" table part fields). In so doing, the plan is assigned date of posting of the request, and an expenses document is created.

If the write-off schedule is defined manually, the expenses document shall be created by a special program being launched on a daily basis. To make manual filling in of the write-off schedule more convenient, the document is supplied with the "Fill in write off schedule" command. The command using the information on amount and date creates lines, where the amount and date specified are shown, for all lines defined in the "Amounts" table part. If the amount is not specified, it shall be taken from the "Amounts" table part.

1.1.10 FIN-8 Advances control

To control employee advances, the financial department shall use a report of the "Advances" registry. The report allows to see the data on debts in respect of employees accountable and documents.

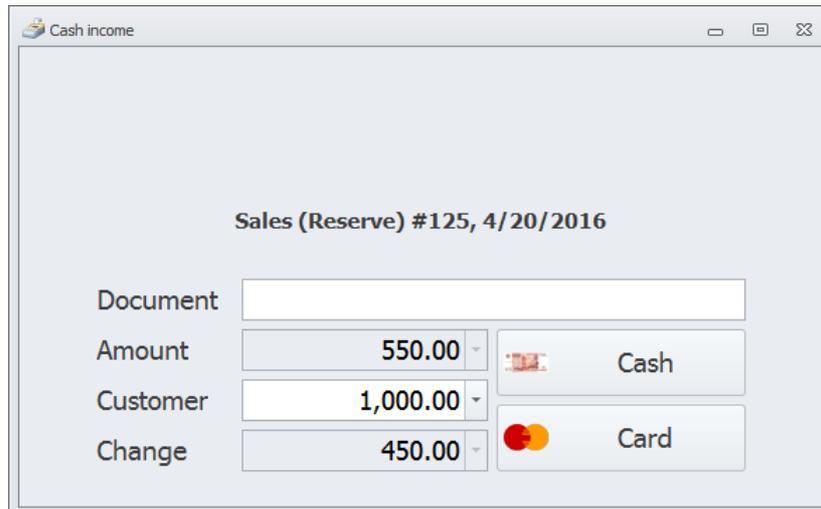
Sale payment

Payment of documents [Articles sales](#) in cash through the cash desk is carried out by means of form *Money arrival to the cash*:

To start payment it is necessary to scan a document bar-code. Payment only documents is possible in the *Reserve* subtype:

The sum for payment of the document bar-code, opened by scanning is displayed in the field *Sum* and *Buyer*:

In the field *Buyer* the cashier should type the sum received from the buyer if it differs from the *Sum* for payment, at the same time the difference between it and the *Sum* of the document will automatically be calculated in the field *Change*, and click the payment key button: "Cash" – for payment by cash, "Card" – for payment by the credit card:



The screenshot shows a window titled "Cash income" with the following content:

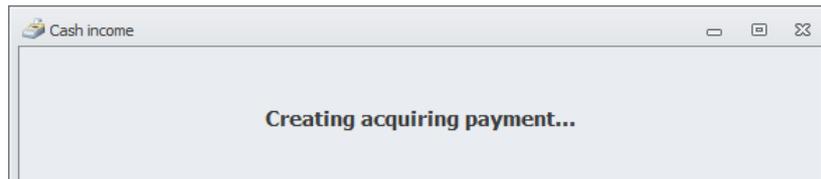
Sales (Reserve) #125, 4/20/2016

Document	<input type="text"/>
Amount	550.00
Customer	1,000.00
Change	450.00

Payment options: Cash (with a banknote icon) and Card (with a Mastercard icon).

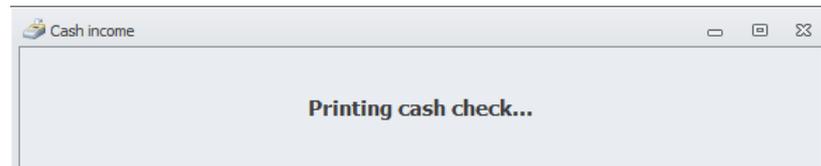
As a result the document of payment is created in the system:

- [Cash payment](#) in the subtype *Income*, if the "Cash" key button was clicked;
- Payment on acquiring in the subtype *Payment on acquiring*, if the "Card" key button was clicked.



The screenshot shows a window titled "Cash income" with the message "Creating acquiring payment..." centered on the screen.

For cash payment a cash receipt is printed:



The screenshot shows a window titled "Cash income" with the message "Printing cash check..." centered on the screen.

After making the payment at the top of the form the information about the payment document creation is displayed. In the field *Change* – the sum which should be returned to the buyer. Payment Buttons are not available in order to avoid committing a duplicate payment:

The screenshot shows a software window titled "Cash income". Inside, the main heading is "Payment document #129". Below it, the sub-heading is "Sales (Reserve) #125, 4/20/2016". The form contains the following fields and controls:

- Document:** An empty text input field.
- Amount:** A numeric input field containing "550.00". To its right is a button with a cash icon and the text "Cash".
- Customer:** A numeric input field containing "1,000.00". To its right is a button with a card icon and the text "Card".
- Change:** A numeric input field containing "450.00".

The system has the integration module with fiscal registrars of the Bar Mini series. For interaction with this equipment in a workplace of the cashier the driver has to be installed. It is possible to download it from the official site of the manufacturer of your cash register. For the mini-FDR from here: http://www.shtrih-m.ru/support/download/?section_id=all&product_id=797&type_id=156&searchDownloads=

Store

Store is a room for acceptance, storage, pickup, and shipping of articles and cargoes.

This section describes handling of articles (handling of cargoes described in details in [Logistic](#) section):

- process of article movement within a store– acceptance, storage and release;
- inner architecture of the store and arrangement of areas for: acceptance, storage and release of articles;
- functions of the store staff and actions performed by them in the system.

Warning: The following information is going to deal with the general scheme of the store management meant for considerable articles turnover. A “simplified scheme” is also supported by the system. This allows most of operations to be executed by a single employee .

The store area is divided into a number of technical areas for:

- acceptance;
- storage;
- release.

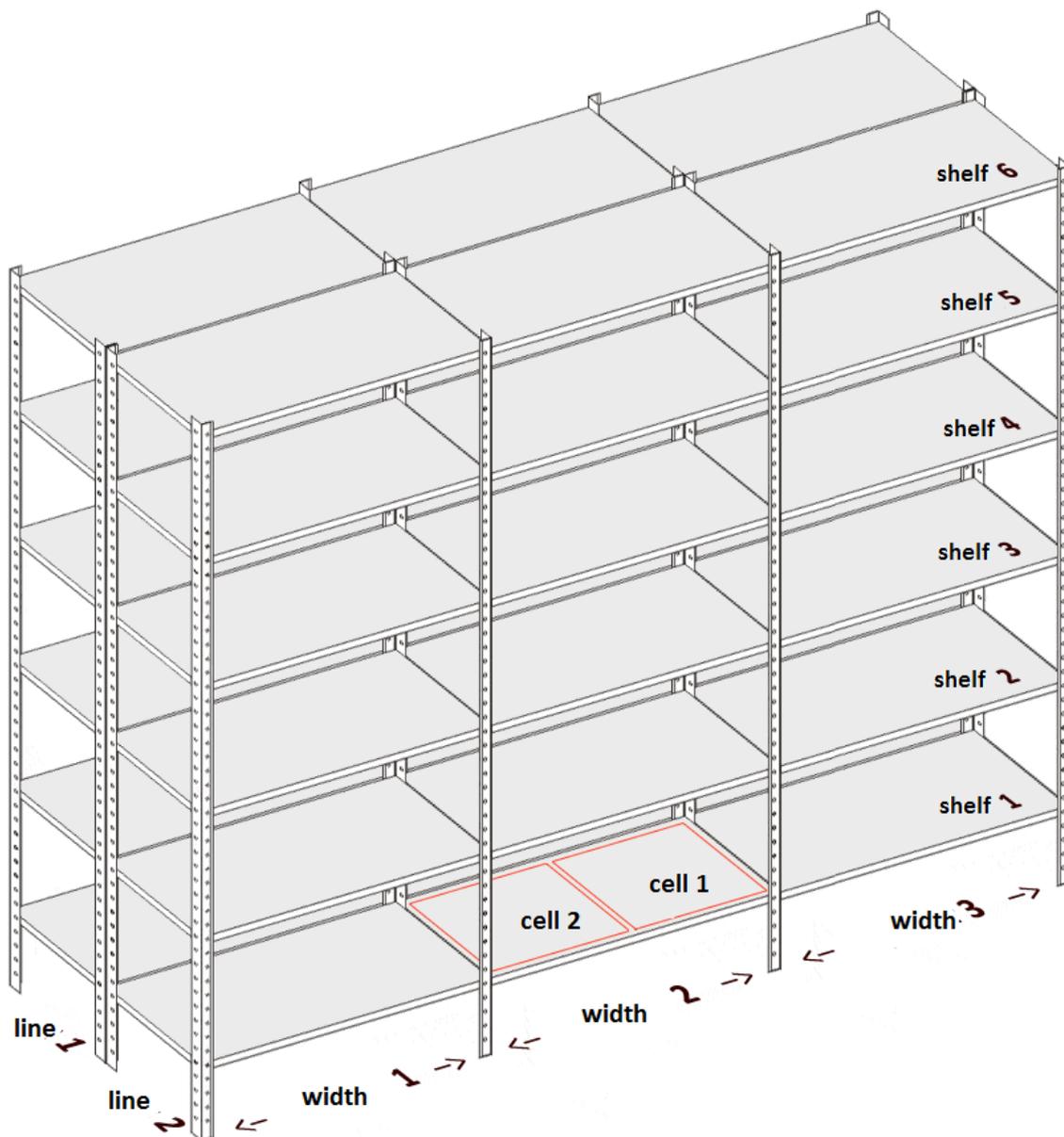
The *acceptance area* is intended for unloading and acceptance of articles by quantity and appearance of package. Subquality articles revealed go to a separate batch, which gets transferred to the *problem area*. The rest of the original batch goes to the *processing area*, where articles are being prepared for the following placement at the store. This stage also includes registration of all data on the articles arrived.

Storage area is divided into zones. Zones’ size and quantity shall be determined on the basis of the store topology and the range of articles stored. Inherently, a zone – is a small-sized store within a big storage area, where article items grouped by common features are stored. E.g., items of several high-priced groups are stored in a certain zone: mobile phones, tablets, cameras, etc. One article item can be stored in one zone only (for each store).

To facilitate pickup process, each article item is supplied with storage address – *cell*. Each article item is assigned a single *pickup cell*, which eases the pickup process. Any other cell containing the same article item is called *storage cell*. There can be any number (incl. zero) of *storage cells* for a single article item. E.g., if an article item fails to go into a single *pickup cell* in the process of placement, the rest of the total quantity goes into other cells, which from now on will be considered *storage cells* for the given article item.

Full cell address consists of:

- store – a store, which the cell belongs to;
- zone – a zone, where the cell is placed;
- Line – sequence number of a rack Line
- shelf – sequence number of a shelf in the span (0 – floor level);
- cell – sequence number of a cell on the given shelf (this can be a part of the shelf, a receptacle, a pallet, etc.).

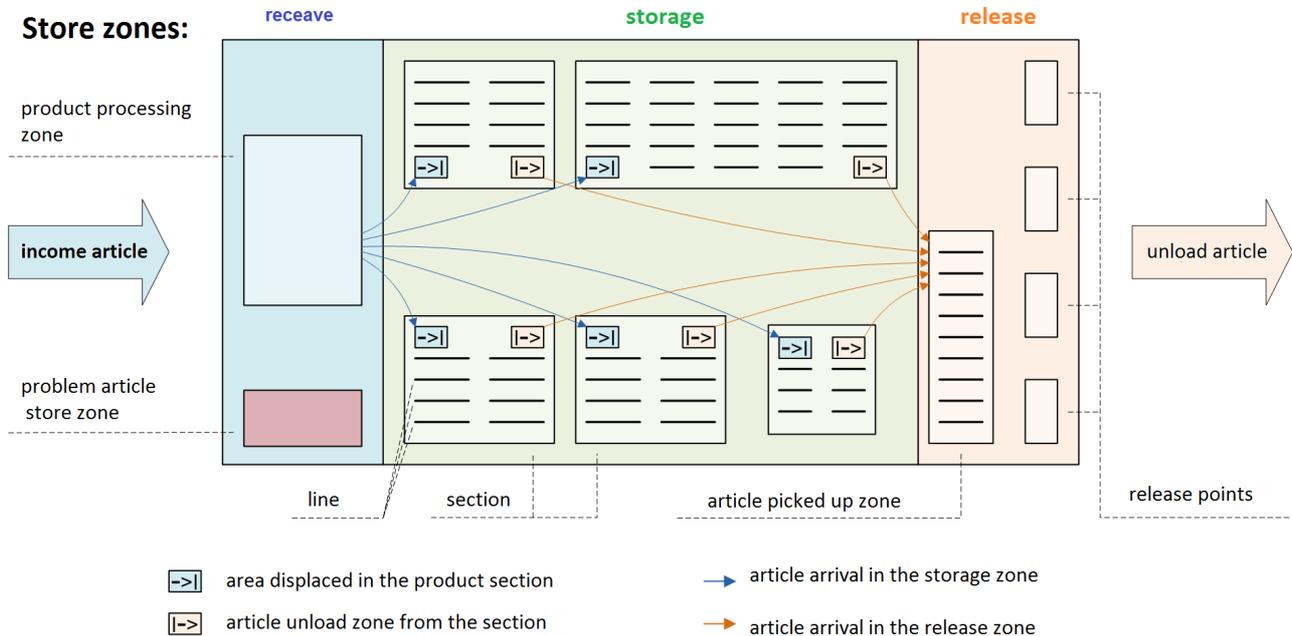


Thus, within a storage area, all articles accepted are arranged in zones; within a zone—in cells.

The *release area* is intended for collecting of orders and shipping them to clients. Collecting of orders is carried out within an area, where cells designed to contain orders are placed (these separate cells don't

apply to the storage area). Cells can be either on the floor or on racks. For the convenience of clients, release points have their own marking as well. These are windows and desks for releasing of orders to clients.

The described scheme of the store with isolated areas, zones and article movement routes can be outlined in the following way:



All articles arriving to the store are accepted at the acceptance area by an articles manager, who checks their quality and quantity. In the process, articles are being divided into two batches: problem and normal. Problem articles (defect, Overage) get transferred to the problem area for the following investigation. Normal articles get transferred to the labeling area. A labeler (a storeman working at the labeling area) handles the article: by marking it, scanning its barcode, and entering its parameter data (weight, dimensions). In the process, the labeler distributes articles in storage zones, i.e. a separate batch marked with a marker is made up for each zone. Marker – an information plate, which is a unique identifier for the batch handled. Each batch gets independently transferred by an acceptance area courier and placed at a designated storage area in a specially marked place. A storeman working at the area counts the arrived articles and distributes them in pickup cells and, where required, in storage cells.

All simultaneous shipments are picked up in storage area's zones. Articles picked up are marked with a marker and placed in a specially labeled part of the zone. This means that the given batch can be taken out from the zone. As in the previous case, the marker is an information plate of the same kind, which is a unique identifier for the collected article batch. The storage area courier travels around zones and transports the batches to the collected articles area at the release. Within the collected articles area, the batches get placed in a single or several cells. A releaser gathers orders and transfers all batches of collected articles from the collected articles area cells to release points, where the articles are handed over to recipients.

There are three methods for accounting of article barcodes in the system:

- Serial numbers unique for each article unit. This method is appropriate for items having a unique serial number, which is to be recorded in the system. Articles without a unique serial number get labeled with stickers with serial numbers. Such stickers are prepared by the acceptance area staff. A unique number allows to track each article unit in the system, namely: When and from whom the article arrived to the store, who processed it, its transport path between stores, when it was shipped and under which order, etc.
- Nonunique barcodes. This method is appropriate for items lacking a unique serial number for each

individual item, but the batch as a whole is supplied with a serial number. In this case, the system is not able to track an individual article units, but it can track an article batch.

- No barcode registration.

Using any of methods described allows the system to store EAN of each article item, if any exists.

Accounting of barcodes is performed when accepting and releasing articles. This includes scanning and saving:

- of all barcodes relating to an article having unique barcodes;
- of a single barcode and the quantity of non-unique articles;
- of quantity of articles lacking barcodes or having EAN only.

As an option, barcodes can be accounted forcedly when collecting articles at a zone (this option can be specified in zone properties). This can serve as a personalization or motivation factor and/or facilitate investigation of exception situations, particularly concerning high-priced article items.

Even if no barcode accounting takes place in a zone, an employee can use a barcode of an article item when picking up articles in order to avoid cross-picking (the employee can check if the article needs to be added to an order).

In the system, each physical store has a store, as well as an acceptance store and a problem store. Normal articles are accounted for to the acceptance store. After the article has been processed, it goes to the store; in doing so, the article is written-off from the acceptance store and recorded as received by the store. All problem articles revealed during acceptance are recorded as received by the problem store. After this, the problem article is written-off to a supplier (return to supplier) or transferred to the acceptance store for the following processing. Minimum one zone shall be specified at the store; a storage zone shall be specified for each article item. Cells for storing articles shall be specified for the store as well.

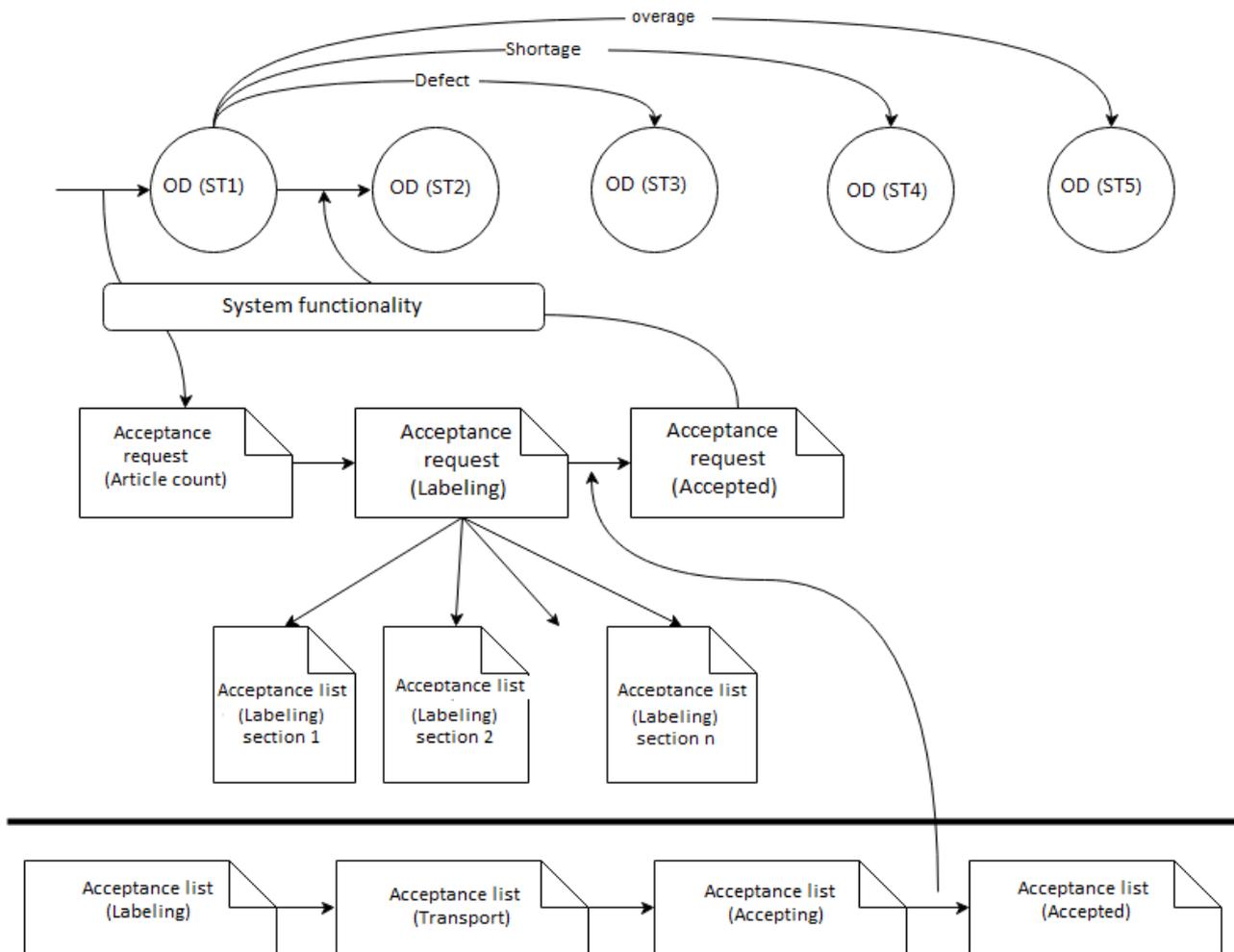
Store acceptance

All actions relating to acceptance of articles are described by two documents:

- [Acceptance request](#) – defines a list of articles to be accepted, as well as acceptance circumstances: time, unloading point, etc.;
- [Acceptance list](#)– a list of articles to be labeled; also, the document contains information on who (which user) labeled the article, transported it from the labeling area, accepted it and arranged within a zone, etc.

Labeling – a process that involves entry of all necessary parameters of articles into the system, such as: serial number, EAN, weight, dimensions, etc.

For each *Acceptance request*, at least one *Acceptance list* is always created. The life cycle of these documents is as follows:



Original document (OD) has five subtypes referred to as ST1, ST2, ST3, ST4, and ST5:

- ST1 subtype – indicates that the document is permitted to be accepted at a store. When an OD is assigned ST1 subtype, an *Acceptance request* is automatically created; it is assigned *Article count* subtype and filled in with data taken from the OD;
- ST2 subtype– terminal subtype indicating that the article was accepted at the store;
- ST3, ST4, and ST5 subtypes are used to indicate problems occurred during acceptance of articles at a store:
 - ST3 – defect;
 - ST4 – shortage;
 - ST5 – Overage.

Acceptance list is generated during labeling of an *Acceptance request* of *Labeling* subtype. The life cycle of an *Acceptance list* can be outlined in the following way:

- *Labeling* – the article is being handled by an employee; this involves: sorting, marking, weighting, measuring, entering barcodes into the system, etc.;
- *Transport ready* – the article has been processed and is pending to be transported by a courier to a store;
- *Transport* – the article is being transported by the courier to the store;
- *Accepting* – the article has been delivered to the store’s particular zone, a zone employee is arranging the articles in storage places;
- *Accepted* – the articles has been accepted to the zone and is available for sale from the store.

Upon completion of the acceptance, when all *Acceptance lists* has been assigned *Accepted* subtype, the *Acceptance request* also gets assigned *Accepted* subtype. In the process, the original document moves to ST2 subtype and receives all barcodes shown in the daughter *Acceptance lists*.

When accepting articles, the following problem situations may happen:

- defect revealed – the defect shall be recorded in the *Acceptance request*; the defect article shall be transferred to the problem store. When moving the *Acceptance request* to *Accepted* subtype, the defect gets removed from the original document and added to a newly created OD of ST3 subtype;
- shortage revealed – the shortage shall be recorded in the *Acceptance request*. When moving the *Acceptance request* to *Accepted* subtype, the article found short gets removed from the original document and added to a newly created OD of ST4 subtype;
- Overage revealed – the Overage shall be recorded in the *Acceptance request* and gets transferred to the problem store. When moving the *Acceptance request* to *Accepted* subtype, the article's Overagees get added to a newly created OD of ST5 subtype;

Store document acceptance

When carrying out any original document which credits the article (for example *Interstore relocation*, *Article purchases*), in the subtype PT1, in system the document is automatically created such as *Acceptance request* to the subtype *Stock-taking*. After completion of article accepting the document *Acceptance request* from the subtype *Stock-taking* is transferred to the subtype *Labeling*. After that, the documents are automatically created such as *Receiving sheet* in the subtype *Labeling* one for each section, in which the article is placed from the main document *Acceptance request*.

Store acceptance

Acceptance of articles shall be performed by an articles manager at a permanent workplace (PC) only. A single *Acceptance request* document shall be processed by a single articles manager. At the same time, a single articles manager can handle several documents, e.g., he can be receiving a number of documents from one supplier (one truckload).

In the process of acceptance, the articles manager shall count and check articles being guided by acceptance rules established by the company. The rules must provide clear criteria for declaring an article defective. Such articles get isolated from the rest and shall be handled separately.

Actions performed by the articles manager are recorded in the *Acceptance monitor* form. The form displays a list of *Acceptance request* documents of *Article count* subtype for a *Store* selected (the store is put in automatically according to user settings):

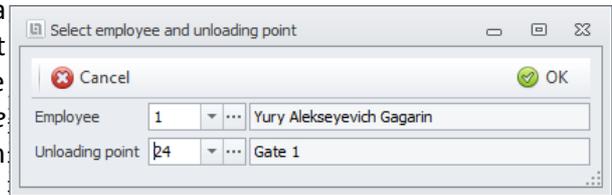
Document	Shipper	Acceptance date	Commodity expert	Unloa...	Articles quantity	Articles count
98	Provider №1	13.04.2016 00:04			35	2
100	JCS "AIST"	13.04.2016 00:10			15	1

The documents of the form are arranged by *Acceptance date* and shown in accordance to filter settings (on the left side of the tool bar):

- by default, only documents not yet accepted for processing are displayed in the list;

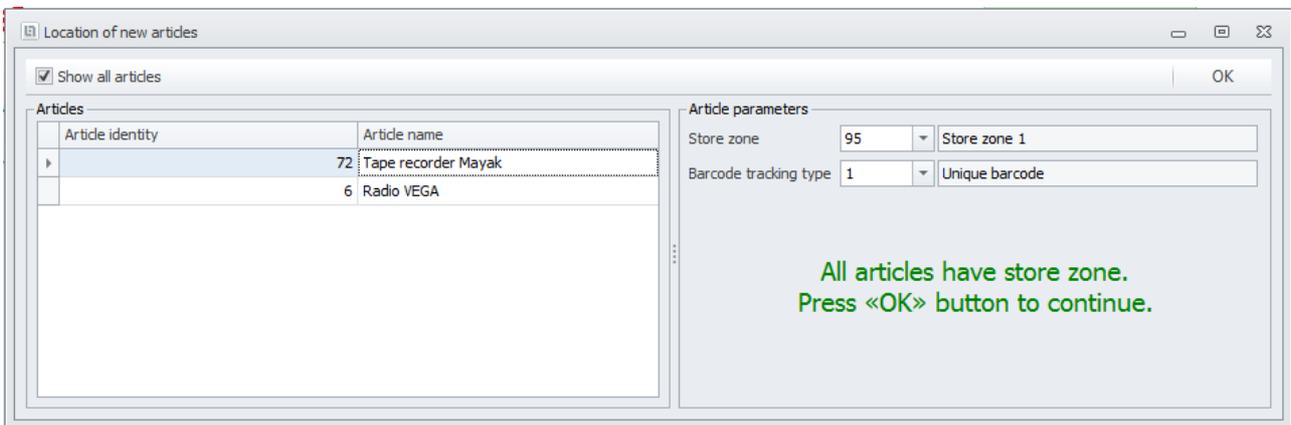
- documents accepted by an employee for processing are displayed with the *Documents accepted* flag checked;
- documents of the same consignor are grouped in one line displaying documents' numbers;
- to update the list, click the button  in the tool bar.

To commence acceptance, it is needed to select a document (or a group of documents) and click "Accept for processing" button. A form will open, where the articles manager shall put his code in the *Employee* field, select *Unloading point* and click the OK button; in doing so:



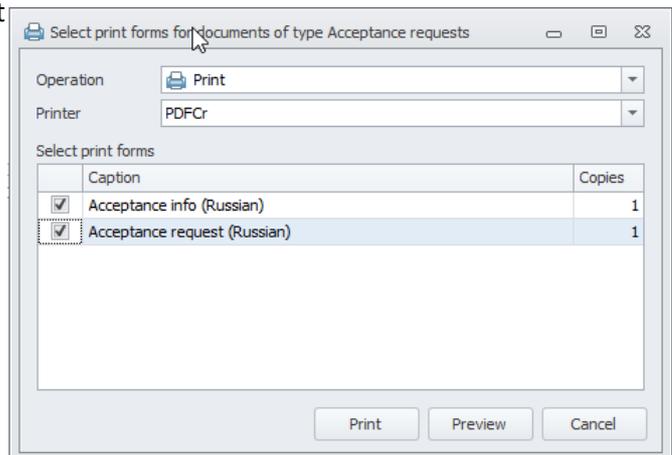
- the system checks if the employee may accept articles at the given store (otherwise, error report);
- in the *Acceptance request* document, *Employee* and *Unloading point* shall be selected in the *Articles manager* and *Unloading point* fields respectively;
- a form titled *Location of New articles* opens.

In the *Location of new articles* form, the articles manager shall specify *Store zones* for articles being accepted (if the zones have not been put in by this time):



By default, only articles with no zone selected are displayed in the form. To see all articles of the document, check *Show all articles* flag. In this case, you can change a storage zone selected for any article. After the storage zones have been selected, click the OK button.

Then a print form will open, where you can print two forms for the document.



The *Acceptance request* contains the following data for each article: EAN code (failing EAN a special barcode is shown, which defines a unique system code of an article item) for articles not identified by barcodes, *Quantity* to be accepted, dimensions, weight, quantity of pieces in a package:

ID	Name	Quantity	Factual Quantity	Defect
6	Radio VEGA	10		
Stoee zone: TestSimpleStoreZone				
Weight: 10 kg, H: 13 cm, W: 10 cm, L: 12 cm; In packed: 1 pic.				
Comment:				

Article received _____ /Yury Alekseyevich Gagarin/

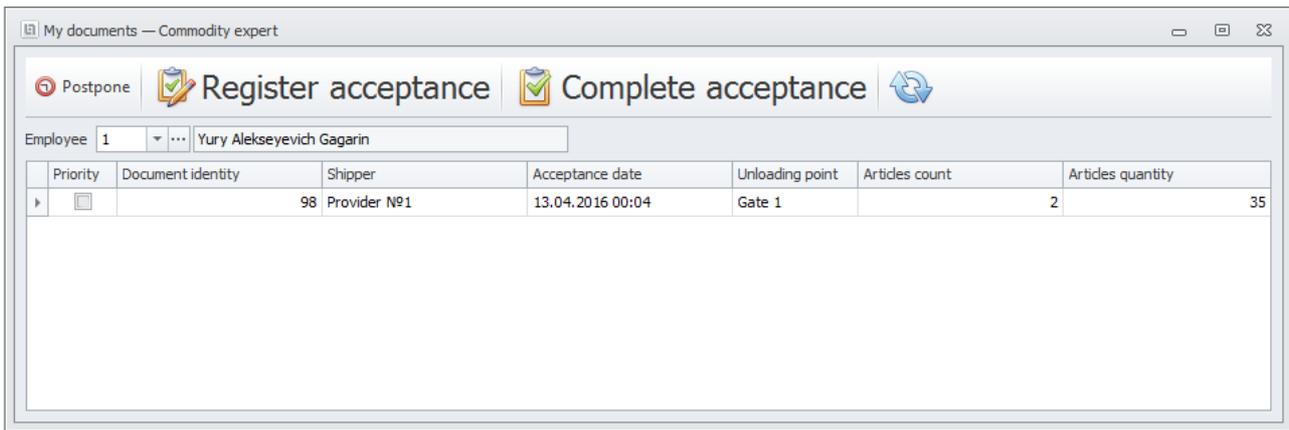
The *Acceptance information plate* shows the document's barcode, its expansion, consignor's name, and an articles manager, who accepted the document:

<p>Provider: Provider №1</p>  <p>№ 237</p> <p>Commodity Expert: 1, Yury Alekseyevich Gagarin</p> <p style="text-align: right;">16:23 06-05-2016</p>
--

When accepting articles from a supplier, the articles manager must (making necessary notes in the printed copy):

- verify the actual name of the article with its name in the document;
- check its quality and quantity;
- arrange articles in batches by zones (a batch develops on a pallet or in a box) and mark each batch;
- place articles sorted out at the labeling area and record the place selected;
- develop separate batches for articles found defective and Overage, and transfer them to the problem store.

After the articles have been accepted, it is needed to find the accepted document in the *My documents* form, which can be opened by clicking the button having the same name in the *Acceptance monitor*:



Priority	Document identity	Shipper	Acceptance date	Unloading point	Articles count	Articles quantity
1	98	Provider №1	13.04.2016 00:04	Gate 1	2	35

Firstly, the articles manager should put his code in the *Employee* field. Then select an accepted document and click “Execute acceptance” button. If not all of the document’s articles are assigned a storage zone during processing, the *New articles placement* form will open again, where you should complete the selection of storage zones. Upon completion of the selection, clicking the OK button will open an *Article acceptance result* form. If all of the document’s articles are assigned a storage zone during processing, clicking “Register acceptance” button will immediately open the *Acceptance requests (Articles check)* form:



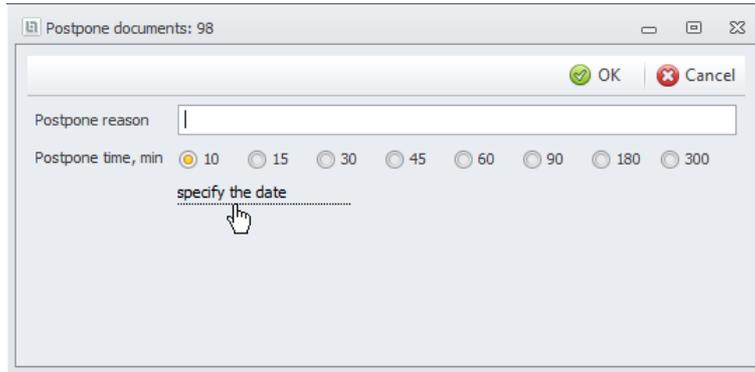
Article name	Quantity	Fact quantity	Defect quantity	Shortage quantity	Overage quantity	Comments
Tape recorder Mayak	20	20	0	0	0	0
Radio VEGA	15	15	0	0	0	0

In the *Acceptance request* form, the articles manager should:

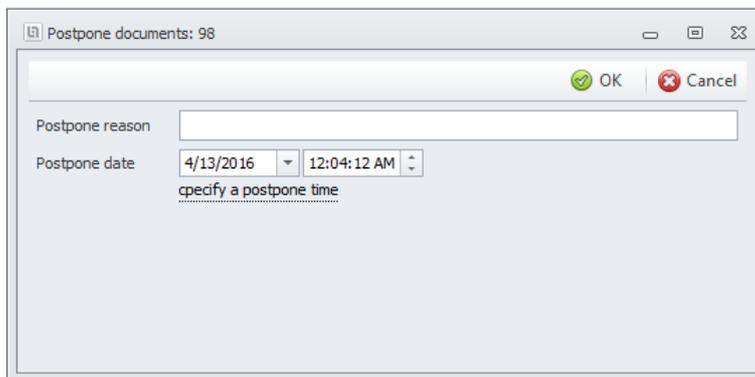
- specify a *Labeling point*, where the articles accepted were placed at the labeling area;
- adjust the *Fact quantity* of the articles accepted, if necessary;
- specify quantity of Defect items, if any. Defect is considered a part of the actual quantity, i.e. if 10 pieces were accepted including 1 defective piece, “10” should be entered in the *Actual quantity* field, and 1 in the Defect field;
- *Shortages* and *Overages* are accounted automatically as a difference between *Quantity* of articles under the document and *Fact quantity*.

After clicking the OK button, to complete the acceptance of the document, you need again to select it in the *My documents* form and click “Complete acceptance” button. In doing so, the *Acceptance request* is assigned *Labeling* subtype. If all of the articles were accepted as *Defect* or *Shortage*, the request is immediately assigned the terminal subtype *Accepted*.

If it is impossible to carry out the acceptance of the articles shown in the document being processed, the acceptance can be postponed. To do so, select the document in the *Postpone documents* form and click the “Postpone” button. After this, a form will open, where you should enter a time period in minutes, for which you postpone the acceptance:

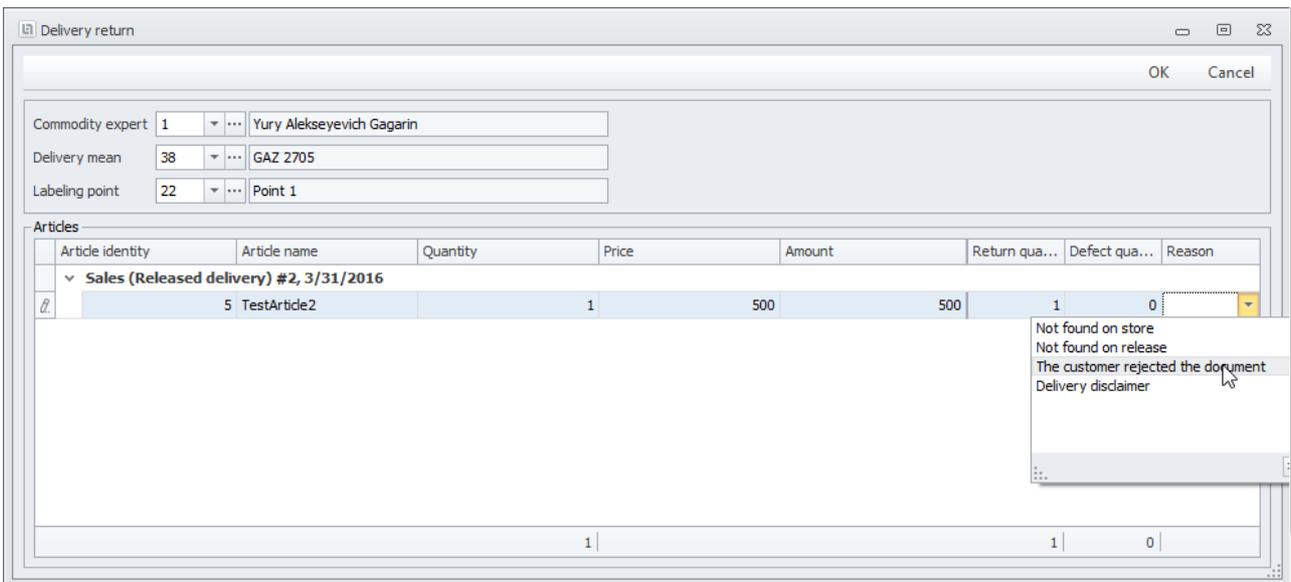


If it is needed to postpone the document for more than 300 minutes, click the *specify the date* link and select date (and time) for the postponement:



The document postponed gets struck off from the articles manager’s document list and, again, becomes available in the *Acceptance monitor* for processing.

Articles released from a store to the delivery service may be returned by the driver back to the store, e.g., as a result of rejection by the client. Such operation is carried out by using the *Delivery return* form, which becomes available by clicking the button  in the *Acceptance monitor*’s toolbar:



What you need to do first is to select *Commodity expert* accepting the articles and *Delivery mean*, whose driver returns the articles. When selecting a *Delivery mean*, you will be shown all documents being transported by the given delivery means, on which the driver has not reported by this time. Articles of the list are grouped by documents.

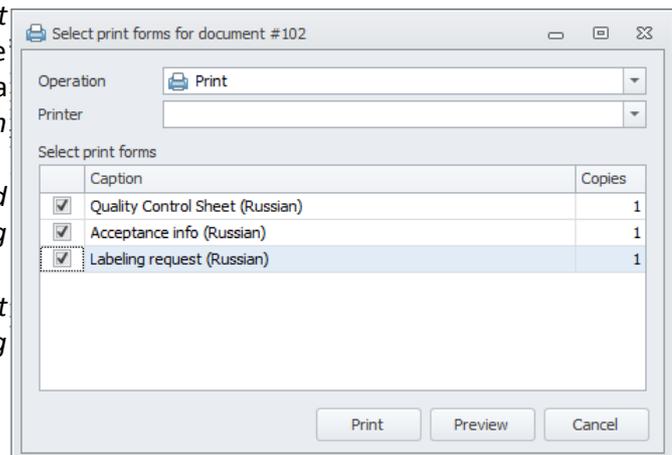
To execute the return, select the desired article in the corresponding document and enter the quantity to be returned in the *Return quantity* field. If the articles to be returned are at the same time declared defective, quantity of the defect is to be entered in the *Defect quantity* field; the value of the *Defect quantity* cannot be greater than the *Return quantity*. In addition, a *Reason* for return should be selected.

Let's see how it works with the example:

- a driver returns 2 units of article "A"; then, "2" shall be entered in the *Return* field;
- a driver returns 2 units of defect article "B"; then, "2" shall be entered in the *Return* field, and "2" in the *Defect* field;
- a driver returns 2 units of defect article "C", one of which is defect; then, "2" shall be entered in the *Return* field, and "1" in the *Defect* field;

To complete the return procedure, the articles manager should specify a *Labeling point* in the form's header, to where the articles accepted will be transferred, and click the OK button. In the process:

- the difference between the quantity of the articles specified in the *Return* and *Defect* fields will be removed from the respective original documents and added to a newly created document titled [Delivery return](#) of *Accepted* subtype;
- the quantity of articles specified in the *Defect quantity* field will be removed from the respective original documents and added to a newly created document titled *Delivery return* of *Defect* subtype;
- for the *Delivery return* document of *Accepted* subtype, an *Acceptance request* of *Labeling* subtype will be generated;
- for the *Delivery return* document of *Defect* subtype, an *Acceptance request* of *Labeling finished* subtype will be generated;



- a print form will open to print the newly created requests.

Labeling

Store labeling – a process connected to adding into system of all required parameters of article, such as: serial number, EAN-code, weight, size, etc.

Several employees of labeling (label-men) can work with a single *Acceptance request* in the process of labeling. Article of labeled by batches, for each batch the document *Acceptance sheet* is created. Only one label-man can work with one document *Acceptance sheet*.

Labeling with PC



Work of the label-man is carried out in form *Labeling monitor*. List of documents is displayed in the form *Acceptance request* in the subtype *Store labeling* for the selected *Store* (it is selected automatically when choosing *Employee*):

Priority	Document	Acceptance date	Shipper	Labeling p...	Commodity expert	Labelers	Print labelers	Articles count	Labeling quan...	Progress
▶	95	4/12/2016	Provider ...	Point 1	Yury Alekseyevic...	Yury Ale...	Yury Alekseye...	1	20	15%
▶	98	4/13/2016	Provider ...	Point 1	Yury Alekseyevic...	Yury Ale...	Yury Alekseye...	2	35	42%
▶	100	4/13/2016	JCS "AIST"	Point 1	Yury Alekseyevic...	Yury Ale...	Yury Alekseye...	1	15	13%

Documents are sorted in the form by *Acceptance date* and *Priority* and are displayed according to settings of the filter (in the left part of a tool bar):

- by default, the list shows the documents that do not have subsidiary *Acceptance lists* (with which operation is not begun yet);
- documents, that have subsidiary *Acceptance lists*, are displayed with the set flag *All documents*;
- documents with an active flag *Priority* are displayed high on the list;
- documents, containing articles, on which label must be printed in the process of labeling (a flag *Print labels* is activated in the article card), are marked by an icon  in the list;
- it is possible to update the list by pressing the button  in a tool bar;
- in the document list in the field *Labeler* through ";" all employees who already label articles of the document are listed;
- in the field *Labeler of printing* through ";" all employees who printed the request according to the document are listed (i.e. are going to label the document);
- in the field *Progress %* is displayed of labeled article according to the document.

To start the store labeling the employee should add his code or scan a badge barcode in the field *Labeler*. Further it is necessary to select the document and to click the the button "Print request". Thus in the system:

- check is made that the specified employee can label articles at this store (otherwise it is an error);
- in the document *Acceptance request* to the table part *Labeler* specified employee is added;
- the form of the printing is opened, in which it is possible to print three printing forms for a document.

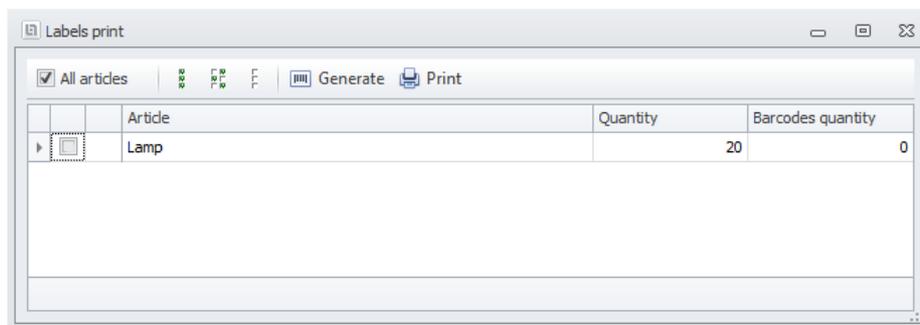
Caption	Copies
<input type="checkbox"/> Quality Control Sheet (Russian)	1
<input type="checkbox"/> Acceptance info (Russian)	1
<input checked="" type="checkbox"/> Labeling request (Russian)	1

In the *Labeling request* for each article the following is specified: EAN-code (in case of its absence – a special barcode containing unique system code of a commodity heading) for articles which are not counted on Barcodes, the accepted *Quantity*, overall dimensions and weight, quantity of articles in package:

Labeling request № 95		
Shipper:	Provider №1	
Delivery mean:	-	
Store:	Leningradskoe highway, 12	
Unloading point:	Gate 1	
Commodity expert:	Yury Alekseyevich Gagarin	<input type="checkbox"/> Priority
Labeling point:	Point 1	<input checked="" type="checkbox"/> Check barcodes
ID	Name	Quantity
7	Lamp	20
Store zone: TestSimpleStoreZone		
Weight: 10 kg, H: 14 cm, W: 12 cm, L: 24 cm; In packed: 5 pcs.		
Comment		
Article labeled: _____		

In the heading of the document the option *Check Barcodes* can be specified. It is added automatically and means that in the *Acceptance request* for articles it already contains Barcodes (which were scanned earlier, for example, in case of relocation of articles from another store), and when scanning them in the process of labeling the check on compliance of the scanned Barcodes are already available in the document will be made.

If the company decided to count any article on unique Barcodes, but at the same time the barcode is not put by the manufacturer on these articles (or it is put, but not unique one), the system provides the ability to print labels with unique Barcodes. For this purpose in the *Labeling monitor* it is necessary to select the document, for which articles Barcodes should be printed (such document is marked by an icon  in the list), and click the button "Labels print". As a result the form of the same name is opened:



In the form *Labels print*:

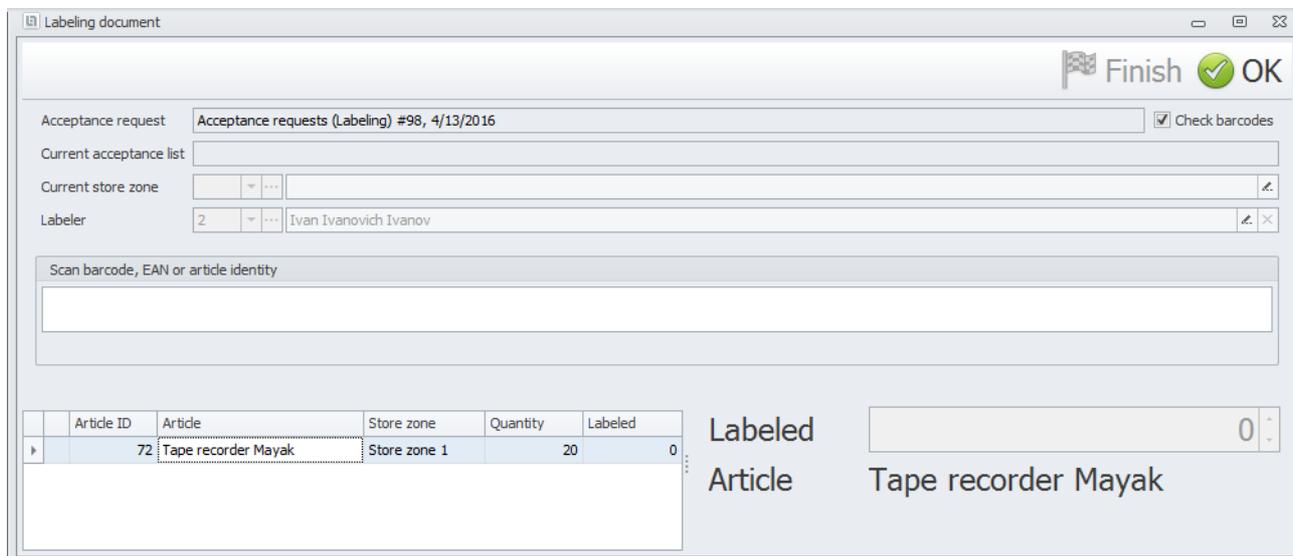
- by default, only articles of the document are displayed:
 - counted on unique Barcodes;
 - labels to be printed in the process of store labeling. Such articles are marked by an icon  and automatically pointed with flags in the list;
- with the set flag *All articles* all articles of the document, including not counted on Barcodes ones, are displayed in the list ;
- articles, which card has activated flag *Label print on accepting*
- clicking the button  selects all articles in the list;
- clicking the button  inverts the selection in the list (selected articles became deselected and vice versa);

- clicking the button  deletes separation from all articles in the list.

When clicking the button "Generate", the system generates Barcodes in the format EAN13 for those that are marked by flags in the list of articles. Generated Barcodes are saved in the table part *Barcodes* of the document *Request for collection*. The quantity of the generated Barcodes corresponds to quantity of articles in the list and is put down in the field *Quantity of Barcodes*. By clicking the button "Print" the generated Barcodes can be printed.



After the employee prepared articles of the selected document for store labeling (found at the store, delivered to the terminal, marked previously the printed labels, etc.), it is necessary to select the document in the form *Labeling monitor* and click the button "Label". As a result the form *Labeling document* is opened:



- in case of the first opening of the document *Acceptance request* for labeling, the fields *Current acceptance list* and *Current store zone* are not filled;
- the list of articles of the document *Acceptance request* is displayed in the lower left corner:
 - icon  that marks the articles in the list, which do not have a full description;
 - icon  that marks the articles in the list, labels on which should previously be printed in the process of store labeling;
- setting of the flag *show labeled articles* over the list of articles it is possible to display the hidden articles of the document which were already labeled.

To select the article it is necessary to scan its EAN or barcode or simply select it from the article list. In the opened form *Store labeling* of the articles it is necessary to add characteristics describing the articles:

The screenshot shows a window titled "Labeling article" with a "Save and close" button in the top right corner. The main form contains the following fields:

- Name: 72, Tape recorder Mayak
- EAN13: [Empty field] has EAN13
- Barcode tracking: 1 (dropdown) Unique barcode
- Packed items: 2 (spinner)
- Weight: 5 (spinner)
- Width: 12 (spinner)
- Height: 23 (spinner)
- Length: 32 (spinner)

Below the main form is a "Scan barcode" section with a text input field. At the bottom, there is a "Barcodes" table:

Barcode	Quantity	
▶ barcode66	1	✖
barcode67	1	✖

Except adding of all characteristics of articles it is also necessary, depending on type of article counting on a barcode, to add or scan all unique or one non-unique article barcode in the field *Scan a barcode*. Added Barcodes are added to the list of the same name in the lower part of the form (one non-unique barcode for all quantity of articles or on one for each unit of unique one). If necessary, added barcode can be deleted from the list by clicking the button ✖ from the right. It is necessary to click the button "OK" to finish the store labeling of fully described article. Thus in the system:

- added parameters are saved in the article card;
- (If in the form *Labeling document* the field *Current acceptance list* was empty) the document *Acceptance list* is created in the subtype *Store labeling*, in the field *Labeler* in which the current employee is specified. In the field *Section* of the document *Acceptance list* the section of storage of labeled article is specified. Created *Acceptance list* is specified in the field *Current acceptance list* of the form *Document store labeling*, and the specified *Section* in it is specified in the *Current section of the store*. Further operation in the form *Document store labeling* (before finishing the labeling by clicking the button "Save and close") takes place only with articles of this section;
- labeled article is added to the table part *Articles* of the document *Acceptance list*, and added Barcodes are added to the table part *Barcodes*;
- Quantity of *Labeled* article in the form *Labeling document* changes to the total quantity of the article, if it is counted on non-unique Barcodes, or on quantity of the scanned unique Barcodes.

For articles which are not counted on a barcode it is necessary to change quantity of labeled articles manually in the form *Labeling document* in the field *Labeled*:

To end the current store labeling of the current *Acceptance list* it is necessary to click the button "Finish" in the form *Labeling document*. In the opened form it is necessary to add *Marker*, which marked the packaging with labeled article and, if necessary, change *Labeling point*, where the labeled article is placed. Thus in the system:

- uniqueness of the added *Marker* is checked (otherwise it is an error);
- added *Marker* is saved in the field of the same name *Acceptance list*;
- the document *Acceptance list* is transferred to the subtype *Ready to export*;
- if in the *Acceptance request* not labeled articles were remained, their store labeling continues in the form *Labeling document*, otherwise, *Acceptance request* is transferred to the subtype *Store labeling is completed*, the form *Labeling document* is closed.

Document store labeling can be postponed by clicking the button "OK" in the form *Labeling document*. It will be possible to back to it by clicking the button "To label" in *Labeling monitor*, the system automatically will suggest to complete unfinished store labeling.

To print markers for marking of labeled article is possible by clicking the button "Print markers" in *Labeling monitor*. In the opened form it is necessary to specify *Markers quantity* for printing and to click the button "Print".

Labeling with mobile

Work of label-men is carried out in form *Store labeling*, opening at the choice of the same name command of main menu:



The form contains a list of documents *Acceptance request* in the subtype *Store labeling*. The percentage of labeled articles of the document and place of unloading of the articles is shown in the list under the document information, where the articles were delivered from acceptance.

If a label-man has already started to work with the document, and store labeling on it has not yet been completed, the button "Continue store labeling" will be activated. In this case it will be impossible to start the operation with a new document.

To start the store labeling of the new document it is necessary to scan its code (or add manually, after clicking the button "Specify BC") or just select the document from the list. At the same time the form *Information about the document* will be opened. Exactly this form (passing the initial document list) will be opened if the employee who accepted the document in operation and did not finish the operation with it will select the clause *Store labeling* in the main menu of a mobile application:



From the form it is possible to print:

- *Labeling request* by clicking the button "Document printing":

Labeling request № 95		
		
Shipper:	Provider №1	
Delivery mean:	-	
Store:	Leningradskoe highway, 12	
Unloading point:	Gate 1	
Commodity ex[ert	Yury Alekseyevich Gagarin	<input type="checkbox"/> Priority
Labeling point	Point 1	<input checked="" type="checkbox"/> Check barcodes
ID	Name	Quantity
7	Lamp	20
Store zone: TestSimpleStoreZone		
Weight: 10 kg, H: 14 cm, W: 12 cm, L: 24 cm; In packed: 5 pcs.		
Comment		
Article labeled: _____		

- information marker by clicking the button "Marker printing" (it will also be necessary to specify the markers quantity, which should be printed).



When scrolling the screen to the left *Information about the document List of articles* of the document is opened:



The following information is shown in the list of articles:

- storage section to which the article will be delivered upon completion of store labeling;
- quantity of the article which should be labeled (**Y**), and already labeled quantity (**X**) is specified in the format **X from Y**;
- icon  – article is counted on unique Barcodes;
- icon () – article is counted on non-unique Barcodes;
- Icon  is absent – article is counted on Barcodes;
- **in green** already labeled articles are highlighted in the list;
- **in red** in the list articles are highlighted for which a result of store labeling any parameters were not set (overall dimensions; weight; quantity in package; EAN-code, if it is mandatory; non-valid EAN-code was set).

To start the store labeling of the new article it is necessary to scan its code after clicking the button "Specify BC" or just select the article from the list. At the same time the form *Article parameters*:



In this form the label-man should scan or add article Barcodes manually:

- for articles which are counted on unique Barcodes it is necessary to add the number of Barcodes corresponding to quantity of articles, each barcode will be added in number *1 piece*;
- for articles which are counted on unique Barcodes it is necessary to add one barcode which will be added in quantity corresponding to quantity of articles;
- for articles which are counted on Barcodes it is possible to add quantity of article by clicking the quantity button:



- it is possible to delete added Barcodes by clicking the button **X**. Each clicking deletes 1 barcode;

For articles it is also necessary to set parameters (overall dimensions; weight; quantity in package):



If parameter provides an opportunity to set fractional value, it will be reflected in the selection list of values:



If necessary it is also possible to specify EAN-code. It can be scanned or added manually, previously setting the flag *EAN addition* in the lower left corner. Added EAN-code is checked for validity automatically. It is possible to delete the added EAN-code by removal of the flag *there is EAN* from the right of its value.

At the end of the adding parameters and article Barcodes it is necessary to click the button "Finish", at the same time in the system:

- added parameters are saved in the article card;
- (If in the form *Information about the document* the field *Accepting sheet* was empty) the document *Acceptance list* is created in the subtype *Store labeling*, in the field *Label-man* in which the current employee is specified. In the field *Section* of the document *Acceptance list* the section of storage of labeled article is specified. Created *Acceptance list* is specified in the field *Acceptance list* of the form *Information about the document*. Further operation with articles before finishing the labeling by clicking the button "Finish store labeling" takes place only with articles of this *Section*;
- labeled article is added to the table part *Articles* of the document *Acceptance list*, and added Barcodes are added to the table part *Barcodes*.

To end the current store labeling of the current *Acceptance list* it is necessary to click the button "Finish store labeling" in the form *Article list*. In the opened form *Place and marker* it is necessary to select *Place of store labeling*, where the labeled article is placed, and scan or add manually a barcode of the *Marker*, by which the packaging with labeled article is marked:



After that it is just necessary to click the button "Done". Thus in the system:



- added *Marker* is saved in the field of the same name *Acceptance list*;
- the document *Acceptance list* is transferred to the subtype *Ready to export*;
- if in the *Acceptance request* not labeled articles were remained, their store labeling continues, otherwise, *Acceptance request* is transferred to the subtype *Store labeling is completed*, and the form *Store labeling* is opened with a list of documents.

Acceptance courier

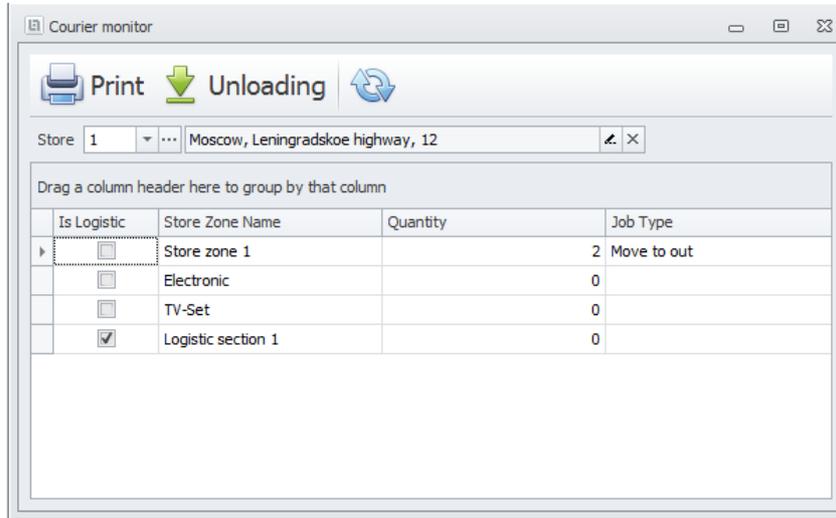
Labeled articles and cargoes are transferred from an acceptance area to a store by a courier. To do this, he can use supporting tools, such as pallet jacks, forklift trucks, etc.

A courier may transport articles and cargoes under several documents to different zones

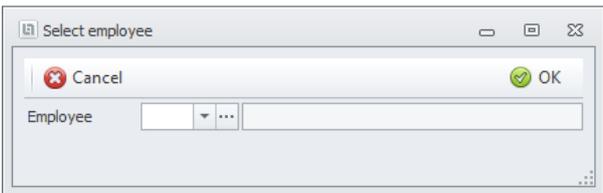
simultaneously.

Acceptance courier with PC

Actions performed by the courier are recorded in the “Courier monitor” form. The form defines *Acceptance lists* and *Cargo acceptance lists* documents of *Transport ready* subtype for a *Store* selected:



Firstly, it is needed to select one or several documents and click the “Print” button. A form will open, where an employee’s personal code shall be entered. Then click the OK button; in the process:



- the system checks if the employee may transport documents at the given store (otherwise, error report);
- the *Employee* field of the documents selected will be filled in with the employee specified; the document itself will be assigned the *Transport* subtype;
- by default, a *Courier job* gets printed on the employee’s printer. The task defines (for each document):

Courier job from 7/21/2016 6:23:44 PM

Courier	(1) Yury Alekseyevich Gagarin	
Job type	Move to out	
Logistic section 1		Release Cell
Cargo pickup requests (Pickup request) #348, 5/15/2016		
Cargo17		
Store zone 1		Release Cell
Pickup requests (Pickup request) #287, 5/7/2016		
fg		
Pickup requests (Pickup request) #381, 5/17/2016		
12345		
Pickup requests (Pickup request) #484, 5/23/2016		
marker		
Pickup requests (Pickup request) #581, 7/10/2016		
fffg		

- *Labeling point*, where the document to be picked up is placed;
- *Marker*, with which the document was marked;
- *Store zone*, where the document must be delivered to.

After the documents selected have been transported, the courier shall click the “Unload” button in the *Courier monitor*. A form titled *Location of pickup lists* will open, where an employee’s personal code shall be entered; as a result, the form will show documents relating to the courier. Select documents (one or several) delivered to the zones and click the “Unload” button:

The screenshot shows a web application window titled "Location of pickup lists". At the top right, there is a green "Unload" button with a downward arrow. Below it, there is a "Courier" dropdown menu set to "1" and a text field containing "Yury Alekseyevich Gagarin". Underneath, there are two dropdown menus for "Zone" and "Request". The main area is a table with columns "Marker", "Input cells", and "Cells". The table is expanded to show two zones: "Logistic section 1" and "Store zone 1". Each zone contains several rows representing pickup requests, with details like "Request: Cargo pickup requests (Pickup request) #348, 5/15/2016" and "Request: Pickup requests (Pickup request) #287, 5/7/2016". The last row in the "Store zone 1" section is highlighted in blue.

In the process:

- the documents selected get assigned *Accepting* subtype;
- if there is no document left in the *Courier documents unloading* form, it gets closed.

Acceptance courier with mobile

Actions relating to couriers are recorded by using the *Courier: Acceptance* form, which can be activated by selecting a command of the same name from main menu:



The list defines markers of *Acceptance lists* and *Cargo acceptance lists* documents of *Transport ready* subtype, with which the documents were marked during labeling. Each document has additional data, such as: a labeling point, where the documents to be picked up are placed, and a storage zone that the documents need to be delivered to.

By selecting a document from the list, you can see articles and cargoes it enumerates:



At a time, several documents can be transferred to different zones by a courier. After document's articles (cargoes) are loaded, the courier should enter the document's barcode by scanning or manually. In doing so, the *Courier* field of the document selected will be filled in with the employee specified; the document itself will be assigned the *Transport* subtype and removed from the *Courier: Acceptance* list; the number of documents loaded by the courier, which is displayed in brackets on the "Loaded" button, will increase by one:



After the loading is completed, the courier shall click the *Loaded* button. In the process, a form titled *Documents unloading* will open, where the documents list loaded will be shown; being guided by the list, the courier shall:



- deliver the documents to the zones specified;
- upon arriving to a zone, scan or enter manually its barcode. If the courier has documents intended to be delivered to the given zone (otherwise, error report), its name will be displayed in the bottom of the form:



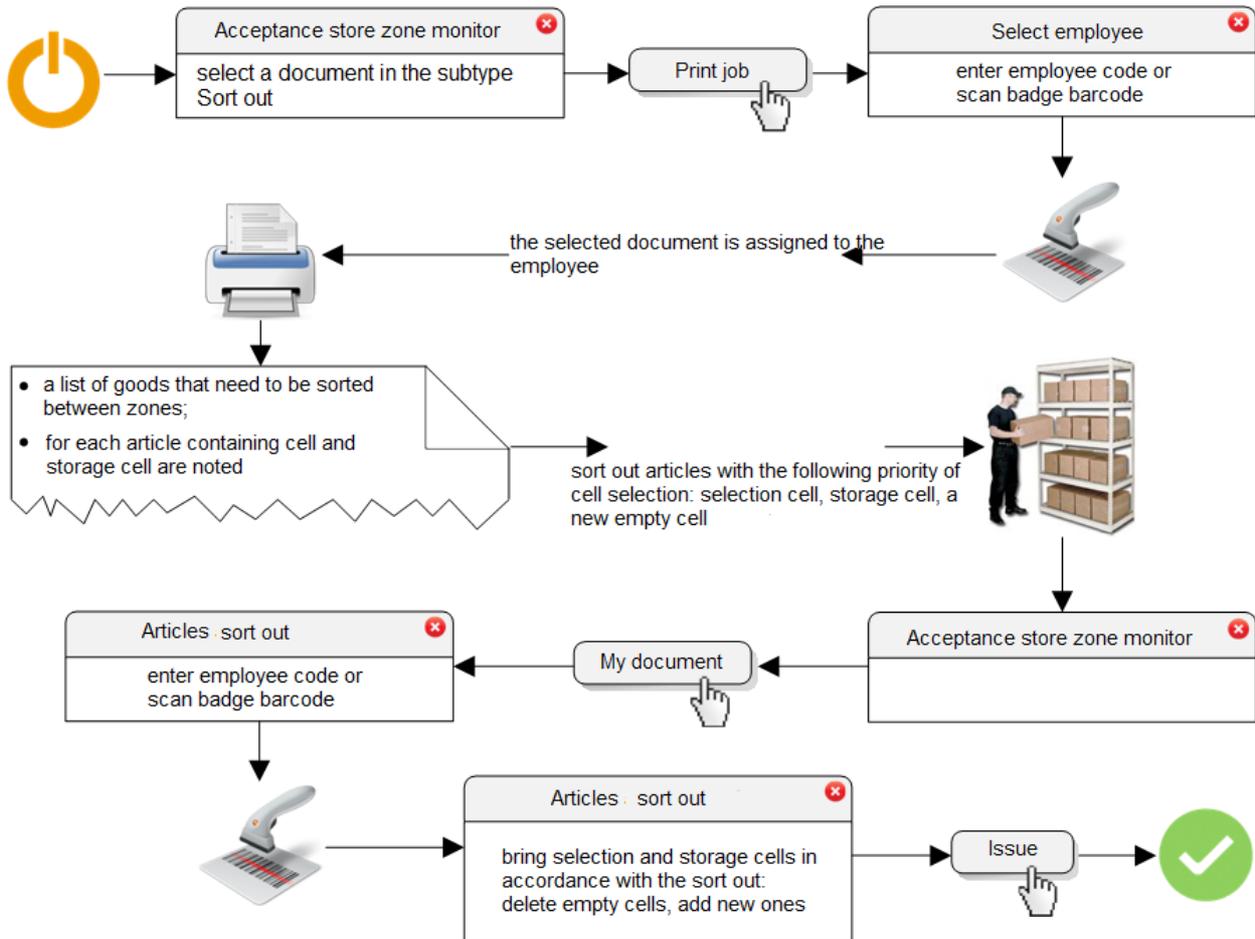
- then, the courier should scan or enter manually markers of the documents intended to be delivered to the given zone. If a document, whose marker was scanned, was intended to be delivered to the given zone (otherwise, error report), it is assigned *Accepting* subtype and removed from the documents list loaded. Thereupon, the courier shall unload the document at a zone's special section.

After the last document loaded has been unloaded (its marker has been scanned or entered manually), the loaded documents list closes automatically and a *Courier: Acceptance* form opens.

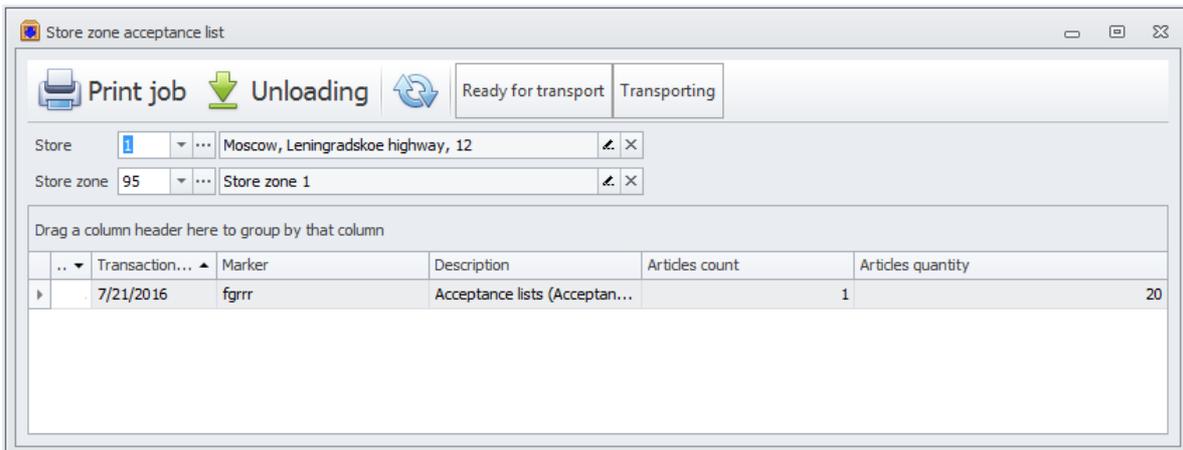
Acceptance store zone

Articles delivered to a zone from an acceptance area or returned from a release area need to be counted and arranged in storage places. A zone employee (a storeman) can accept only one document at a time. In addition, he cannot alter the quantity of the document's articles that he is accepting. If a problem happens during count of the articles (e.g., shortage revealed or the articles are mislabeled), the whole document shall be returned to the acceptance area.

Acceptance store zone with PC



Actions performed by a storeman shall be recorded in the *Store zone acceptance list* form. The form displays a list of *Acceptance list* documents of *Accepting* subtype and *Pickup list* documents of *Sort out* subtype for *Store* and *Store zone* selected:

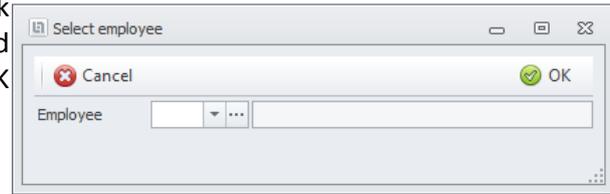


The documents of the form are arranged by *Priority* and *Posting date* and shown in accordance to filter settings (on the right side of the tool bar):

- by default, documents delivered to the zone are shown in the list;
- documents with the *Priority* flag checked are shown at the top of the list and have the mark *Prioritized document*;
- documents that are ready to be transported or being transported by a courier can also be displayed in the list by clicking the buttons *Ready for transport* and *Transporting* respectively;

- to update the list, click the button  in the tool bar.

At the start, you need to select a document and click “Print job” button. A form will open, where you should enter an employee’s personal code and click the OK button.



In the process:

- the system checks if the employee may accept articles at the given zone and there is no other documents being handled by him (otherwise, error report);
- the current *Employee's* name gets put down in the *Zone acceptor* field of the *Acceptance list* document, as well as in the *Responsible for parse* field of the *Pickup list* document ;
- the document gets printed on the employee’s default printer; in the document, each article is assigned a [pickup cell] (the first in the line enclosed in square brackets), as well as storage cells, if any:

Acceptance list (Accepting) #94567, 05.08.2014

Marker: 456771623
Store: 522, Leningradskoy h. 51
Store zone: 71, Electronic
Employee: Gagarin Y. A.

ID	Name	Amount
491964	Radio VEGA	10
Cells [1-1-1-1], 1-1-1-7, 1-1-1-10		
491970	Lamp	10
Cells [1-1-1-3], 1-1-1-5		

Guided by the task’s hard copy, the employee shall arrange articles in the zone cells making necessary notes on cells numbers, where the articles are placed in (e.g., in case if articles failed to go into current cells and was placed in a new one).

After the arrangement is finished, the employee shall open the document he has accepted for processing in the *Zone acceptance monitor* form by clicking “My document” button . A form titled *Articles arrangement* will open, where the articles manager should enter his personal code to the *Employee* field manually or by scanning the barcode on his badge:

Locating acceptance list

Acceptance lists (Acceptance) #608, 7/21/2016

Accept document

Employee: 1 Yury Alekseyevich Gagarin

Article identity	Article name	Quantity
72	Tape recorder Mayak	20

Store cells

Select pickup cell.

Store cell: [] Add

Articles shown in the document, which was accepted for processing by the employee, are displayed at the left, while *Store cells* containing the article selected on the left are displayed at the right side of the form. The first cell highlighted in **bold** is the pickup cell of the article. Articles that have no pickup cells assigned are highlighted in **bold** and placed at the head of the articles list.

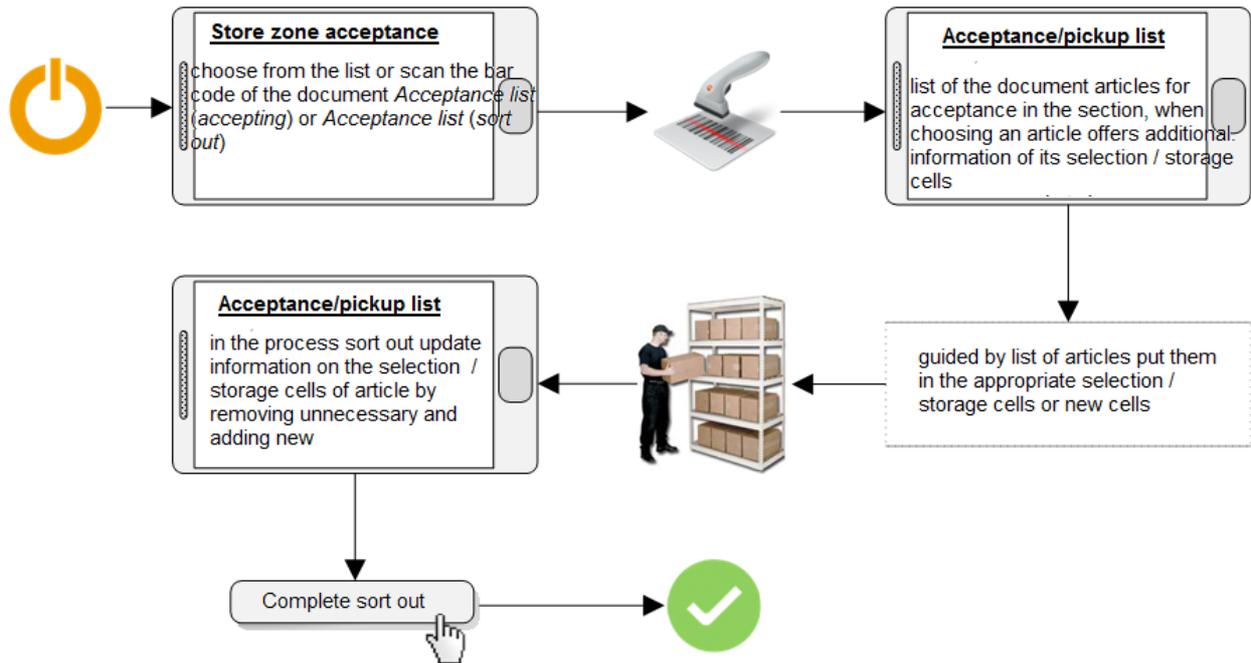
The storeman selects an article from the list. Being guided by the notes he made while arranging articles, the employee can:

- add a storage cell (or a pickup cell, if there are no cells for the article) by having entered its number to the *Store cell* field and click the “Add” button;
- assign a storage cell as a pickup cell by double clicking left mouse button on the cell;
- remove a storage cell by clicking the button  at the right of the cell. If a pickup cell was removed, one of the storage cells shall be assigned as a pickup cell.

After all corrections are entered, to complete the acceptance of the document, click the “Accept document” button in the *Locating acceptance list*. In the process:

- the system checks, if each article is assigned a pickup cell (otherwise, error report);
- the *Acceptance list* document gets assigned *Accepted* subtype. If the given *Acceptance list* is the last *Acceptance request*'s daughter document, which has moved to *Accepted* subtype, the *Acceptance request* also gets assigned *Accepted* subtype; the original document gets assigned *ST2* subtype;
- the *Pickup list* document gets assigned *Sorted out* subtype. If the given *Pickup list* is the last *Pickup request*'s daughter document, which has moved to *Sorted out* subtype, the *Pickup request* also gets assigned *Sorted out* subtype;
- if the document contains articles with mandatory fields unfilled (description, images, etc.), an *Article description transfer* document of *Picking up* subtype will be created (if the store has a description department); this newly created document will include all such articles.

Acceptance store zone with mobile



Actions relating to storemen shall be recorded by using the *Store zone acceptance* form, which can be activated by selecting a command of the same name from main menu:



The form contains *Acceptance lists* of *Accepting* subtype and *Pickup lists* of *Sorting out* subtype. The list includes markers that the documents delivered to the zone are marked with. Articles range designated as (X) and articles total number (Y) are presented in the form of X / Y (for example, if a document to be accepted contains 2 units of one article and 3 units of another, they will be shown as 2 / 5).

If the storeman has already started to handle a document, and the process of acceptance to zone of this document is not yet finished, the "Continue acceptance" button is active. In this case, it is impossible to start handling of a new document.

To start the acceptance of a document, enter its marker's barcode by scanning it or manually. In the process:

- the system checks if the employee has another non-accepted document assigned to him (if so, error report);
- the current employee's name gets put down in the *Zone acceptor* field of the *Acceptance list* document, as well as in the *Responsible for parse* field of the *Pickup list* document.

After a document is selected, a form will open, where the document's description (in the header) and the list of its articles will be shown. It is the very form (omitting the documents list at the beginning) that will open, if the employee that accepted the document for processing and has not yet finished it selects the *Zone acceptance* menu item from the mobile application main menu:



The articles list shows the following information (in addition to quantity, which is displayed to the right of article name):

- pickup cell defined below the article name;
 - articles with no pickup cell defined are highlighted in red;
 - articles having storage cells in addition to pickup cells are marked with the icon
 - articles identified by barcodes (unique or non-unique) are marked with the icon
- Articles with no barcode have no such icon;

- the storeman can see detailed information on the articles in the list; articles with the information reviewed by the storeman are highlighted in **green** (the information form opens by clicking the desired article and closes by swiping to the right);



The storeman has to arrange the articles in zone cells by following the information on the actual arrangement. In the process, he is able to bring up to date the information on the actual articles arrangement:

- to remove a pickup cell or a storage cell by clicking the button **X** (requires confirmation);
- to assign any storage cell as a pickup cell by clicking it and having confirmed the selection:



- to add a new cell by scanning or manual entering its barcode. In doing so, the new cell must not be an existing pickup cell or a storage cell (otherwise, error report). The new cell gets assigned:
 - as a pickup cell, if the article lacks such cell;
 - as a storage cell, if the article already has a pickup cell;
- to inspect the current stock by clicking the “Stock” button:



- to inspect the volume of articles being processed at the store by clicking the “Pending” button:



After the articles have been arranged, it is needed to complete the acceptance process. To do this, open the form showing the document’s general information by swiping to the right and clicking “Finish arrangement” button :



After the completion of the document handling is confirmed:



- the system checks, if each article is assigned a pickup cell (otherwise, error report);
- the *Acceptance list* document gets assigned *Accepted* subtype. If the given *Acceptance list* is the last *Acceptance request*’s daughter document, which has moved to *Accepted* subtype, the *Acceptance request* also gets assigned *Accepted* subtype; the original document gets assigned *ST2* subtype;
- the *Pickup list* document gets assigned *Sorted out* subtype. If the given *Pickup list* is the last *Pickup request*’s daughter document, which has moved to *Sorted out* subtype, the *Pickup request* also gets assigned *Sorted out* subtype;
- if the document contains articles with mandatory fields unfilled (description, images, etc.), an *Article description transfer* document of *Picking up* subtype will be created (if the store has a description department); this newly created document will include all such articles.

Article description

Detailed description of articles is called store article description in terms of the system.

This functionality is assigned to the department of the store article description. Receiving area or storage area of the store is an optimal placement of the department. The area, allocated for the store article description, should allow the department to carry out the following functionality:

- to receive articles from the store;
- to describe and photograph the received articles;
- to prepare articles for return to the store (to form a pallet or a box).

Since the department carried out the temporary storage of articles, it is necessary that access to it was limited for strangers.

Store article description feature set is set in the process of store article description for each article in the system. Store article description feature set is selected according to articles belonging to any group, for example, for the mobile phone the store article description feature set of the mobile phone is selected. Creation of Store article description feature set is described in the following section – [Store article description feature set](#). The feature set contains a set of characteristics of the articles, which are divided into three types:

- normal;
- filter;
- navigation.

All the characteristics of the type *filter* and *navigation* – are mandatory for filling. Normal characteristics depending on settings can be subdivided on mandatory and optional for filling. All mandatory characteristics in the process of store article description should be described.

Angles for photographing of the articles are specified in the feature set in addition to characteristics. Angles like characteristics can be divided into mandatory and optional. Thus, the articles are considered completely described if it has set values for all mandatory characteristics and photos are added for all mandatory angles. If for any reason the article does not demand description, in the article card it is possible to set the appropriate flag Do not describe articles.

The only one department of the description (store article description) can be set for each office in the system. If the department is set, then in case of article reception at the store of storage of this office the document [Article description transfer](#) will be created in the subtype *Process of pickup* for those articles which have no complete description. If the department of the description for office is not specified, the document is not created.

One unit of each article is added, requiring the description in created document *Store transfer*. After pickup of articles in the store of storage and their distribution to the employee of department of store article description in an issue zone, the document is transferred to the subtype *Arrived for description*.

Articles without description including not yet received to *Department* of store article description, are displayed at the *Article description monitor* (it is necessary to select *Department* from the title):

Transaction date	Article identity	Article name	Description	Photo	State	Worker	Comment
19.05.2014	14 LG 47LM960V				Store accepting		New article
04.06.2014	17 ASUS N61J				Ready		Transporting to
29.05.2014	22 LG 47LM960V 7				Store accepting	Ivanov Ivan	Point required
08.05.2014	29 LG 47LM960V 1				Transporting		New article
08.05.2014	37 LG 47LM960V 10				Transporting		New article
08.05.2014	45 LG 47LM960V 18				Transporting		New article

Article quantity: 0

In addition articles can be sorted by *Worker*, who works with the article, and by *State* of the article.

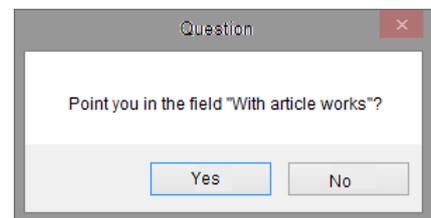
For each article at *Article description monitor* the following information is displayed:

- *Description* – state of the article description:
 - article description (mandatory characteristics) is absent;
 - all or a part of mandatory characteristics are not described;

-  – all or a part of mandatory characteristics are described;
- **Photo** – state of photographing of the article:
 -  – photos of articles (mandatory angels) are absent;
 -  – photos for all or parts of mandatory angels are not loaded;
 -  – photos for all mandatory angels are loaded;
- **State** – information on the location of the article at the moment:
 - *Delivered to the store* – the article is delivered to the store (in the procurement process or interstore relocation);
 - *Store accepting* – the article arrived from the supplier to the store and are in process of accepting;
 - *Process of picking up* – article is accepted to the store of storage and added to the document *Store transfer article description*;
 - *At the store of store article description* – article is delivered in department of store article description;
 - *Ready* – article is described and ready for transfer (added to the document *Store transfer* in the subtype *Described*);
 - *Transporting* – article is delivered (when delivering) in accepting zone of the store, but not accepted yet;
- **Worker** – an employee working with article. It allows to avoid the beginning of operation with article which was already taken for the description by another employee;
- **Comment** – text comment describing amount of works which needs to be made with articles in the process of store article description. For the described articles ready to be sent back to the store (added to the document *Store transfer* in the subtype *Described*) the link to the document is displayed;
- it is possible to update the list by pressing the button  in a tool bar.

Articles, which were not yet received to the department of store article description, can be described. In this case, the full description of the new article (for example, it is not necessary to carry out its photographing, and the description is available on the manufacturer’s website) it will not be included in the document *Store transfer* after acceptance to the store.

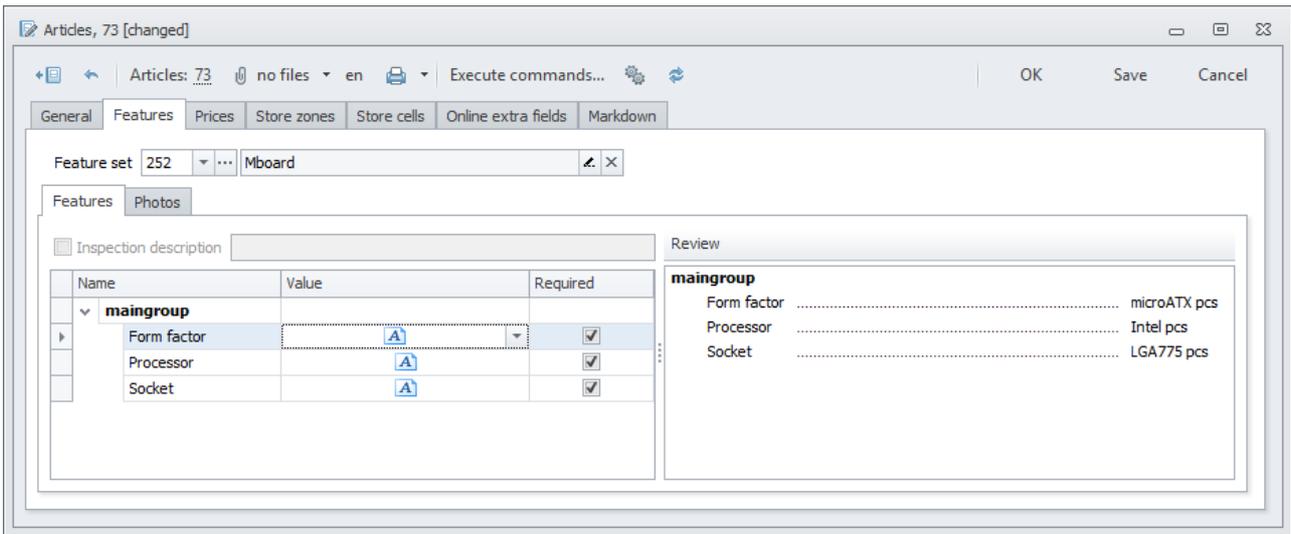
To begin operation with article the employee should secure it for himself, by left double clicking of the button and confirming the action. At the same time, irrespective of the choice, the articles card will be opened.



It is possible to cancel the operation with articles by selecting in the list *Article description monitor* the field *Works with articles* and clicking the button which appeared in it :

Description	Photo	State	Worker	Comment
		Store accepting	Ivanov Ivan	New article
		Ready		Transporting to
		Store accepting		Point required

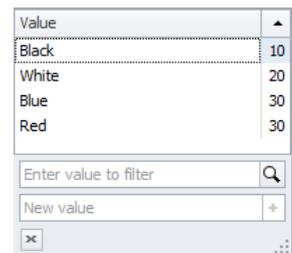
Description of the article is carried out in its [card](#) at the the tab *Features*, where it is necessary to fill with values at least all fields for article description marked with flags *Required*:



The following lines are highlighted with color in the list of characteristics:

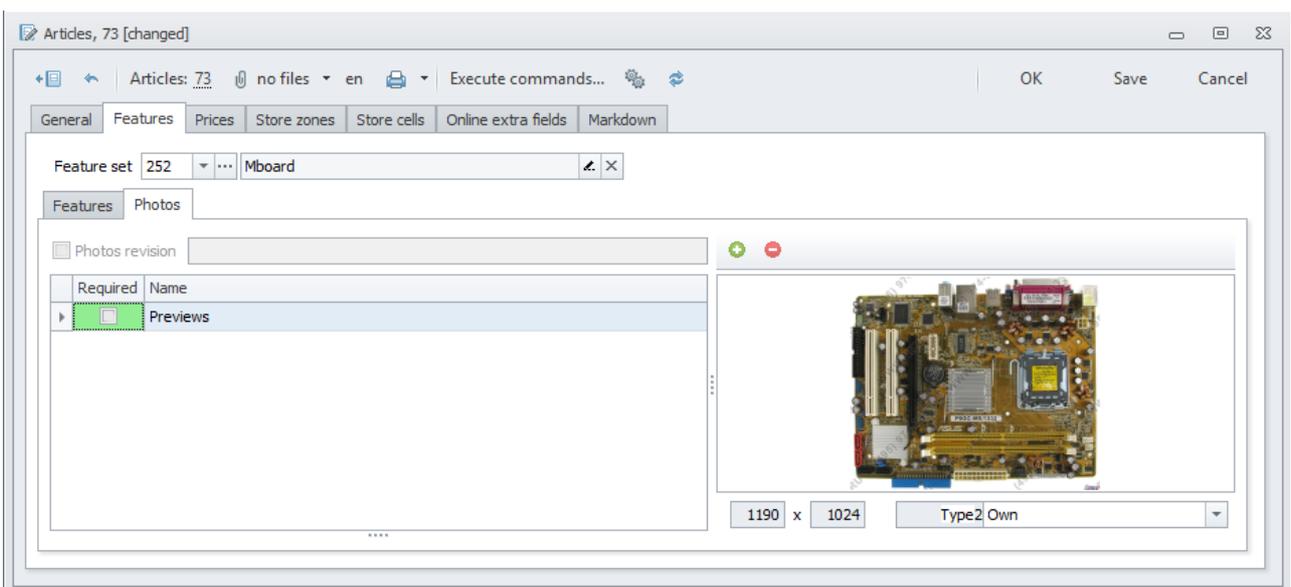
- all unfilled characteristics of the type *filter* and *navigation* are highlighted in red;
- all filled characteristics of the type *filter* and *navigation* are highlighted in green.

Value of some fields (depending on their type) can be selected from the list of predefined ones. If the choice opportunity directly of several values is given, they shall be marked by flags at the left (even if only one of them is selected).



If the required value is not listed, you can add it by typing *New value* below and by clicking the button **+**. Being added, new value will be offered as a choice for the next time.

Except characteristics it is also necessary to upload photos at least for *Required* angels of articles photo shooting:



- all angles of shooting, for which photos are already loaded, are highlighted in green in the list;
- a photo-example is placed under the list of shooting angels, clearly demonstrating the selected shooting angle of the article. Its pixel resolution is specified under the photo - this is the recommended photo resolution for upload.

Fully described articles, the acceptance of which has not yet been completed, disappear from *Article description monitor*.

Fully described articles, which already came to the department of store article description from the store, need to be replaced to the acceptance store. For this purpose it is necessary to click the button "Create a document for articles with full description" (quantity of such articles is specified in brackets on the button). Thus in the system:

- if this department of store article description has a document *Store transfer* in the subtype *Described*, described articles are added into it;
- if there is no such document, the new document *Store transfer* in the subtype *Described*. The document is issued to the store of acceptance of this office, and described articles are added into it.

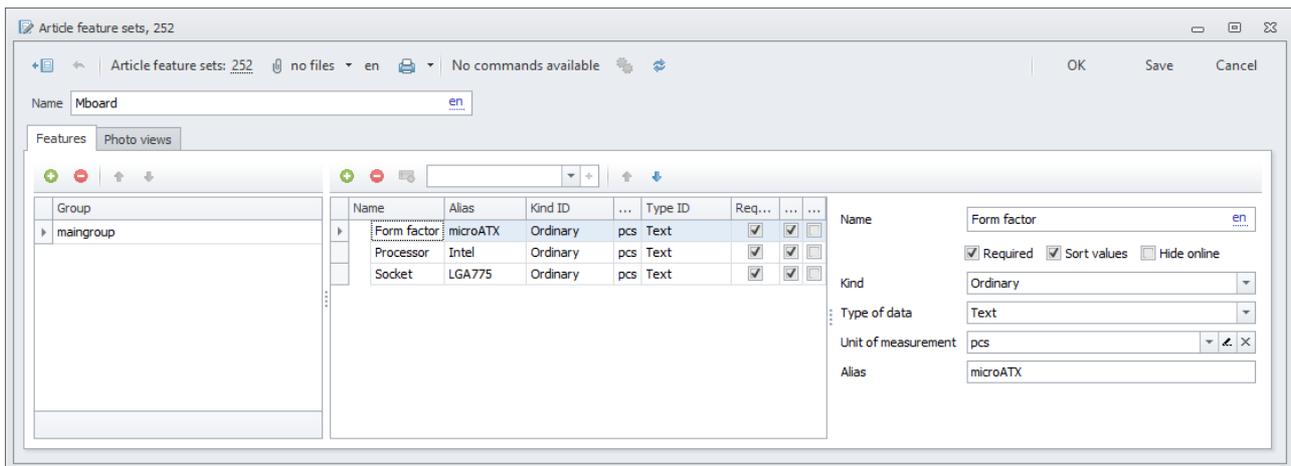
After this, the employee of store article description according to the document, link to which is available in comments to the described articles, need to create articles for transfer to the accepting store (referring to the list put them on a pallet or in a box). Then it is necessary to transfer the document from the subtype *Described* in the subtype *transferred to store* by running the command *transferred to store of acceptance* and transfer it to store of acceptance.

After passing on acceptance of standard procedure of article arrival to the store the document is transferred to the subtype *Accepted by store*, and therein described articles disappear from the *Article description monitor*.

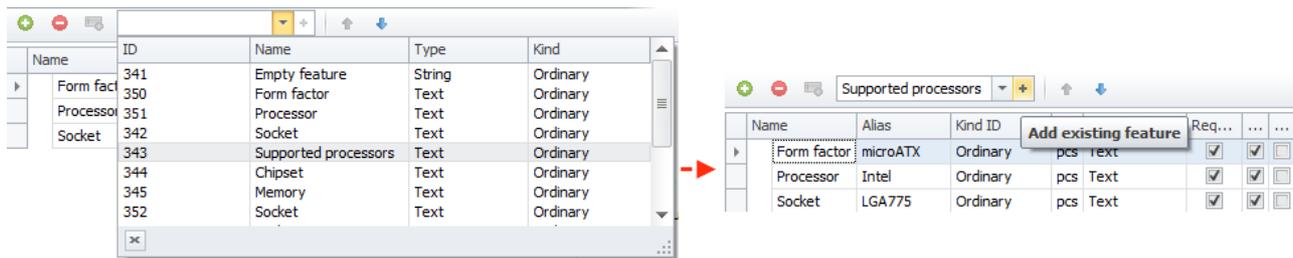
Article description feature sets

In the process of store article description the articles happens in accordance with selected [Store article feature sets](#). Usually the entire group of the same articles is described by the same feature set, for example, mobile phones by one, hard drives by another, etc. For new groups of articles the feature set of the description should be created beforehand in the Dictionary of the same name. The situation is optimal when the same employee is engaged in creation of feature sets. In general, it allows to avoid creation of duplicating characteristics.

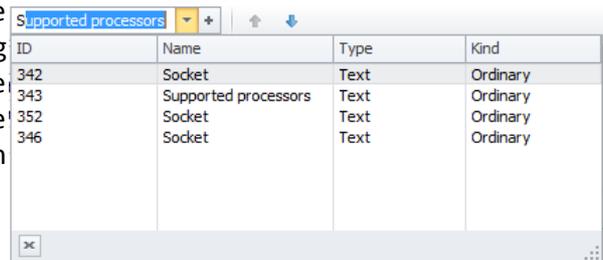
Set of characteristics and angels of photos describing the article in sufficient quantities is set by store *Article feature sets*:



At the tab “Features” the characteristics of article are added to the feature set (Dictionary records *Article description*), describing its consumer qualities. It is possible to add as a new characteristic into the list by clicking the button  in the tool bar as choose already existing one:



In case when choosing existing feature all of them are displayed in the list, except subsidiary (having parental) or feature of the type *Compound*, as they are not used independently. In case of a choice the characteristic can be found by entering a text directly in a control element.

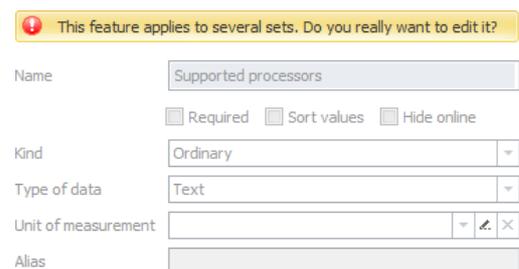


The same characteristic can be used in several feature sets. Moreover, for description of the same quality/feature of articles from different groups it is preferable to use the same characteristic. For example, incorrect situation where two different feature are used to describe the diagonal of the laptop screen and the phone. In the same way, incorrect use of different feature to describe the volume of laptop RAM and the graphics card.

For this reason, the creation of new feature should be treated with special attention. It is not necessary without emergency to create new feature which duplicate already existing one by implication. Before adding of the new characteristic in the store article description feature set at first it is necessary to try to find already existing one which describes similar quality of the article.

For this reason it is preferable that the task of creation of feature sets of description was delegated to one employee and it was not shared with anybody.

When adding the existing characteristic to store article description feature set, which is already used in other feature sets, the appropriate warning button over characteristic parameters will be displayed. By clicking on it the editing parameters of the characteristic will become possible.



It is necessary to remember that the made changes will affect all feature sets with this characteristic! Editing such characteristic is admissible only if and these changes are necessary for other articles in which store article description feature sets it is used.



For feature which are used in several feature sets it is recommended to use *Type of data One* or *Few from*.

During creation of feature it is necessary to pay attention to their following parameters:

- *Kind* of characteristic:
 - *Ordinary* – usual characteristic that is not used for any service purposes;
 - *Filter* – by the value of characteristic it will be possible to realize filtering of articles on the website

of the on-line store of the company. As *Data type* of such characteristic it is advisable to use type *ad One of*;

- *Navigation* – by the value of characteristic it will be possible to realize navigation in the article Dictionary on the website of the company. Usually one feature set has no more than one characteristic of such type, and the characteristic has *Type of data Few from*;
- if it is supposed that values of the characteristic will be same, for example, color or material of the casing of the article, it is necessary to use *Type of data One of*. When adding values of such characteristic in article card, the employee will be offered to:
 - to select one of several values, beforehand given in the list *Valid values*;
 - to add its option of value which will be also added to the list of *Valid values*.

The order of output of *Valid values* is defined by the parameter *Sorting* when selecting in article card – the less value of *Sorting* is, the higher *Value* will be displayed in the list;

- *Type of data* of the characteristic *Few from* is used in similar cases previous (*One of*), if when filling of a feature set it is necessary to give a chance of a choice of several characteristic values at the same time to the employee;
- if it is necessary to create the characteristic which value is created by several other feature, it is necessary to use *Type of data Composite*:

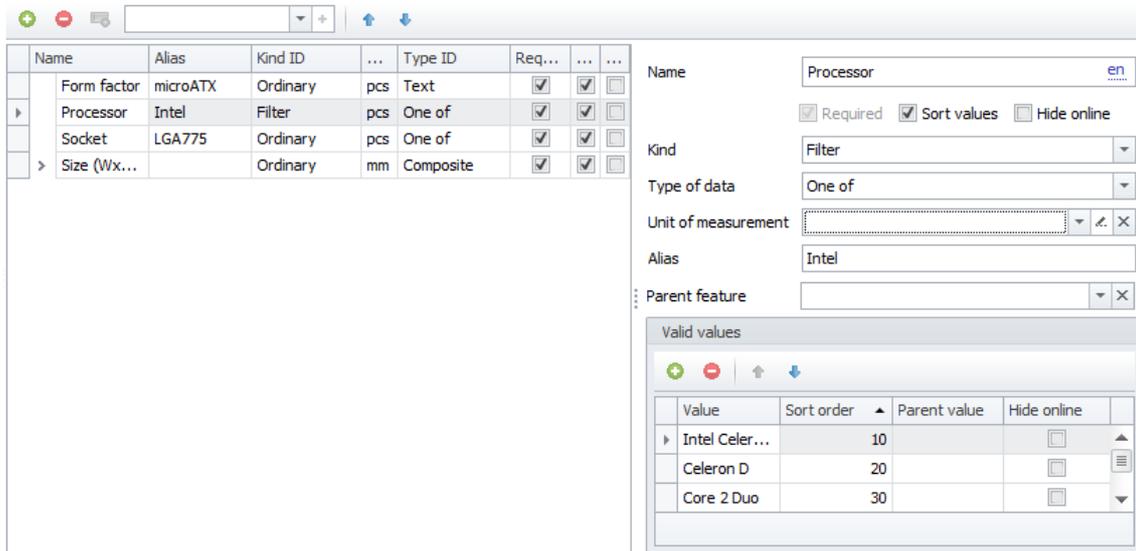
Value	Sort order	Parent value	Hide online
Intel Celeron...	10		<input type="checkbox"/>
Celeron D	20		<input type="checkbox"/>
Core 2 Duo	30		<input type="checkbox"/>

Name	Kind ID	Type ID	Req...
Form factor	microATX	Ordinary	pcs
Processor	Intel	Ordinary	pcs
Socket	LGA775	Ordinary	pcs
Size (WxHxL)	Ordinary	Composite	mm
Width	Ordinary	mm	Number
Lenght	Ordinary	mm	Number
Height	Ordinary	mm	Number

Value of such compound characteristic is created on the feature set by the parameter *Value format*. Here any text, numbers, special symbols can be used and *Alias* of subsidiary feature in curly brackets. For adding subsidiary feature it is necessary to select the compound characteristic from the list of store article description feature set and to press the button in a tool bar. For each of subsidiary feature it is necessary to specify the *Alias*;

- parameter *Parent feature* is used in case when it is necessary to realize a difficult mechanism of filtering when selecting articles on the website, in which a choice of one characteristic makes it possible to select another. In this case only parental characteristic will be initially visible in the filter of the website, a possibility of values choice of its subsidiary characteristic will be opened only in case of a choice of its values.

Such feature of the feature set (parental and subsidiary) should be *Filter type* and *Type of data One of or Few from*. At first the parental characteristic is created with the list of *Valid values*. Then subsidiary one for which *Parent feature* is selected from the same store article description feature set. In *Valid values* of subsidiary feature for each *Values* need to be specified to it *Parent value* from *Parent feature*:

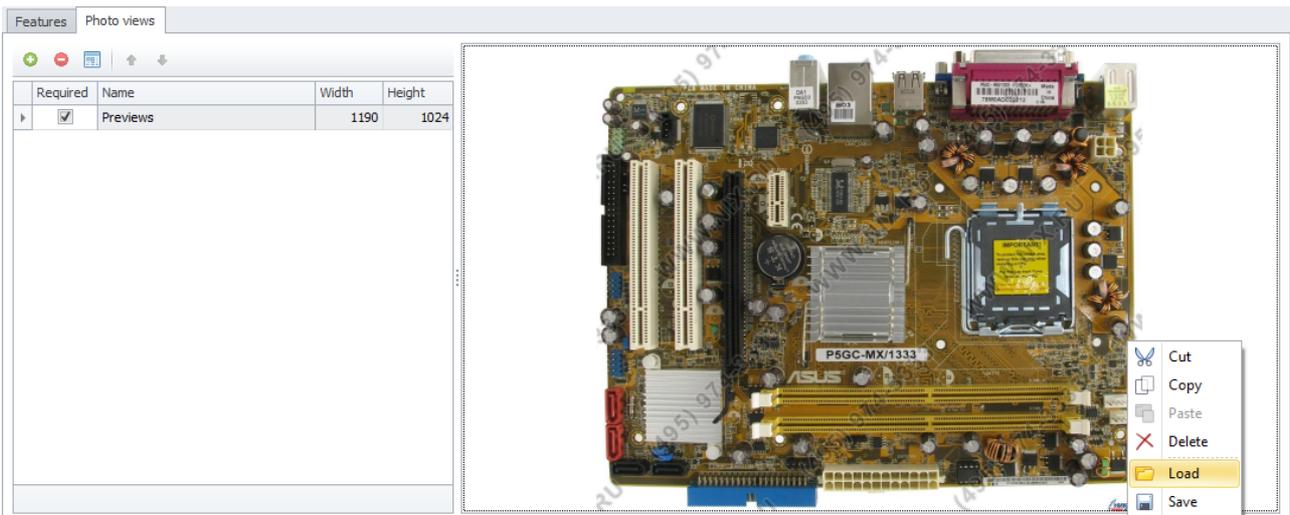


For the example, in the filter of articles on the company website from the feature it will be initially available only *Processor* manufacturer. And only after its selection filtering will be available on *Processor* series.

To remove the characteristic from the store article description feature set is possible in the only one case when the values were not set at any articles described for it. Otherwise, if the characteristic as a part of a feature set was already used for the description of articles, it is necessary to delete beforehand all its values from article cards by means of the command [Remove template feature](#).



Angels of article shooting are listed on the "Photo" tab.



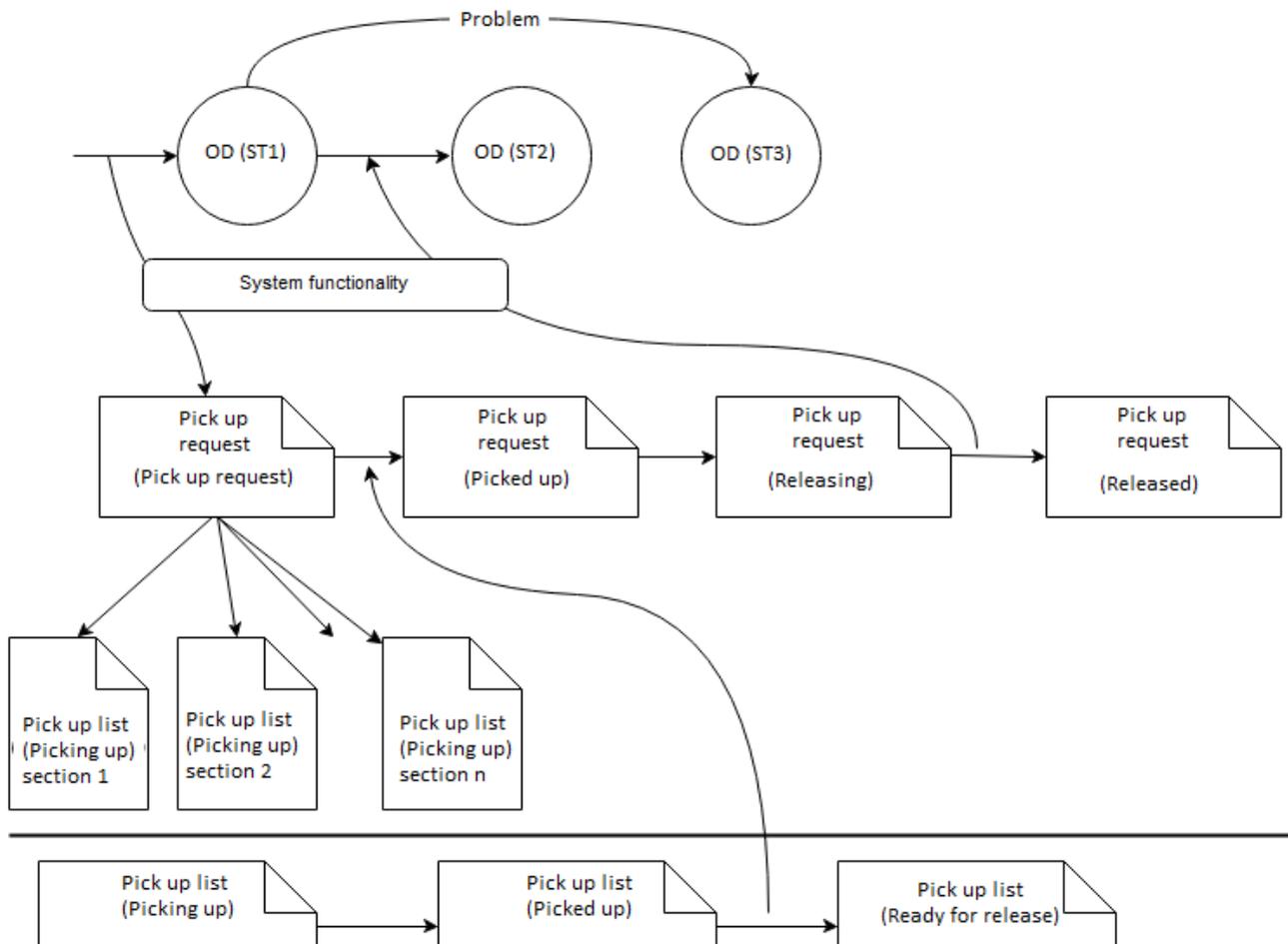
For each angle of photo shooting through the context menu, opening by right-click of the button in the display area of photo, the photo-example is loading (*Load* from the file or *Paste* from clipboard). Recommended *Width* and *Height* of the image in pixels are put down automatically on the basis of loaded image and can be changed manually.

Store pickup and release

All store operations connected to Pick up and Release MAIN are described by two documents:

- [Pick up Request](#) – contains a list of articles which should be released and also release facts – time, place and other;
- [Pick up Lists](#) – represents the personified article list, i.e. contains information who (what user) processed the specified articles.

For each *Pick up Request* at least one *Pick up List* is always created. These documents have the following life cycle:



The Original Document (OD) has three subtypes which are conditionally designated by PT1, PT2, PT3:

- The subtype PT1 – designates that the document is allowed for shipment and/or is processed at the store (it is collected or is already released). When OD is transferred in the PT1 subtype the *Pick up Request* is automatically created and filled in relevant data from it. In turn the *Pick up Request* creates documents *Pick up List* for each of zones wherein there are articles for pickup;
- The subtype PT2 is the finite subtype designating that article is released at the store;
- The subtype PT3 – is used for indication of problems that arose at the store in case of article pickup (article is not found, partial/complete return or any other).

According to life cycle *Pick up List* passes through the following main subtypes (in the absence of problems with article pickup, processing of deviations will be described further):

- *Pick up* – the employee of a zone shall enter article Barcodes into the system and put their (articles) in a container (a pallet, a basket, a box, etc.);
- *Picked up* – the filled container expects a courier for relocation in a zone of the collected article in this status;

- *Courier transports* – the courier transports articles;
- *Ready for Release* – the courier unloaded the articles in the zone of the collected article.

If all *Pick up Lists* passed in the subtype *Ready for Release*, *Pick up Request* is transferred to the subtype *Picked up*. Such requests are processed by employees of the release zone – they can be released to receivers. After article release *Article Pick up Request* is transferred to the subtype *Released*. At the same time the original document will be transferred to the PT2 subtype and all Barcodes from child documents *Pick up Lists* will be transferred to it.

Upon incurrance of any problems during article pickup the following options are possible:

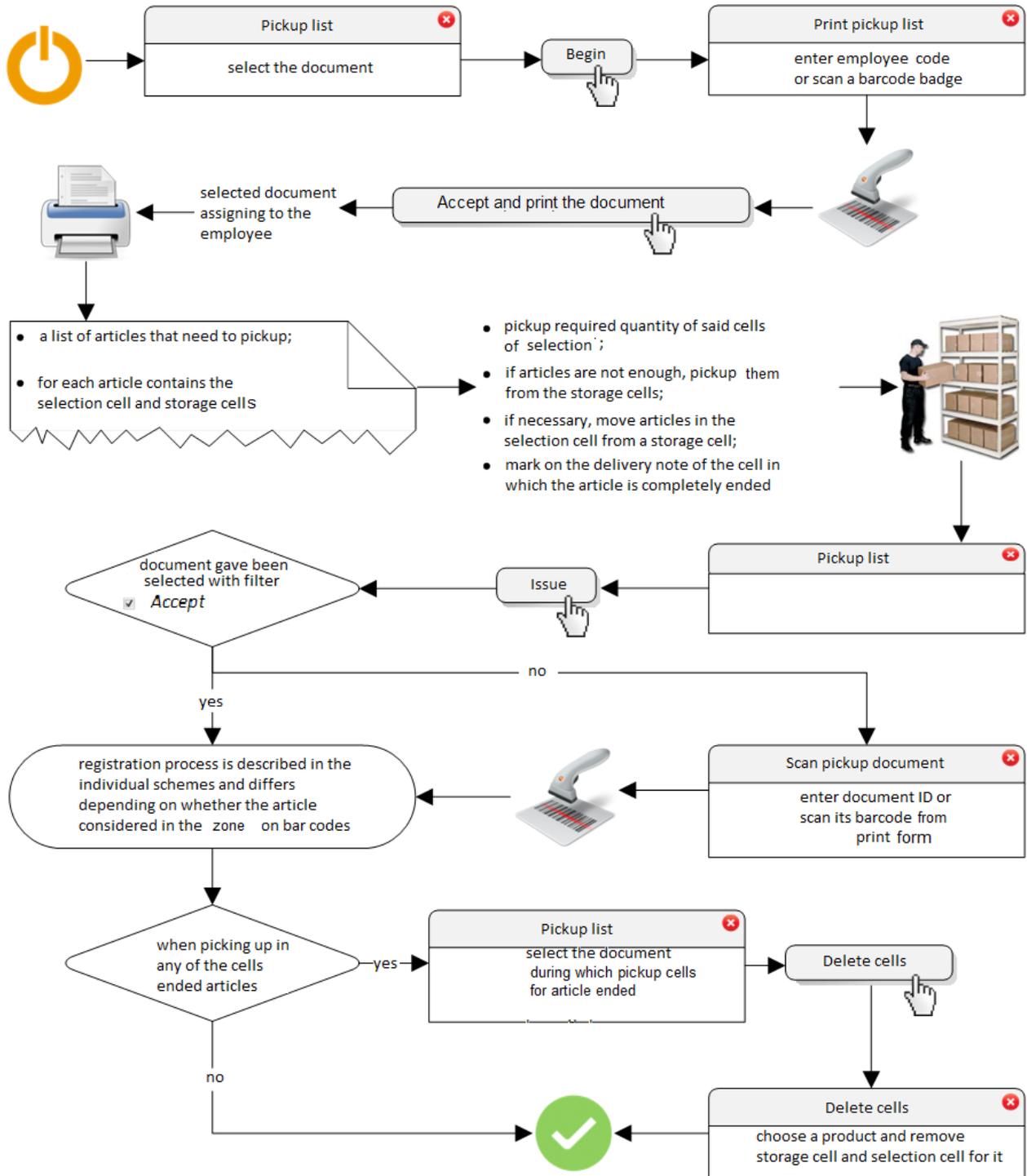
- if the original document (OD) can be edited (in *Pick up Request* the appropriate flag is set), problem articles are deleted from it, the remained articles are released and OD is transferred to the PT2 subtype;
- if the original document can't be edited, problem articles are also deleted from it, but the original document is transferred to the PT3 subtype and all already collected articles are returned on the storage locations. I.e. all *Pick up Lists* are transported by couriers back in zones from the zone of the collected article, all *Pick up Lists* are unpicked up in the zone, articles are decomposed back on cells.

Store pick up

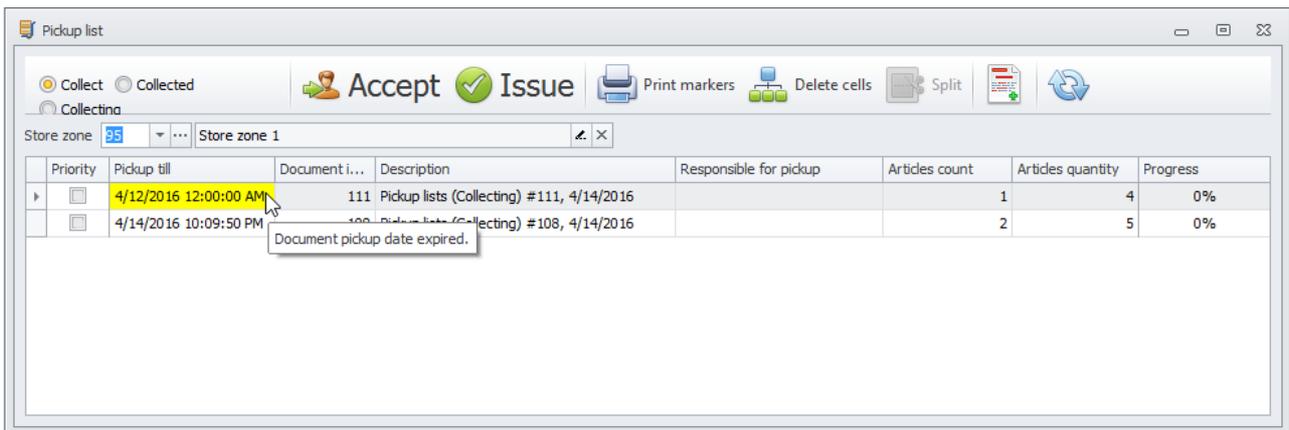
Store pickup can be carried out using the stationary workplace equipped with the wire scanner (further store issue pc), or with use of the mobile station for data collection (further store issue mobile).

Always one employee picks up the article in section *Store pickup list*. If the document is large and there is a possibility to attract the other storekeepers of this section to the pickup, the employee can separate the document. Pickup of article in section can be carried out in a box (plastic or cardboard), pallet and other suitable packaging. For identification of the picked up article the marker – the information notice plate having a barcode and number, is used. Marker can be attached directly to the packaging, for example: pasted barcode on a box or fixed in any way notice plate with a barcode. If it is impossible to fix the marker on the packaging, it shall be in the form of separate notice plate. In this case, the marker is placed on the picked up article so that it was clearly seen in all phases of relocation of picked up article across the store.

Store pickup with PC



Storekeeper operation is carried out in the form *Pick up Zone*. In the form there is the document list *Pick up List* for the selected *Store Zone* that must be collected:

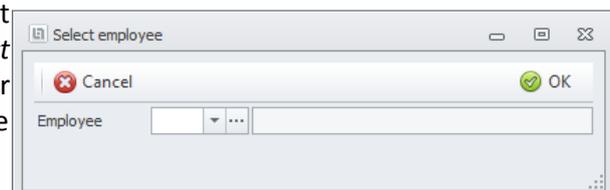


Documents are sorted in the form by *Date* (of release) and displayed according to the filter settings (in the left part of a tool bar):

- documents are sorted in the list by *Date* of shipment and *the Priority*: documents with the high priority (with the set flag *Priority*) are displayed at the head of the list;
- documents with *expired date* are selected in the list with **yellow**. When a mouseover is on the *Date* of such document the hint is displayed;
- the documents accepted in operation in the subtype *Pick up* are displayed with the set flag of the filter **Collect**;
- collected documents in the subtype *Picked up* that were not accepted in operation by a courier yet are displayed with the set filter flag **Collected**;
- with the filter by default **Collect** in the form documents in the subtype *Pick up* that are not accepted in operation are displayed;
- it is possible to update the list by clicking  in the tool bar.

At a time each employee can accept in operation only one document.

To start pickup it is necessary to select the document *Pick up* and to click *Accept*. In the opened form *Select Employee* the storekeeper should specify the code or to scan a badge barcode and click OK, at the same time in the system:



- check is made that at this moment the document accepted in operation is not assigned to the specified employee any more (otherwise an error);
- The specified employee will be selected from the document *Pick up List* in the field *Responsible for Pick up*;

- on the employee printer the document will be printed wherein for each article will be shown:

Pickup list 262



Store: 1, Moscow, Leningradskoe highway, 12
Store zone: 95, Store zone 1
Responsible for pickup: 2, Ivan Ivanovich Ivanov
Responsible for parse:
Transported to zone:

ID	Name	Pickup	Picked up	Pickup cell	Storage cell
7	Lamp	2		2-5-8-5	

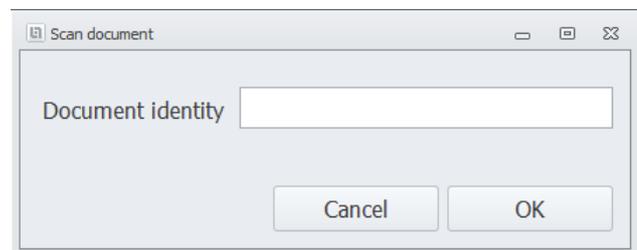
- For articles that are not accounting on Barcodes under the article name its EAN code will be printed and if there is no EAN code – the special barcode containing the unique article system code;
- quantity that needs to be *Collected*;
- *Pickup Cell* and all *Storage Cells* if the last are available.

Then it is necessary to pickup articles according to the printed document:

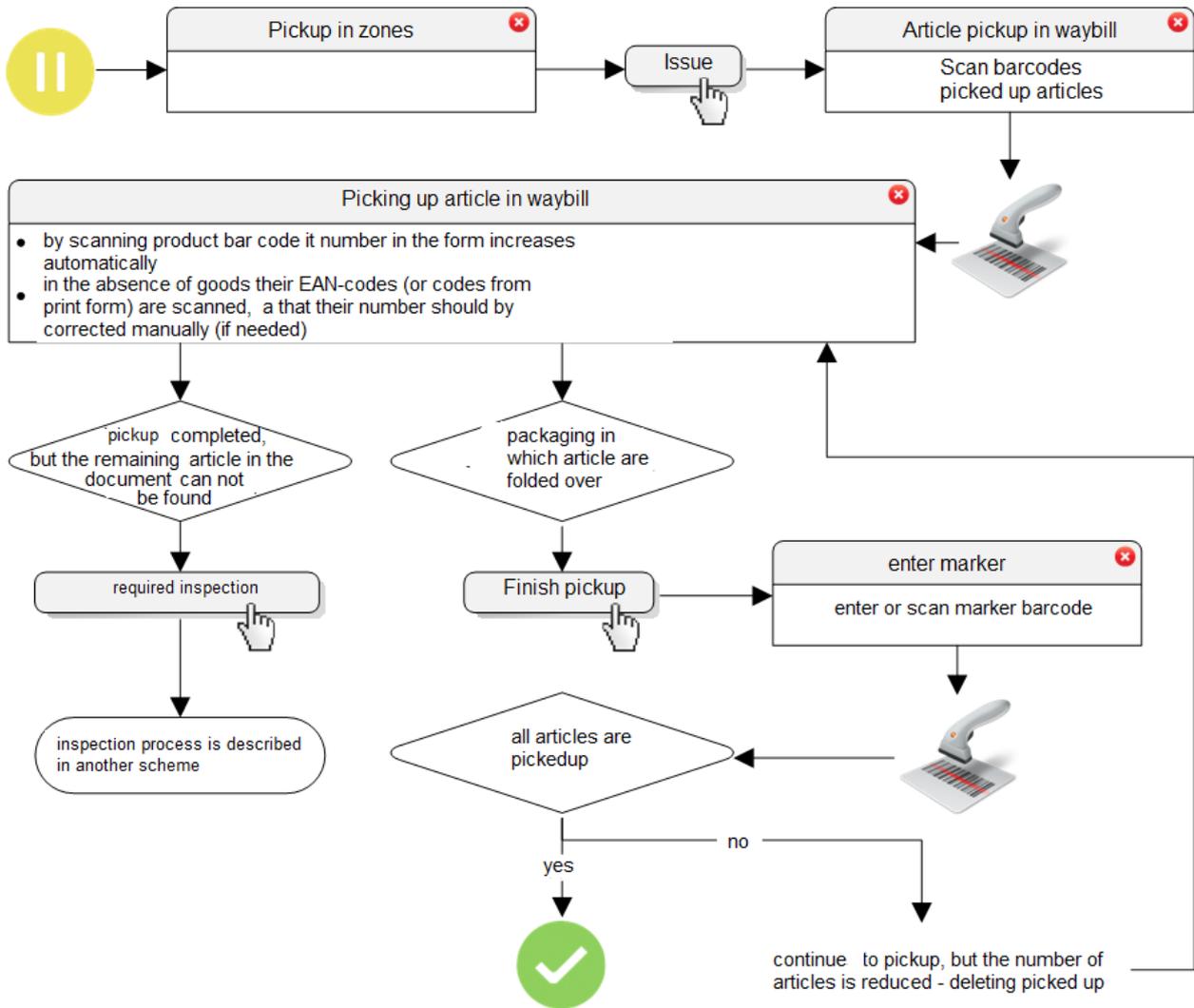
- from the specified selection cell the required article quantity is collected;
- if in the selection cell article is not enough, it is collected from the specified store cells;
- if necessary articles from store cells are moved by the storekeeper to the selection cell;
- at the same time the storekeeper should mark in the consignment note cells wherein the articles completely ended.

When articles are collected in a form *Pickup zone* needs to be found it by the filter *Collected* and to click *Issue*.

If to click *Issue* without setting the filter *Collected*, the form *Scan Document* will open wherein it is necessary to specify a code of the collected document or to scan its barcode from the printout according to which pickup was made.



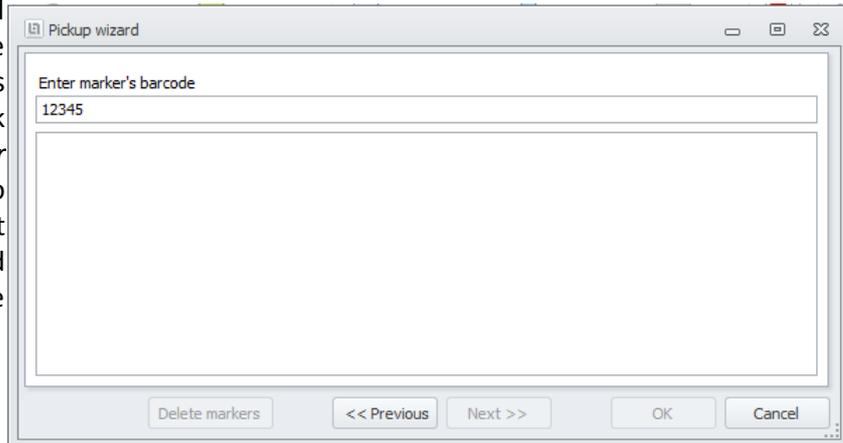
Issue process differs depending on whether the articles is accounting according to Barcodes in a zone. If the articles is accounting according to Barcodes in a zone:



After clicking *Issue* the form *Pickup list Note* with the article list of the specified document will open:

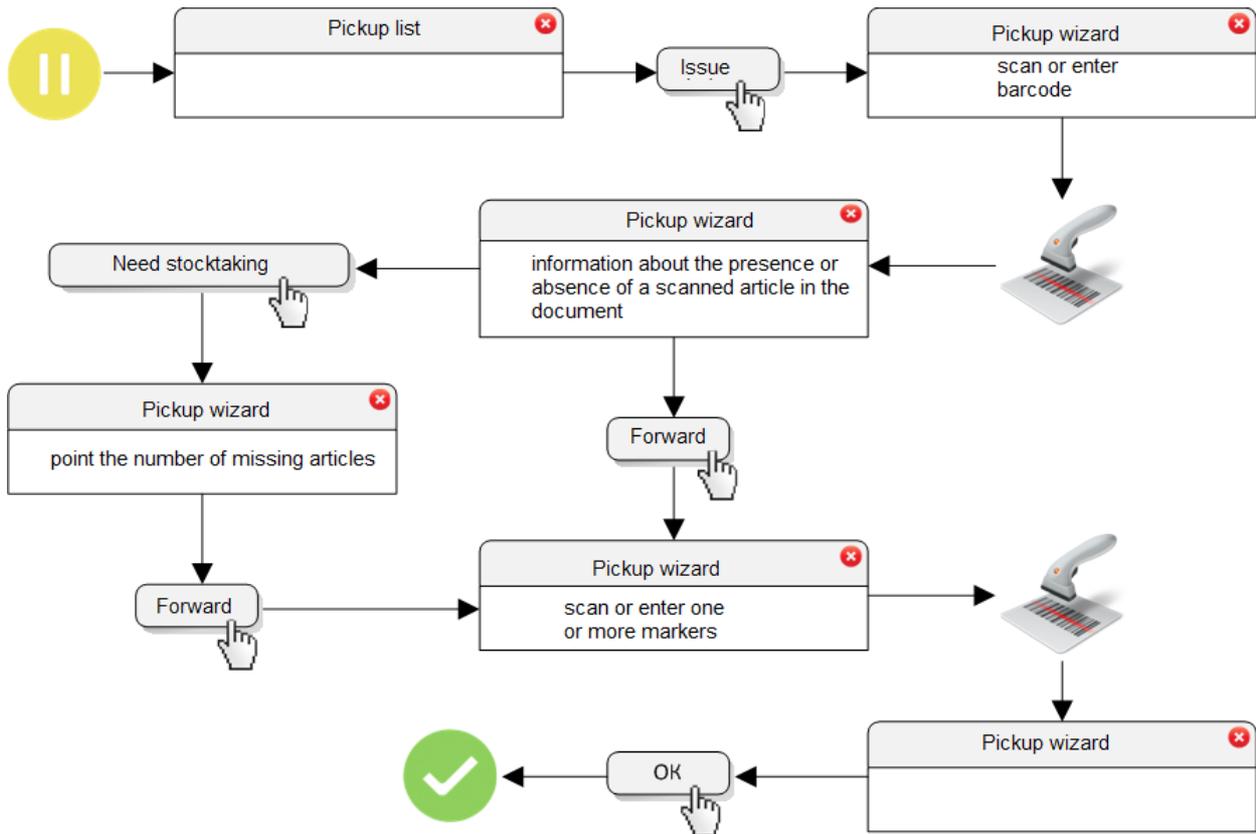
You need there:

- to scan article Barcodes:
 - For articles that is accounting according to Barcodes the serial number – one barcode for one article is scanned. Barcodes are automatically added to the table part *Barcodes* of the current document *Pick up List*;
 - for articles that are not accounting according to Barcodes EAN-13 is scanned from articles or article Barcodes in the paper document if the EAN code can not be scanned on the article. If quantity of the collected articles is less than it is required to collect, it is necessary to change quantity in the field *Collected* if there is no – all quantity is considered as collected;
 - flag removal *Show All Articles* over their list allows to hide completely collected articles from the list;
- for completion of pickup (all found article is collected or the selected tare is filled) it is necessary to click To Finish Pick up. In the opened form *Enter marker's barcode* it is necessary to scan the marker number that marked the collected articles and to click OK or a key **Enter**. At the same time in the system:

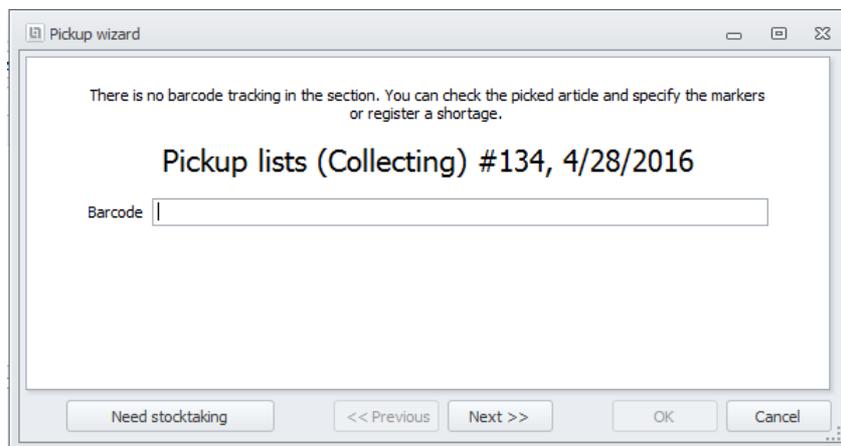


- if in the current document all article is collected, a marker number is registered in the field *Marker* and the document is transferred to the subtype *Picked up*;
- if only part of article is collected, the new document *Pick up List* in the subtype *Picked up* is created:
 - in the new document the marker number is registered in the field *Marker*, remaining fields are autocompleted, the collected articles and their Barcodes are added;
 - from the current document the collected articles and Barcodes are deleted;
 - the current document remains in the subtype *Pick up* and the article pickup proceeds for it;
- If pickup is completed and article which remained in the document is not found, in the form *Article Pick up in the Consignment Note* it is necessary to click *Inspection is Required*, at the same time the document *Pick up List* is transferred to the subtype *Inspection is Required* (further actions are described in the section [Pickup Shortage](#)).

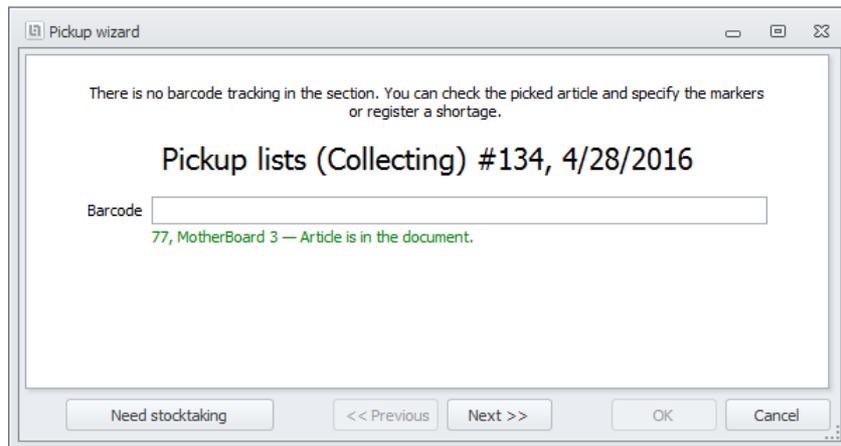
If the article is not accounting on Barcodes in a zone, issue process is:



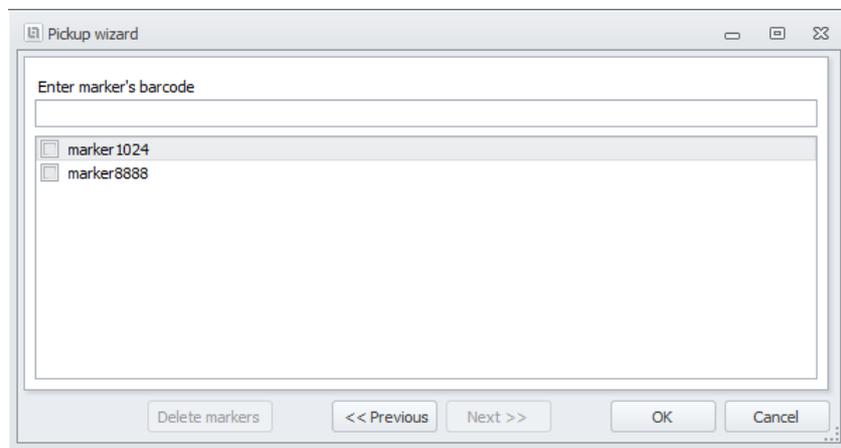
By clicking Issue the form *Pickup Wizard* will open:



There the employee can scan an article barcode to check whether there is it in the document (if the article is in the document, its barcode will be added to the table part Barcodes):



Upon completion of the document issue it is necessary to click Forward and to enter manually or to scan a barcode of markers:

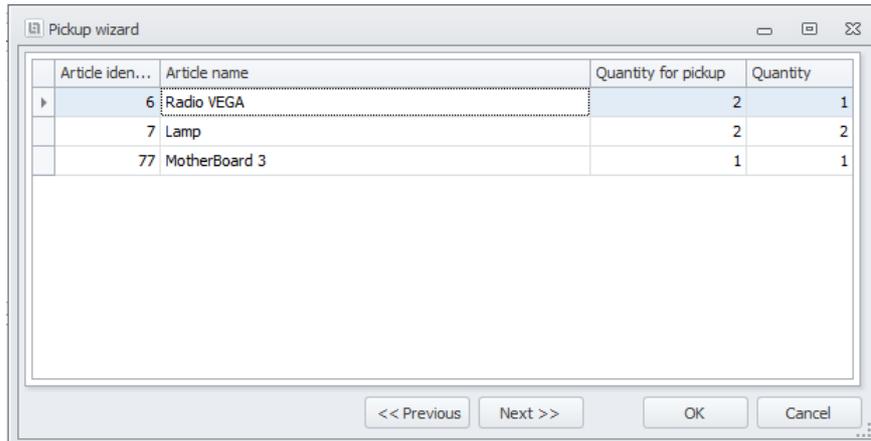


It is possible to remove the markers selected by flags by clicking To Delete Markers.

After marker input it is necessary to click OK, at the same time in the system:

- if the single marker is specified, its number remains in the current document and the document is transferred to the subtype *Collected*;
- if several markers, for example, N pieces are specified, but it is no more than quantity of the document articles (that is an error):
 - the N-1 of documents *Pick up List* in the subtype *Picked up* is created;
 - for each document the *Marker field is filled*, specified numbers of markers are randomly distributed for documents – one marker for a document;
 - Article quantity is divided into N parts, each part contains only an whole number of articles, part can be unequal;
 - N-1 of parts of articles are deleted from the current document and are added into the created documents;
 - the current document with the article rest is also transferred to the subtype *Collected*:

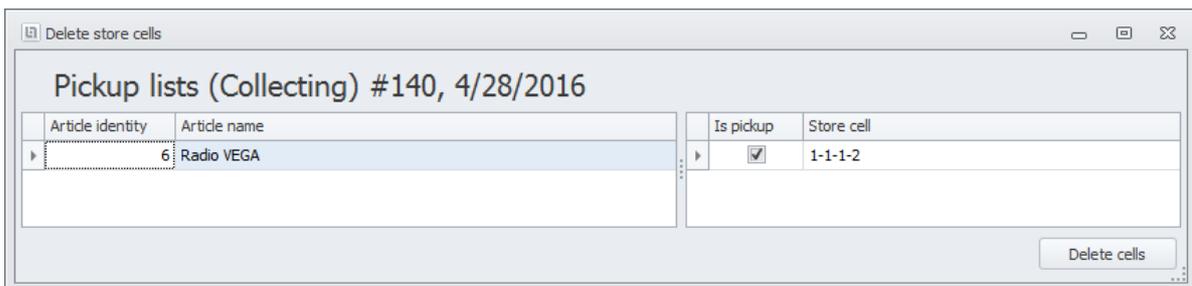
- in case of shortage detection during pickup it is necessary to click *Inspection Is Required*:
 - In the opened form the article document list is displayed. In the field *Shortage* it is necessary to specify article quantity which was not found during pickup and to click *Forward*:



- If the specified quantity in the field *Shortage* does not exceed quantity *Pick up* that is an error, the new document *Pick up List* in the subtype *Inspection Is Required* (further actions are described in the section [Pickup Shortage](#)) is required;
- article quantity that is specified in the field *Shortage* is deleted from the current document and is added to the created document *Pick up List*;
- the current document remains in the subtype *Pick up* and the system passes to the stage of marker input;
- the collected articles with a marker (markers) are exposed in specially marked section zone.

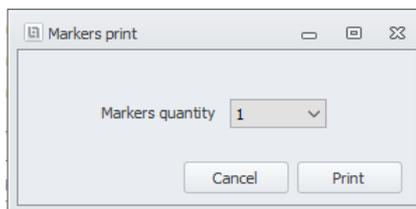
If the articles ended in the course of article pickup in the specified cells and further the articles will be stored in other cells, the zone employee can update information in the system on article storage locations. Then you need:

- to select the document in a form *Pickup list* (using the filters corresponding to the status of the document) and to click *To Delete Cells*;
- In the opened form *Delete Store Cell* it is necessary to select articles and to delete a cell of store or selection:

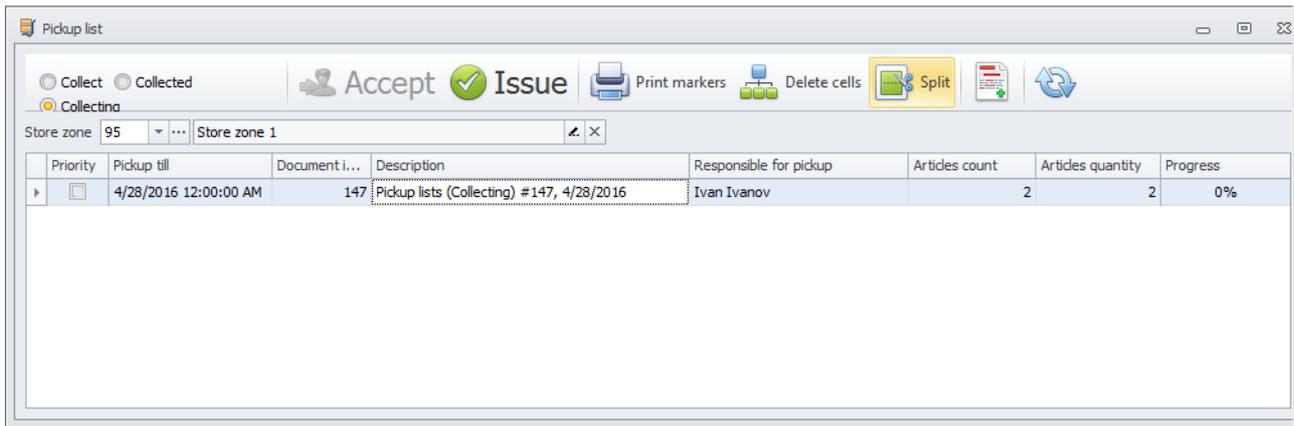


- when closing the form information on these cells of the specified article will be deleted.

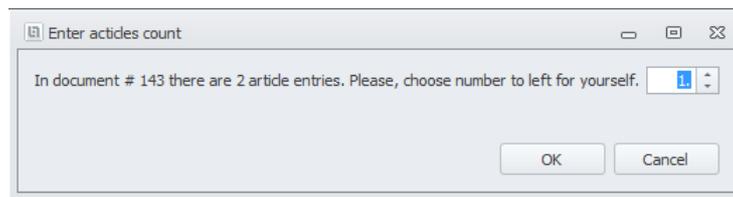
Marker print is carried out by clicking *Print Marker* in the form *Pickup list*. For this purpose in the opened form it is necessary to set the required quantity of markers on demand and to click *Print*.



If necessary the document accepted in operation can be separated. Such need can arise after an operation volume assessment with the current document and existence in the zone of unengaged storekeepers, or high priority of the document. For division the document needs to be selected (beforehand having set the filter *Accept*) and it is necessary click *To Separate*:



- in the opened form where the system specifies the article number, it is necessary to enter item quantity that must be left in the initial document;



- if the entered number is no more than the document article quantity (otherwise the system gives an error message), the document *Pick up List* is divided into two. In the current document there is the given article quantity and remaining are copied in the new document;
- the new document is left in the subtype *Pick up* and is available to a choice by other employees.

Pickup shortage

If in case of pickup in a zone a storekeeper did not find article, the document *Pick up List* from the subtype *Pick up* is transferred to the subtype *Inspection is Required*. Also the storekeeper reports the problem to senior storekeeper and expects him to solve the current problem.

In the course of article search in the zone the senior storekeeper (with the employee) uses:

- an article report (with detailing: the document - pickup list). From the report the following is defined:
 - in what boxes there is article and its location;
 - when the article was released, who transported it, where it was stored in a zone of the collected orders who released it for the specified period;
- the list on article remains (article detailing – storage locations: current and nullify):
 - from the list the senior storekeeper sees what cells there are articles in, what cells it was for the specified period in and what cells were nullified;

Following the results of article search, the senior storekeeper opens in the system the document *Pick up List* in the subtype *Inspection is Required* and performs one of the commands:

- *Inspection is Required* -> *Pick up* – if articles are found. As a result in the system the document is returned to the subtype *Pick up* and becomes available in the form [Pick up list](#):

The screenshot displays the 'Pickup lists (Collecting) #121' window. The top bar shows 'Collecting: 121' and 'Date: 4/18/2016 11:15:23 PM'. The main form is divided into several sections: 'Store' (Store: 1, Moscow, Leningradskoe highway, 12; Store zone: 95, Store zone 1), 'Store zone' (Responsible for pickup: 2, Ivan Ivanovich Ivanov; Responsible for parse: ID), 'Transporting' (Transported to release: ID, Marker: ; Transported to zone: ID), and 'Release' (Release cell: ID). On the right, a table titled 'Articles' shows one entry: 'MotherBoard 1' with 'Quantity for pickup' of 1 and 'Quantity picked' of 0.

- *Create Inspection Request* – if the article is not found (or it is found only partially). At the same time in the system:
 - The document *Pickup Lists* is transferred to the subtype *Not found in pickup*;
 - From the document *Pickup Request* not found articles are deleted;
 - from the original document (OD) in the PT1 subtype not found articles are deleted and deleting reasons are specified (it is not found in case of pickup);
 - the document is created [Store Inspection](#) In the subtype *Recount*, it reserves articles;
 - If for the *Pickup Request* partial release is forbidden, then:
 - the document *Pickup Request* is transferred to the subtype *parse*, at the same time the flag *Priority is activated for it*;
 - the original document is transferred to the PT3 subtype.
 - all child documents *Pickup List* from the subtype *Pickup* and *Collected* are transferred to the subtype *parse for Pickup Request*. At the same time pickup of all section documents stops and the system forbids article scanning and the message on need to parse this document is given;
 - process of the document parse is started (explicitly it is described in the section [Sort out](#)) is created;
 - If for the *Pickup Request* partial release is allowed, the standard article pickup proceeds.

Defect article



If in the process of store pickup or issue by the employee of the store the defect articles were found, this fact is fixed in the system. If the defect was found on the issue, article need to be returned to storage section beforehand. In each section of the store, where the article is stored and picked up, as well as in the issuing zone of the store, the place for temporal placement of the defect articles should be prepared and marked. For example, in section the shelf or one flight of the rack for placement of the defect articles is selected, this shelf is marked by the appropriate information sign.

Store defect article is carried out in the form of the same name, which is opened clicking the button  in the form *Register defect article*:

Store is selected automatically according to settings from the employee's card. When opening the form the cursor is set in the field *Scan article barcode or EAN ...*

For the articles accounted on unique or non-unique Barcodes, it is necessary to scan the barcode:

For the articles, not accounted on the Barcodes, it is necessary to scan EAN code or article code:

Register defect article

Register defect Cancel

Scan article barcode or EAN...

barcode7

Store 1 Moscow, Leningradskoe highway, 12

Article 7 Lamp

Barcode 7 barcode7

Quantity 1

Price 100 P

Defect description Packag teared, box smashed

Responsible employee ID

For the articles, which are accounted on non-unique Barcodes or are not accounted on Barcodes at all, it is possible to specify the quantity of the defect units manually (for example, the box of keyboards fell from a shelf and some of them were broken).

Also in case of store defect article it is necessary to add *Defect description* and optionally (if available) to specify *Responsible employee*, who became an origin of the described defect.

To complete the registration, click the button "Register the defect". In addition, for each unit of a defect article in the journal [Defect articles](#) a document is created, that deactivated it from residuals of the store and transfers to the residuals of defect articles.

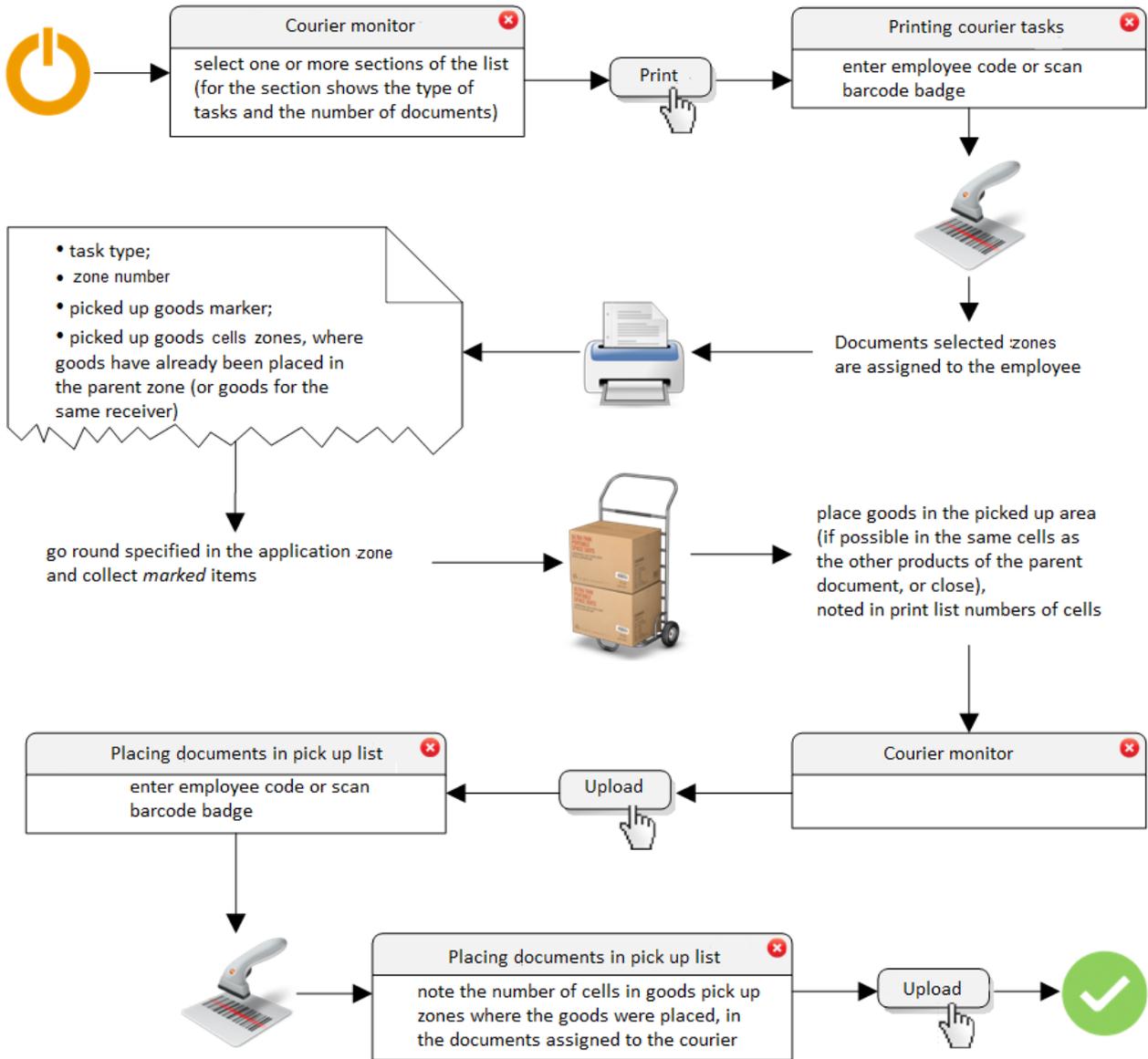
After registration the defect article are placed to the appropriate place of storage in section.

Courier

Store courier of collected articles and cargo in the store from zones to issuance and back is carried out by the courier. At the same time he can use such supportive applications as a pallet truck, an electric cart, etc.

At the same time the courier can carry articles and cargo across multiple documents from different zones or to different zones.

Courier with PC





Courier work is carried out in form *Courier monitor*. It displays a list of zones (Store Zone Name is marked by this flag), the number of documents for relocation in it and task type:

Is Logistic	Store Zone Name	Quantity	Job Type
<input type="checkbox"/>	Store zone 1	6	Move to out
<input type="checkbox"/>	Store zone 1	1	Return to zone
<input type="checkbox"/>	Electronic	0	
<input checked="" type="checkbox"/>	Logistic section 1	0	

Tasks which need to be *Returned to zone* are highlighted in yellow.

To start operation the courier should select in the list one or several zones (with one type of task) and click the button "Print". In the opened form *Select employee* it is necessary to specify the personal code or scan a barcode badge.

At the same time the system checks whether the employee has another tasks accepted in operation that differ from the selected type (that is an error):

- for task type *Bring for issuance* in each document *Store pickup list* and *Cargo store pickup list* the current employee specify in the field *Brought to issue zone*;
- for task type *Return to zone* in each document *Store pickup list* and *Cargo return list* the current employee specify in the field *Return to zone*;
- according to the document *Request for store pickup* and *Request for cargo store pickup* is checked by existence of subsidiary documents *Store pickup sheet* in the subtype *Ready for issue*. The list of cells, where the articles/cargoes picked up according to documents are placed, is remembered to have an opportunity to place articles/cargoes according to one request together or in adjacent cells;
- if in *Request for store pickup* and *Request for cargo store pickup* the value in the field is indicated *Receiver*, existence of other requests in subtypes is checked *Picking up* or *Picked up*, for which the same value is set for the field *Receiver*, and subsidiary documents *Store pickup list* and *Cargo store pickup list* which are also in the subtype *Ready for issue*. If such documents are found, the list of cells is remembered, where the picked up according to them articles/cargoes are placed;

- the task is printed by default to the employee's printer:

Courier task form 5/7/2016 4:54:45 AM

Courier	(2) Ivan Ivanovich Ivanov	
Job type	Move to out	
	Store zone 1	Release point
	Pickup requests (Pickup request) #142, 4/28/2016	Next to gate 1
	f	
	Pickup requests (Pickup request) #177, 5/4/2016	
	marker7896	
	Pickup requests (Pickup request) #195, 5/5/2016	
	marker44	
	Pickup requests (Pickup request) #252, 5/6/2016	
	h	
	Pickup requests (Pickup request) #261, 5/7/2016	
	marker8753	
	Pickup requests (Pickup request) #264, 5/7/2016	
	marker33333	

- heading displays *Task type*:
 - Transportation for issue* – to transport from section to issue zone;
 - Transportation to zones* – to bring back to the section from issue zone;
- documents for transportation are listed in the first column of the table. Documents are grouped in zones from where they need to be taken away (or to be returned). Name of zones is displayed in title of each document group (in an example above – *Household appliances* and *Electronics*);
- under each document number of a marker is located, which it is labeled;
- for the task transported from section to issue zone, the name of issue cell is displayed, where articles/cargoes from the parental request or articles/cargoes for the same receiver according to other requests are already placed;
- for the task transported back to section from issue zone, the name of issue cell is displayed from where it is necessary to take away documents;

Courier task form 5/7/2016 4:54:45 AM

Courier	(2) Ivan Ivanovich Ivanov	
Job type	Move to out	
Store zone 1		Release point
Pickup requests (Pickup request) #142, 4/28/2016	Next to gate 1	
f	Sections	
Pickup requests (Pickup request) #177, 5/4/2016	Release point	
marker7896		
Pickup requests (Pickup request) #195, 5/5/2016		
marker44		
Pickup requests (Pickup request) #252, 5/6/2016		
h		
Pickup requests (Pickup request) #261, 5/7/2016		
marker8753		
Pickup requests (Pickup request) #264, 5/7/2016		
marker33333		

- documents are transferred to the subtype *Transported by courier*.

For task type *Transportation for issue*:

- courier should go round zones in which the documents with the markers printed in its task, and bring picked up according to documents articles/cargoes to the zone of the picked up articles. After placing the documents to the zone of the picked up articles, numbers of picked up articles zones are fixed in paper document;
- after returning to his workplace in the form *Courier monitor* it is necessary to click the button "Unload". In the opened form *Location of pickup list* it is necessary to type personal code of the employee in the field *Courier* or scan a badge barcode. After that, the form displays a list of documents which were transported by the courier:

For each document it is necessary to specify the number of cells from the article picked up zone, where the transported documents were placed to and click the button "Unload";

- after closing of the form the processed documents *Store pickup sheet* and *Cargo store pickup list* from

the subtype *Process of transporting* are transferred to the subtype *Ready for issue*. If for *store pickup* all subsidiary *Store pickup lists*, and for *Request for cargo store pickup* all subsidiary *Cargo store pickup lists* are transferred to the subtype *Ready for issue*, a request is transferred to the subtype *Picked up*.

For task type *Transportation to zone*:

- courier should go round article picked up zones in which the documents with the markers printed in its task, and carry picked up according to documents articles/cargoes to zones;
- after returning to his workplace in the form *Courier monitor* it is necessary to click the button "Unload". In the opened form *Placement of documents of store pickup list* it is necessary to type personal code of the employee in the field *Courier* or scan a badge barcode. After that the list of document will be displayed in the form *Store pickup list* and *Cargo return list*, which were transported by the courier. To finish it is necessary to click the button "Upload";
- after closing of the form the processed documents such as *Store pickup list* from the subtype *Transported by courier* are transferred to the subtype *Process of unpacking*, and *Cargo return lists* to the subtype *Process of acceptance*.

Store issue

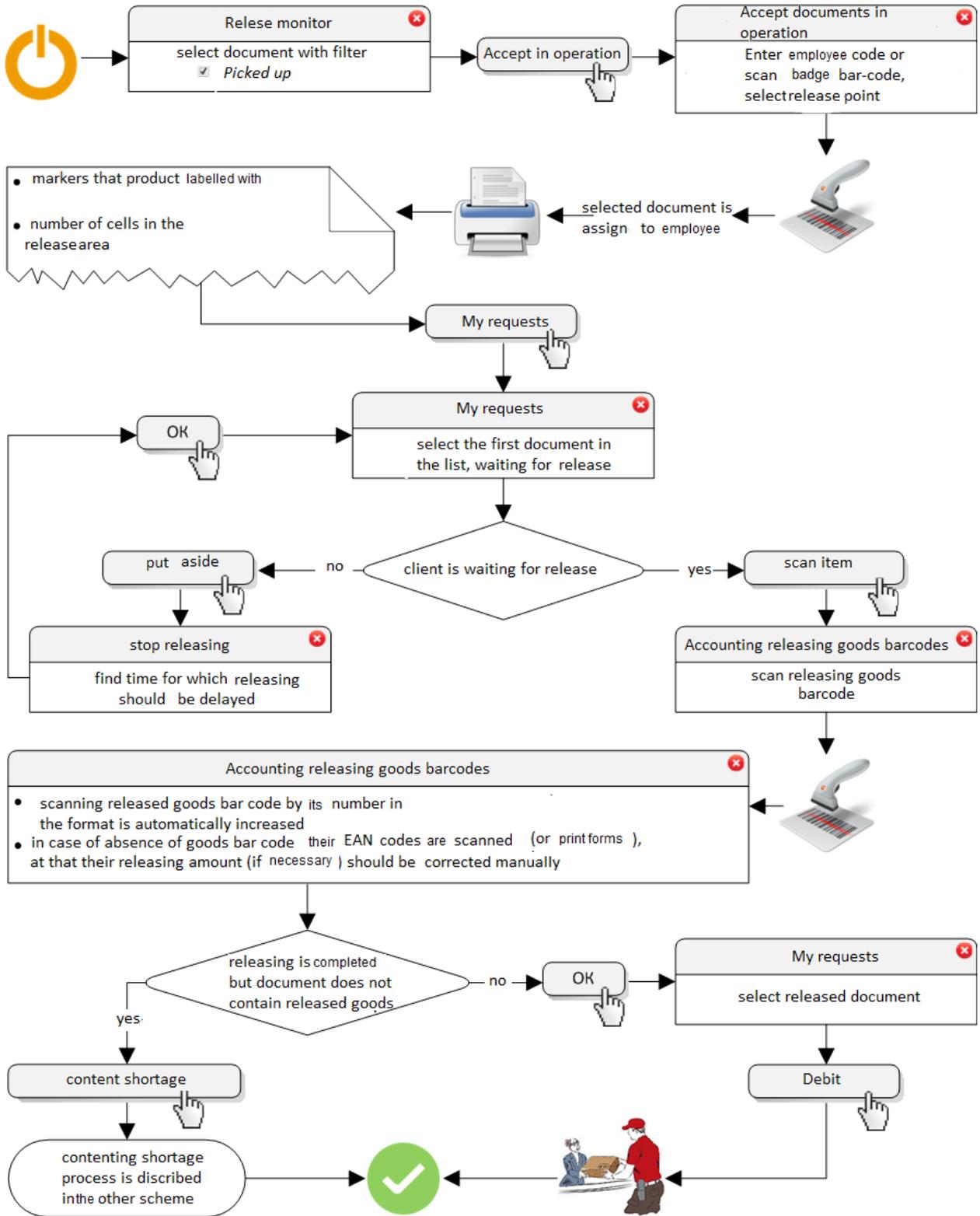
Employee of issue (issuing) should perform the following sequence of actions:

- to select the document from the system;
- to accept it into the operation (from this moment the document is not available to other employees of issue for selection) and to print the task for issue;
- in case of absence of the client, to specify the time in the system, for which the issue should be delayed. At the same time the document is returned to the general waiting list and is available for selection by other employees of issue. Select the following document;
- to transport the article from the article picked up zone to the specified place of issue;
- to scan the article in the process of article issue to the client;
- to record the fact of article receiving by the client by signing of shipping documents;
- to transfer the document in the system to the appropriate subtype;
- to return negative or Overage article if such is available, to the article picked up zone.

The duties of the issuing person include scanning Barcodes shipped from the article store in the process of issuing (only those articles for which the option *Count on barcode* is activated in the system). Scanned Barcodes are recorded in the system in the document *Request for store pickup*. When carrying out the document *Request for store pickup* to the subtype *Issued* the Barcodes are transferred to the original document, and when transferring OD to the subtype PT2, they are deactivated from the store.

Scanning of articles on issue allows to record precisely what barcode left the store, at the same time options of errors are excluded with saving of barcode in the system when picking up articles in zones. For example, a typical error when picking up commodity heading, which is counted on unique Barcodes: an employee of section scanned a barcode of one article, and took another article with another barcode. Thus, the commodity heading is picked up correctly, and in system the barcode was recorded, which in fact was not shipped from the store in this order.

Store issue with PC





To make the operation of issue by the employee of the store the form *Release monitor* is used:

Document identity	Document type	Receiver	Pickup till...	Release p...	Release person	Progress
> 142, 119, 127, 13...	Pickup requests	ZAO "Digital Technolo...	18.04.2016 00:00			85%
119	Pickup requests	ZAO "Digital Technolo...	18.04.2016 00:00			100%
127	Pickup requests	ZAO "Digital Technolo...	20.04.2016 00:00			100%
142	Pickup requests	ZAO "Digital Technolo...	28.04.2016 00:00			50%
136	Pickup requests	ZAO "Digital Technolo...	28.04.2016 00:00			100%
146	Pickup requests	ZAO "Digital Technolo...	28.04.2016 00:00			100%
133	Pickup requests	ZAO "Digital Technolo...	28.04.2016 00:00			100%
139	Pickup requests	ZAO "Digital Technolo...	28.04.2016 00:00			100%

Documents – *Requests for store pickup* and *Requests for cargo store pickup* – are sorted in form by the date to which they should be picked up (*Pick up till...*), and displayed in accordance with the filter settings on the left side of the tool bar:

- *Collected* – brought to issue zone from zones, but the documents which are not accepted in operation in the subtype *Picked up*;
- *Picking up* – documents in the process of picking up at zones of the store or transported by the courier in the subtypes *Process of picking up* and *Picked up*;
- *Accepted* – documents accepted in operation by employees of the issue zone in the subtype *Process of issue*;
- if there are documents that have the same values in the field *Group together*, in the list they are displayed in one line, at the same time at the beginning of a line instead of a document number the symbol ">" is shown, by clicking on which the list of all current documents opens for this receiver in the subtype *Picking up* and *Picked up*;

Current state of pickup is displayed in % for documents. It is possible to accept in operation only completely ready documents, and one employee can accept in operation directly several documents at the same time. If in operation the group of documents is accepted, only completely ready documents of the group will be accepted.

To start operation it is necessary to select the document or a group of the documents from the list (group of documents can be selected only entirely) and click the button "Accept in operation". In the opened form *Accept documents* the employee should:

- type his code in the field *Employee* or scan a badge barcode;
- *Release point* (in certain cases it can be set automatically) is selected by the employee.

After clicking the button "OK" for selected document (of all picked up documents of the group):

- in the field *Release person* the code of the current employee is put down;

- in the field *Release point* the value selected by the user is put down (if it was changed);
- Document is transferred to the subtype *Process of issue*;
- the *Task for release* is printed, in which for each document markers and number of cells of issue zone of the picked up articles are specified:

Task for release 10.07.2016 23:08:57

Receiver:
 Release point:
 Pickup till: 7/10/2016 11:08:57 PM
 Release person:

Further work is carried out with the documents accepted in operation by the employee in the form *My requests* available by clicking the button of the same name:

...	Document identity	Docume...	Pickup till...	Release point	Receiver	Scanned
<input type="checkbox"/>	110	Pickup r...	12.04.2016 00:00	Release point 1	ChP Petrov	0%
<input type="checkbox"/>	113	Pickup r...	14.04.2016 00:00	Release point 1	ChP Petrov	0%
<input type="checkbox"/>	119	Pickup r...	18.04.2016 00:00	Release point 1	ZAO "Digital Technology"	0%
<input type="checkbox"/>	127	Pickup r...	20.04.2016 00:00	Release point 1	ZAO "Digital Technology"	0%
<input type="checkbox"/>	136	Pickup r...	28.04.2016 00:00	Release point 1	ZAO "Digital Technology"	0%
<input type="checkbox"/>	146	Pickup r...	28.04.2016 00:00	Release point 1	ZAO "Digital Technology"	0%
<input type="checkbox"/>	133	Pickup r...	28.04.2016 00:00	Release point 1	ZAO "Digital Technology"	0%
<input type="checkbox"/>	139	Pickup r...	28.04.2016 00:00	Release point 1	ZAO "Digital Technology"	0%

After the employee adds his code in the field *Employee* or scans a badge barcode, the documents accepted in operation by him will be displayed in the form. Documents are sorted by priority flag and by date to which they should be picked up (*Pick up to...*).

If the client is absent in issue zone, *My requests* it is necessary to select the document accepted in operation and click the button "Postpone" in the form. In the opened form *Postpone documents* it is necessary to fill in the following data:

- *Postpone reason* of issue is put down automatically and can be changed if necessary;
- in the field *Postpone for time* it is specified how many minutes it is necessary to postpone issue of articles according to the document;

Postpone documents: 113

Postpone reason:

Postpone time, min: 10 15 30 45 60 90 180 300

specify the date

OK Cancel

- if issue is postponed to other date, changes are added into the field *Postpone the date* (for this purpose it is necessary to click the left button to the link *to specify the date*).

After clicking the button "OK" in the system:

- in the field *Pick up to* of the document *Request for pickup* time is changed – time is added, specified in the field *Postpone the issue* (or field value is put down *Postpone the date*, if it was changed);
- Information on what time, what reason and who postponed the issue, is added to the comment of the document;
- document is transferred to the subtype *Picked up*, and code of the current employee is deleted from the field *Issuing person*. In the form *Monitor of issue* the given document can be found on the filter *Picked up*.

If the client is present in issue zone, the employee should replace the article from the specified cells to the specified issue place. Then, in the form *Pickup requests* it is necessary to select the document and click the button "Scan article". In the opened form *Barcodes* the list of articles of the document is displayed with specifying of quantity which needs to *To issue*, and quantity which is already *Issued*:

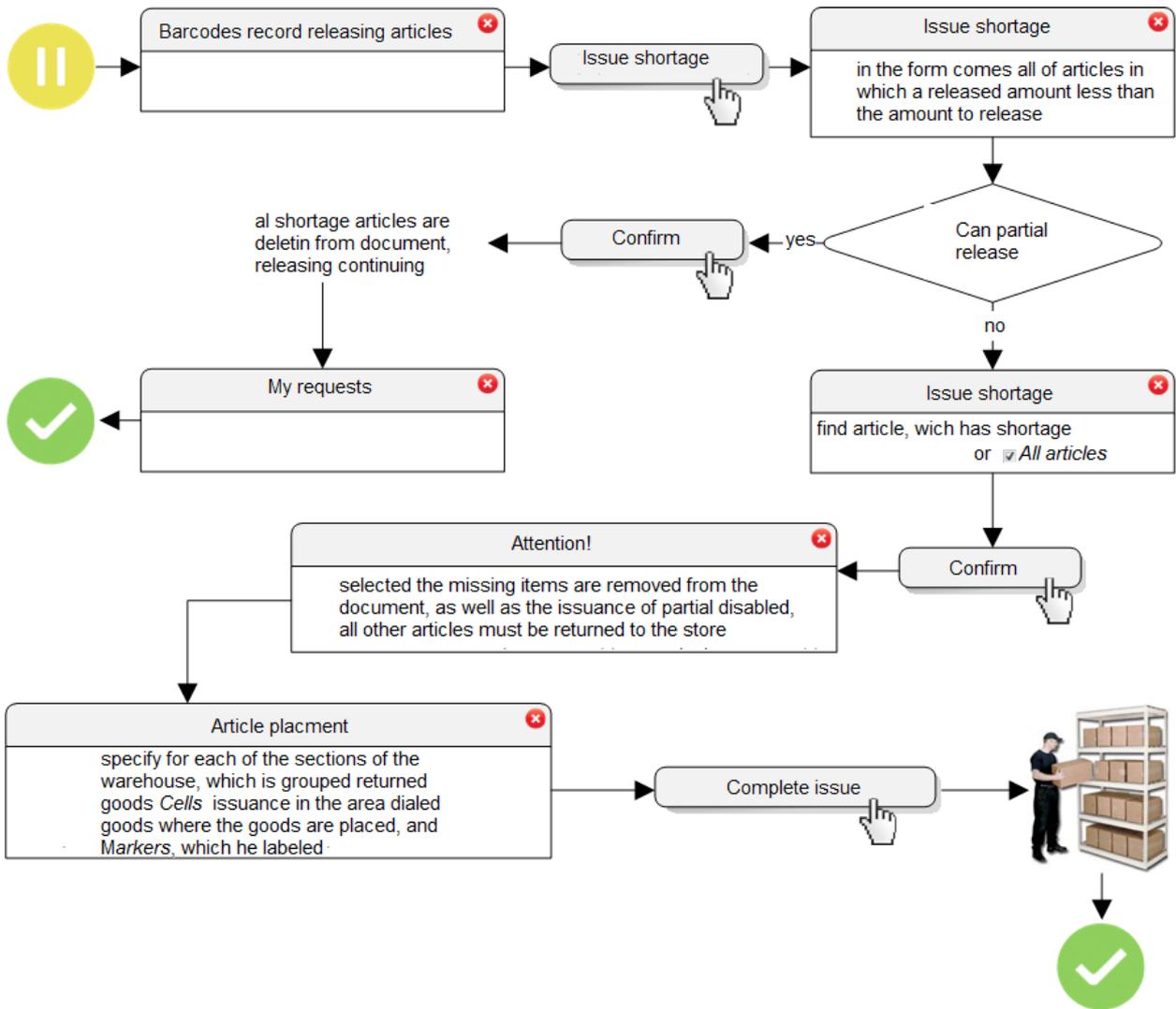
In the form *Barcodes* it is necessary to scan Barcodes of all article, issued according to the document:

- for article which are counted on Barcodes, the serial number is scanned. When scanning in the field *Issued* quantity automatically increases on 1, it can not be changed;
- for articles which are not counted on Barcodes, EAN-code is scanned from article or article barcode in the paper document, if EAN-code at the article can not be scanned. In the field *Issued* the quantity which needs to be issued according to the document is put down automatically. It can be reduced, if necessary;
- if the quantity *Issued* in any way is more than it is necessary to issue on the document, an error message is given. In this case the *Overage* quantity of the article returns to the section;
- flag removal *Show all articles* over their list allows to hide completely the issued articles from the list;
- By clicking the button "OK" scanned Barcodes are recorded to the table part *Barcodes* of the document *Request for store pickup*.

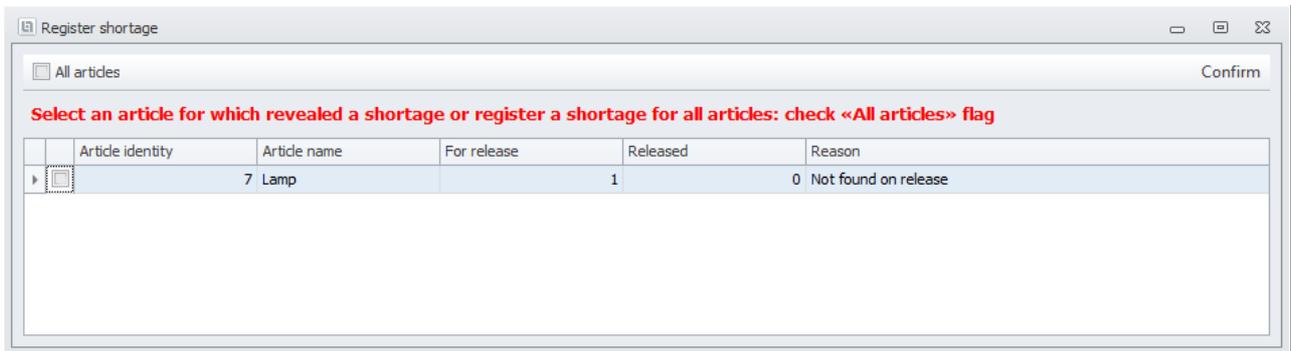
After the articles are completely scanned, it is necessary to select the document accepted in operation in the form *My requests* to issuing person, to click the button "Deactivate" and confirm the deactivation. Thus in the system:

- documents *Request for store pickup* are transferred to the subtype *Issued*;
- the original document is transferred to the subtype PT2.

If in the process of issuing when scanning the articles in the form *Accounting of Barcodes of issued articles* shortage is revealed, the issuing person has to click the button "Register the shortage":



In the opened form *Register shortage* articles are displayed, which field value *For release* is less than field value *Released*:

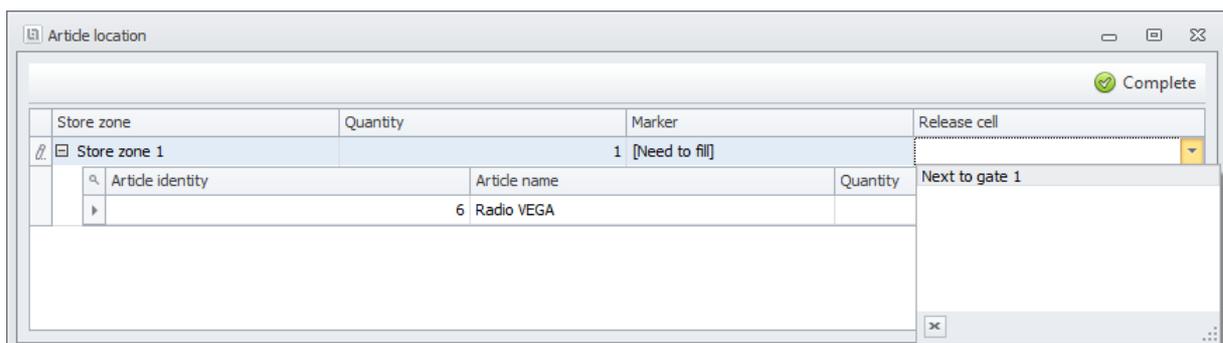
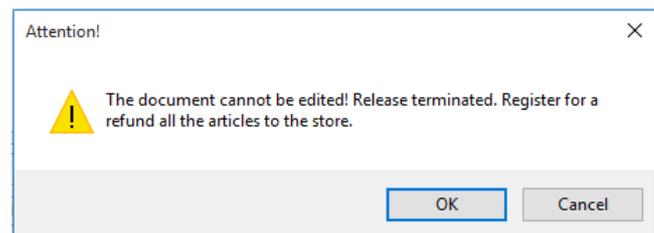


- for articles *Reason* excluded from the document "Not found on release" is specified automatically, which can be changed by the employee if necessary;
- if for the document **Partial release is allowed**, all articles from the list are registered automatically to the shortage, i.e. for such document it is necessary to register the shortage only after scanning of Barcodes of all articles;

- if for the document **Partial release is forbidden**, it is possible to register the shortage directly in case of its detection even if Barcodes of all articles were not scanned yet. For such documents it is possible:
 - to select specific article on which the shortage was found by a flag in the first column of the table;
 - to register all articles from the list to the shortage by setting the flag *All articles* in the control panel, if the Barcodes of all articles were scanned and included in the list only missing one.

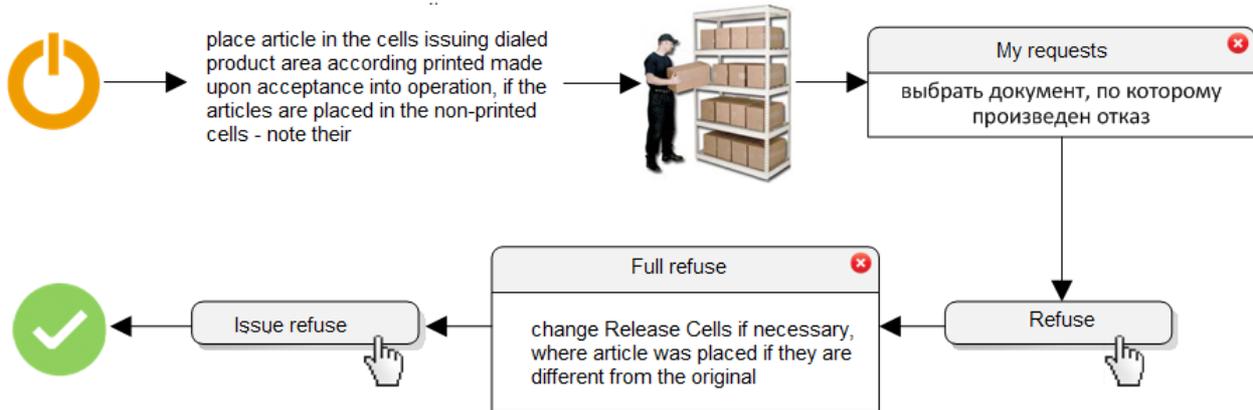
To finish the registration of shortage it is necessary to click the button "Confirm", at the same time in the system:

- if **Partial release is allowed**:
 - the quantity of articles in table part *Articles* of the document *Request for store pickup* is decreased and added to table part *Deleted articles*;
 - similar changes are made in the original document (in the subtype PT1);
 - the document *Store inspection* is created in the subtype *Recount*, that reserves all articles which shortage is found;
 - after that the form *My requests* is opened and issue is continued;
- If **Partial release is forbidden**:
 - the message on finish of issuing and need to return all article to the store is given;
 - if in the form *Register the shortage* the flag *All articles* was activated, shortage for all articles from the list of the form is registered, otherwise – only for selected article in the list;
 - articles for which shortage is registered the quantity is reduced in the table part *Articles* of the document *Request for pickup* (or they are completely deleted in case of shortage of the total number) and added to the table part *Deleted articles*;
 - similar changes are made in the original document (in the subtype PT1);
 - the document *Store inspection* is created in the subtype *Recount*, that reserves all articles which shortage is found;
 - the form *Articles location* is opened, in which a list of zones are displayed, where it is necessary to return the articles:



- releasing person has to sort the articles in a separate packaging for each section, to place the markers on the packaging and place them in the picked up article zone;
- for each section in the form *Placement of article* in the appropriate field it is necessary to specify *Marker* and *Cell of issue* in the picked up article zone in which it was placed;
- by clicking the button "Complete" in the form *Articles location* in the system:
 - current document *Request for store pickup* is transferred to the subtype *Problem at release*;
 - the original document is transferred to the subtype PT3;
 - the document *Request for store pickup* in the subtype *For parse* is created with subsidiary *Store pickup sheets* to the subtype *Refusal*.

To register the complete return of the document the employee should:

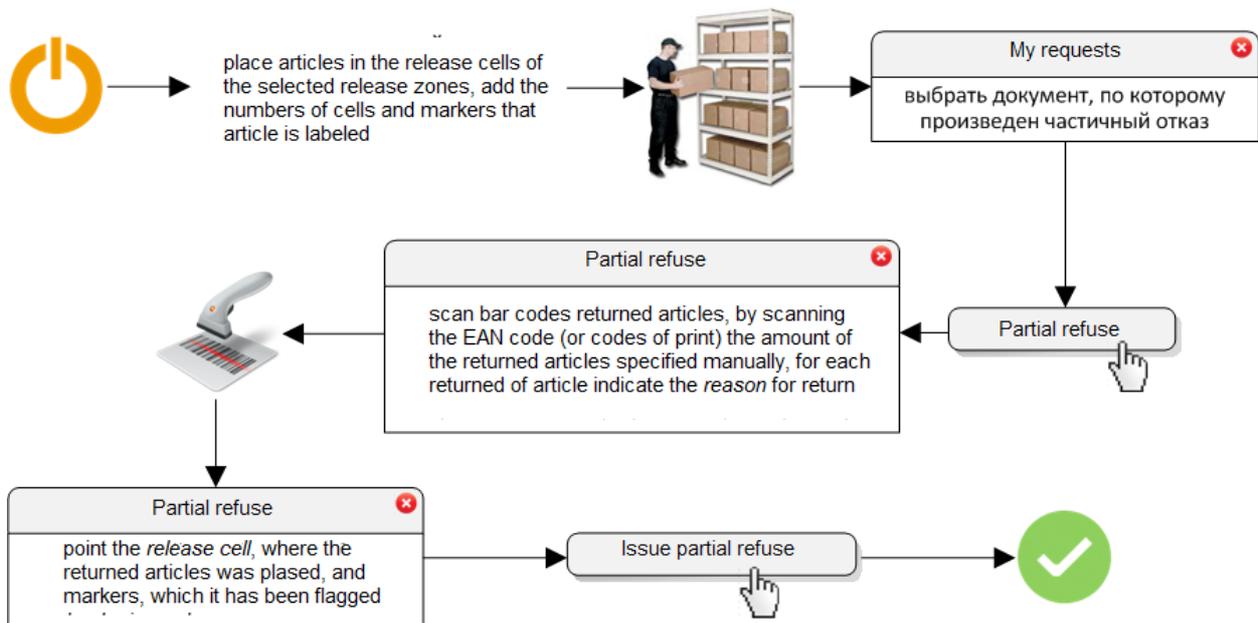


- place article in cells of picked up article zone, if it was moved from there to the place of issue. Article is placed in the cells specified in the task for the issue or, if they are occupied, new cells are fixed in the task;
- in the form *My requests* it is necessary to select the document accepted in operation and click the button *Refusal*. In the opened form *Total refusal* numbers of *Markers* of picked up article and *Cells of issue* are displayed in picked up article zone where it is placed. Cells can be changed, if necessary:

Store zone	Marker	Release cell
Store zone 1	marker55555	Next to gate 1

- when the distributing articles in zones it is possible to define the packaging markers, where it was put (if the article was taken out of the packaging), with the help of form *Search of a marker on article barcode*, which is opened by clicking the button "Find a marker". It is necessary to scan a barcode of the article in the form to determine the marker;
- when clicking the button "Register the refusal" the document *Request for pickup* is transferred to the subtype *For parse*, all its subsidiary documents *Pickup sheet* is transferred to the subtype *Refusal*;
- the original document is transferred to the subtype PT3.

To register a partial return of the document the employee needs to select a document accepted in operation in the form *My requests* and click the button "Partial refusal":



If the partial issue for the document is allowed (otherwise the partial return is impossible), the form *Partial refusal* will be opened:

Partial reject from articles

Pickup requests (Release) #133, 4/28/2016

Find marker... Register partial rejection

Article name
MotherBoard 3

Barcode
ArticleID77

Scan article

Store zone	Quantity	Marker	Release cell
Store zone 1	1 [Need to fill]		[Need to select]
Article identity	Article name	Barcode	Quantity
77	MotherBoard 3	-/-	1 [Need to select]

- to scan a barcode of the returned articles;
- for articles which are not counted on Barcodes, EAN-code or a barcode from the document is scanned. At the same time it is also necessary to add the quantity of the returned articles. The added quantity should not exceed the quantity of articles in the document (that is an error);
- in the table part of the form, each unit of the returned article is displayed in a separate line, because for each line it is necessary to specify the *Reason* for return;
- for each section to which it is necessary to return articles, *Marker* and *Cell of issue* should be specified in the picked up article zone in which the article was placed;
- when the distributing articles in zones it is possible to define the packaging markers, where it was put (if the article was taken out of the packaging), with the help of form *Search of a marker on article*

barcode, which is opened by clicking the button "Find a marker". It is necessary to scan a barcode of the article in the form to determine the marker;

- by clicking the button "Register the partial refusal" in the system:
 - article are deleted from the current document *Request for pickup*;
 - articles are also deleted from the original document with specifying of the reasons of deleting;
 - new document *Request for store pickup* in the subtype *For parse* for which the subsidiary documents are also created *Store pickup sheet* in the subtype *Refusal* for each section.

Sort out

Sort out is initiated in case of the receiver refusal from part or all articles according to the document and also if in case of the document collect according to which partial release is forbidden, any article was not found. At the same time:

- Articles that are already collected according to the document (child *Pick up Lists*) are carried by a courier from the release zone back on zones;
- zone employee:
 - the further article collect according to this *Pick up Request stops*;
 - the articles brought by the courier are checked;
 - after article check its acceptance in a zone with layout on storage locations is carried out;
 - Upon completion of the article distribution the document *Pick up List* is transferred to the subtype *Unpicked up*.

Sort out with PC

For parse operation by the store employee *Zone Acceptance Monitor*, explicitly described in the section [Acceptance Store Zone PC](#).

Stock inspection

Store inspection is the process of conversion of actual residuals of articles and the subsequent comparing of the received data results of the system.

The store has the following types of store inspection:

- planned - it is a recount of all the articles once at a certain period of time, for example, quarterly without stopping operation of the store.
- preventive – recount of the articles, which often cause problems (theft or re-grading). These articles are present also at the planned store inspection, but for prevention of problems with them it is advisable to count them more often;
- store inspection event - this store inspection is tied to the event, which was recorded in the system. Recount is made for those articles, which caused problems at the store when picking up them (could not be found, found less, etc.);
- global - the store does not produce receiving and shipment of the articles, a complete recount of each shelf, rack, section is carried out.

Methods of store inspection by:

- commission (consisting of two or more people) or responsible for the storage of commodity stocks and supplies on a paper document, where actual residual on the found articles is recorded;
- responsible person for storage of commodity stocks and supplies on the electronic document using a barcode scanner, at the same time the scanned Barcodes are accounted.

In documents of store inspection (paper or electronic) the current values of article residuals can not be displayed to the discretion of the head of unit (of the store, company).

Before store inspection the employee should be convinced that there are no documents in the system, affecting on article residuals in the store:

- all the documents *Acceptance request* are accepted (are in the subtype *Accepted*);
- all the documents *Request for store pickup* are issued (are in the subtype *Issued*).

For carrying out of store inspection at the store the following tools are used in the system:

- Document Journal [Stock inspection](#);
- [Zone remains](#);
- Document Journal *Store inspection of Barcodes*;
- *Store emergency article labeling*.

Stock inspection

To start inspection it is necessary to create the new document in the journal [Stock Inspection](#) In the subtype *Count*. In the header it is necessary to specify:

- *Store* and *Section* is inspection place;
- *Carried out* – the store employee who is responsible for processing of the inspection result and data transfer into the system;
- *Counted* – the store employee who is responsible for physical count of articles.

Then it is necessary to add articles to the table part of the document. The following options of adding are available:

- manually by clicking  in a tool-bar of the table part;
- by import of articles from the Microsoft Excel file using the command *Import from Excel* when the document is saved;
- By all articles adding (or articles of the selected category) which are stored in this zone using the command *Add Zone Articles...* when the document is saved.

When articles were added the current remains in the field *Quantity* are calculated automatically for them.

Upon completion of article adding it is necessary to print a printing form *Stock inspection*: In addition to the complete article list of the table part with estimated remains in the field *Quantity*, the list of selection and store cells where it should be looked for is printed for each article:

Stock inspection (Counting) #939, 06.05.2016			
Inventarization date: 06.05.2016			
Store: Store			
Inspection responsible: Ivanov Ivan Ivanovich			
Count employee: Petrov Petr Petrovich			
ID	Name	Quantity	Fact quantity
491965	Processor B2	4	
Cells: [1-1-1-8]			
491964	Memory module A2	2	
Cells: [1-1-1-2], 1-1-1-5			
491966	Video module	2	
Cells: [1-1-1-5]			
491967	Processor	1	
Cells: [1-1-1-2]			
491968	Mother board 75	2	
Cells: [1-1-1-1], 1-1-1-4			
Count: _____ /Petrov petr Petrovich/		Employee ID: 15 5/6/2016 7:01:58 PM	

Being guided by the printed document the employee who is responsible for article count shall find the article in the specified cells and to enter actual remains in the field *Quantity*. Upon count completion and signing of the document it should be transferred to the responsible employee for inspection.

The employee who is responsible for inspection transfers the actual remains to the document *Stock Inspection* in the appropriate field of the table part. When the document was saved in the system:

- delta between *Quantity* and *Fact quantity of an article is defined*;
- negative delta is put down in the field *Overage* (without any sign);
- positive delta is reserved and in case of successful reserve is put down in the field *Shortage (Reserve)*;
- article quantity which did not manage to be reserved is put down in the field *Shortage (without reserve)*. An icon also appears in a line of this article in a column without a title ;
- *Amount* of shortages is calculated at retail *Price* and *Amount* of Overages is according to the basic price;
- based on the relevant data of the table part *Amounts* of shortage and *Overage* of the document header are filled.

Shortage (without reserve) demonstrates that there are documents reserving the article, which reserve is not provided with articles at the store. Such documents should be processed. For this purpose it is necessary twice to left-click an icon . In the opened form the list of all documents reserving the articles is output. For each document *Quantity* of this article reserved by the document is displayed. (At a choice of the employee) it is necessary to delete summary article quantity from documents, equal to *Shortage (without reserve)* of the inspection document. If documents totally reserve 10 articles and *Shortage (without reserve)* is equal to 3 articles, it is necessary to delete from the documents 3 articles. The choice of documents is defined by policy of the company. For example, it can be documents with the recent *Creation Date* or documents with *Quantity* of articles that does not exceed *Shortage (without reserve)* and is the closest to it on value.

After refund in the document *Store Inspection* and its save, the system tries to reserve repeatedly

article quantity, equal to *Shortage (without reserve)*. In case of successful reservation number *Shortage (without reserve)* increases by all value of *Shortage (without reserve)*, otherwise for the article the icon  and the number of shortage that did not manage to be reserved will again be displayed.

When all shortages are reserved by the document, it is necessary to execute over it the command *Calculate Inspection*. At the same time in the system:

- Shortage are written off the store remains, increasing an Stocktaking agent debt by the appropriate amount;
- Overages are credited on the store remains reducing an Stocktaking agent debt by the appropriate amount;
- The document from the subtype *Countis* transferred to the subtype *Executed*;
- the paper document after inspection can be scanned and attached to electronic or to send to archive.



It is impossible to delete the document *Stock Inspection* in the subtype *Executed* . If the document was carried out to the subtype *Executed* erratically, for adjustment of the inspection result it is necessary to create a new document.

Barcode stock inspection

To start barcode inspection it is necessary to create the new document in the journal [Barcode Stock Inspection](#) in the subtype *Scanning*. In the header it is necessary to specify:

- *Store* is inspection place;
- *Responsible Employee* is a store employee who is responsible for scanning article Barcodes;
- *Article* is an article which Barcodes will be enumerated. It is possible to select only articles that are accounting on unique or non-unique Barcodes.

For the selected article the system displays *Stock Article Remain* at the date of the document.

Further the employee should find this article at the store and to enter manually or to scan a barcode of each article in the field *Enter a Barcode* in the tool-bars of the table part *Scanned Barcodes*. At the same time in the system:

- the scanned barcode is added to the table part *Scanned Barcodes* (if such code there is no any more);
- *Quantity of Barcodes* for articles that are accounting on unique Barcodes will be always equal to one. For articles that are accounting on non-unique Barcodes the *Quantity value* will increase by one in case of each scanning the same non-unique barcode;
- If the scanned barcode was not registered in the system before, it will be indicated **with green** color;
- general quantity of the scanned Barcodes is displayed in the lower right corner of the table part in the field *BC Quantity*.

When all Barcodes are scanned, it is necessary to execute over the document the command *Carry Out Barcodes*. At the same time in the system:

- all new Barcodes added to the system as a result of inspection are copied into the table part *Added Barcodes* and credited on the *Store*;
- all not found Barcodes which were registered in remains at the *Store* but were not scanned in case of inspection are added to the table part *Written off Barcode* and written off the *Store*;
- The document from the subtype *Scanning* is transferred to the subtype *Executed*.

Difference of article and barcodes

It is possible to find all articles in the store, at which residual differs from summary barcode difference, by means of the command [Store difference of articles and barcodes](#). On the basis of the content of this list, it is possible to make a decision on need of carrying out inventory of Barcodes.

For this purpose in the form *Store difference of articles and Barcodes* it is necessary to specify *Store*, in which store difference are checked with Barcodes difference, and press the button "OK". In the created report all articles which numerical residual in the selected store (*Quantity of articles*) is not equal to the total number of Barcodes differences (*Quantity of Barcodes*).

Barcode history

It is possible to trace all way of the specific article unit, identified by a barcode, inside the company by means of the command [Barcode history](#). With its help it is possible to clarify whom these article came from, in what store documents it was figured, when it was spent, etc.

For this purpose in form *Barcodes history* it is necessary to select the *Store*, movement history on which it is necessary to look through, add or scan the *Barcode* article and press the button "To form". Documents will be displayed in the list of form, that meets the added *Barcode*. In addition to *Description* and *Date of operation* for each document it is shown what employee worked with it. For the delivery document, for example it will be the agent, for the Acceptance request – commodity expert, List of collection – employee of storage section, Request for store pickup - employee of issue, etc.

Each document can be opened by left double clicking of the button.

Emergency article labeling

When pickup or issue the article was found that is not in the system when scanning a barcode, but the actual remains of the articles match the system data, the user can debit the barcode to the store. This operation is run by the command [Store emergency article labeling](#).

For debiting a barcode in the form *Store emergency article labeling* the employee should indicate:

- *Store* – a store in which the articles with an unknown barcode to the system are found;
- *Article* – article which barcode is not found in the system. Selecting of the article is carried out by adding its code in the field *Adding* or by scanning of EAN-code. Found article by adding attributes is displayed in the field *Article on a code*. If found article is not accounted on unique or non-unique Barcodes, the system will generate an error;
- *Quantity* – credited quantity of Barcodes:
 - for articles which are accounted on unique Barcodes, *Quantity* is always equal to one, and it can not be changed. If for such articles two Barcodes unknown to system are found, for their adding it is necessary to repeat operation of store emergency article labeling twice;
 - for articles which are accounted on non-unique Barcodes, the value *Quantity* is also equal to one by default, but it can be changed if it is necessary to credit more quantity of Barcodes;
- *Barcode* – credited barcode.

After clicking the button "OK" as a result of the successful command running the added *Barcode* in specified *Quantity* is credited for the selected *Article* to the specified *Store*.

Barcodes write off

It is possible to write off article Barcodes which remains at the store are actually equal to zero using the command [Write off Barcodes](#).

For this purpose in the form *To Write off Barcodes* the employee should select a *Store* from which it is necessary to carry out write off and to click OK. At the same time in the system:

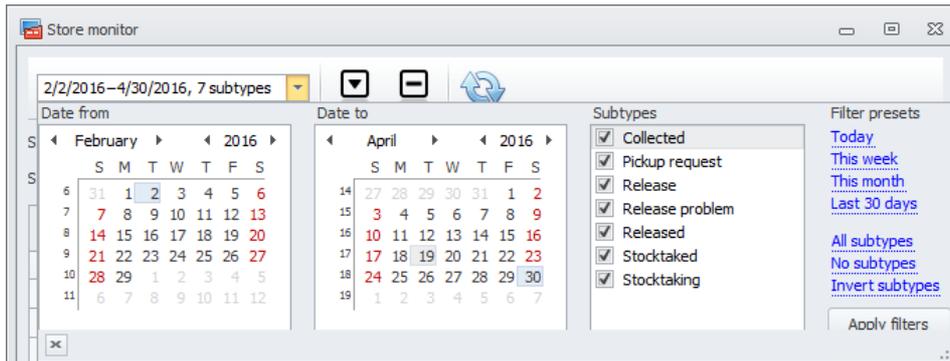
- for each article that is accounting on Barcodes (unique or non-unique) which remains at the specified *Store* are equal to zero but it has barcode remains, a separate document is created [Barcode Stock Inspection](#);

- in the document an employee of the current user is specified as *the Responsible Employee*;
- Found Barcodes are added to the table part *Written-off Barcodes*;
- the document is carried out to the subtype *Executed*;
- a message about successful if documents were created or ineffectual command execution is sent to the user.

Store monitor

Store monitor allows to trace a current state of article pickup and cargo at the store.

In the upper part it is possible to set the filter on states of requests for store pickup:



The field Store is mandatory for filling, and Section allows to limit viewing of a state to specific section. All Requests for store pickup and Store pickup sheets bound to them are shown below:

State	Request identity	Reciever	Date	Pickup till date	Release person	Release point	Progress
Pickup request	119	ZAO "Digital Tec...	4/18/2016	4/18/2016	[EditValue is null]	[EditValue is null]	100%
Release	110	ChP Petrov	4/18/2016	4/12/2016	Ivan Ivanovich I...	Release point 1	100%
Release	113	ChP Petrov	4/18/2016	4/14/2016	Ivan Ivanovich I...	Release point 1	100%
Released	65	GAZ 2705	3/31/2016	3/2/2016	Yury Alekseyevic...	Release point 1	100%
Marker State Pickup list identity Picker Courier Release cell Store zone: Store zone 1 fg Ready for release 66 Yury Yury Next to gate 1							
Released	104	ZAO "Digital Tec...	4/14/2016	4/14/2016	Ivan Ivanovich I...	Release point 1	100%
Released	83	ZAO "Цифровые...	4/11/2016	4/11/2016	Ivan Ivanovich I...	point 3	100%
Stocktaking	122	ZAO "Digital Tec...	4/18/2016	4/14/2016	Ivan Ivanovich I...	Release point 1	100%
Marker State Pickup list identity Picker Courier Release cell Store zone: Store zone 1 marker233 Refusal 123 Next to gate 1							
Release problem	107	ZAO "Digital Tec...	4/18/2016	4/14/2016	Ivan Ivanovich I...	Release point 1	100%

The monitor contains the following information:

- State - a subtype of the request for store pickup;
- Request identity - contains a code of the request for store pickup. Double click allows to open the document;

- Receiver - a name of document receiver;
- Date - Date of the document;
- The field "Pick up till date"- edited, allows to change the date to which it is necessary to pickup the document. It is taken from the original document by default;
- Release person - the name of an issuing person, it is possible to assign it compulsorily;
- Release point - place of issue, it is possible to assign it compulsorily;
- Progress - store pickup percentage at the store;
- Store pickup sheets - to each request for store pickup one or more store pickups correspond to each section of the store, to which it is necessary to pickup the article or cargo:
 - Marker - section in which the store pickup is carried out;
 - State - a subtype of the store pickup sheet;
 - Pickup list identity - pickup list number, double click allows to open a store pickup sheet;
 - Picker - a name of an employee who picking up/picked up the appropriate store pickup sheet;
 - Courier - a name of a courier, transporting the article for issue;
 - Release cell - a cell of issue zone. Cell which the picked up article are stored in.

Store simplified

The simplified diagram is intended for automation of small stores and one employee can execute the majority of store operations. Nevertheless, the diagram is based on general mechanisms of store automation and requires their knowledge and understanding.

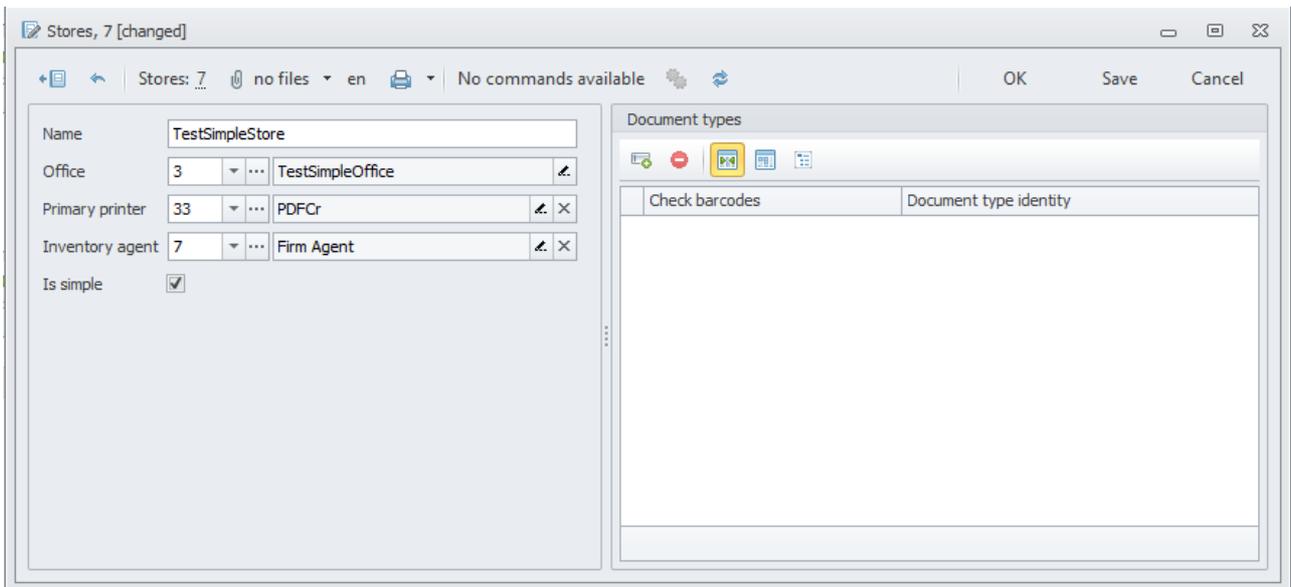
Main differences:

1. All procedures are for performing operations directly from documents and do not require use of store monitors.
2. Accounting procedures assume to use hand input of Barcodes or to use Barcodes scanners connected in rupture of the keypad.
3. All procedures try to use values by default and to hide optional stages.

The following procedures are simplified:

- Income
- Release

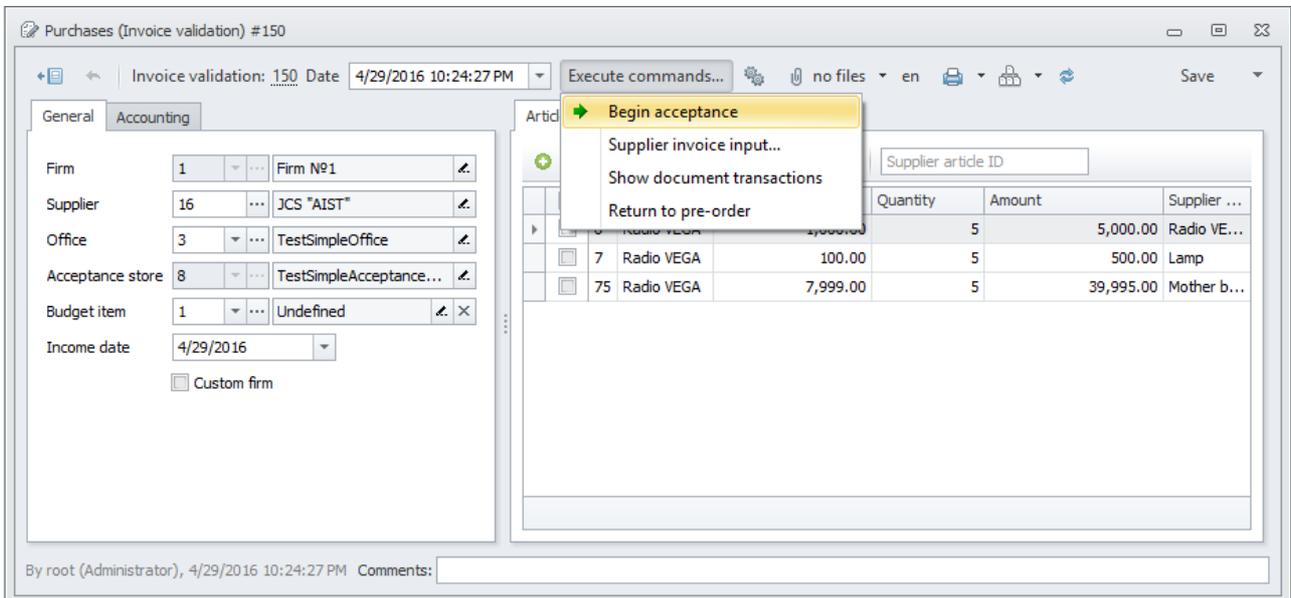
The simplified diagram if the appropriate flag is turned on at the store:



Such store can have only one zone and one store cell.

Simple purchase

In the simplified diagram income of all documents begins the command *Begin acceptance*:



When the command is executed if income is carried out on the store acceptance, bound to the storage marked as simplified, then the document of the acceptance request, to the place of income by default will be created. The employee of the current user will be specified as the receiving commodity researcher. In the acceptance monitor such document will be displayed as accepted in operation.

The command also will print two printing forms on the printer by default for the employee of the current user:

- Informati in the table for income

- Acceptance Request

Upon termination of delivery quality check the commodity researcher shall execute the command *Complete articles check*.

The command will show the form for data entry about quality:

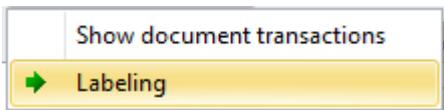
Article identity	Article name	Quantity	Fact	Defect	Overage	Shortage	Comments
6	Radio VEGA	5	0	0	0	5	
7	Lamp	5	0	0	0	5	
75	MotherBoard 1	5	0	0	0	5	

For a store with the simplified income diagram the command will credit articles to the store of income and spoilage according to the specified parameters.

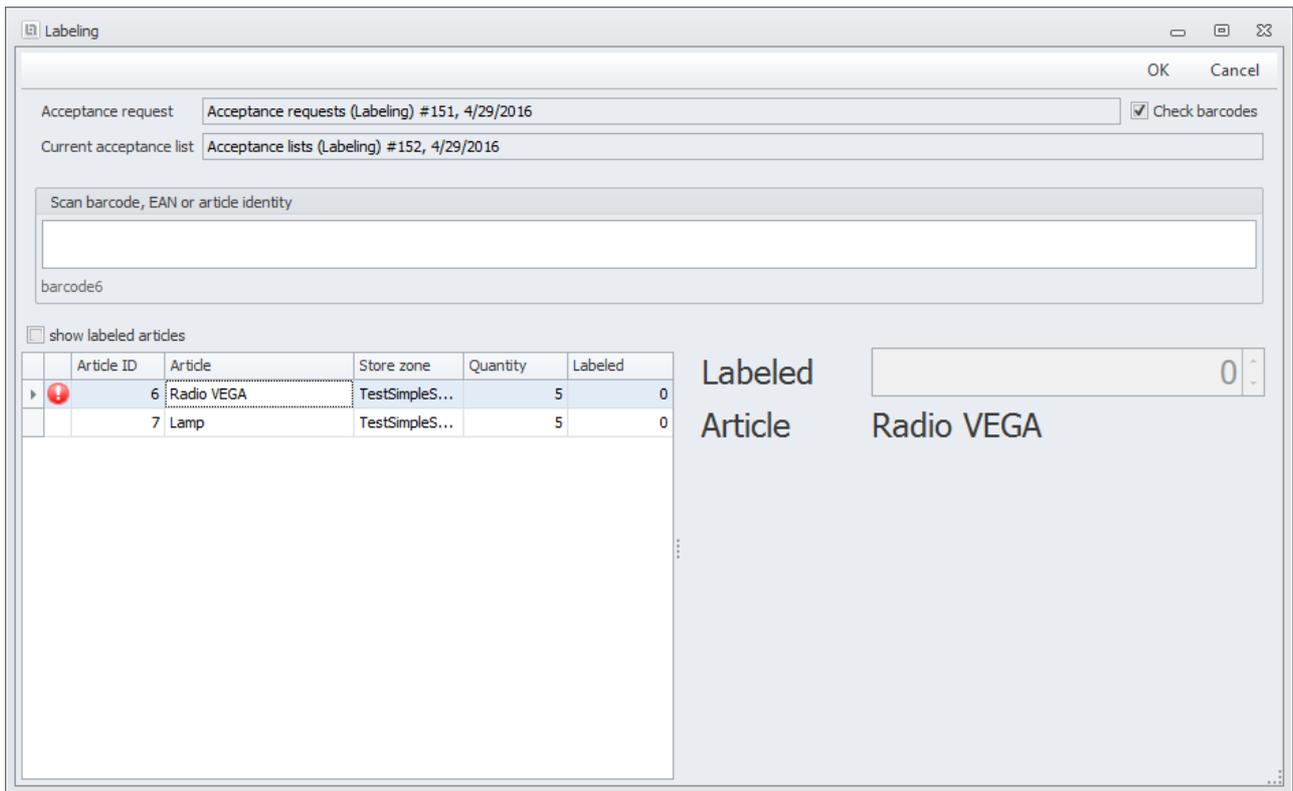
If the article is accounting on a barcode or the article does not have mass-dimensional characteristics, process will pass to labeling stage.

If the article does not require labeling, all its parameters are entered into system, process will pass directly to a layout stage.

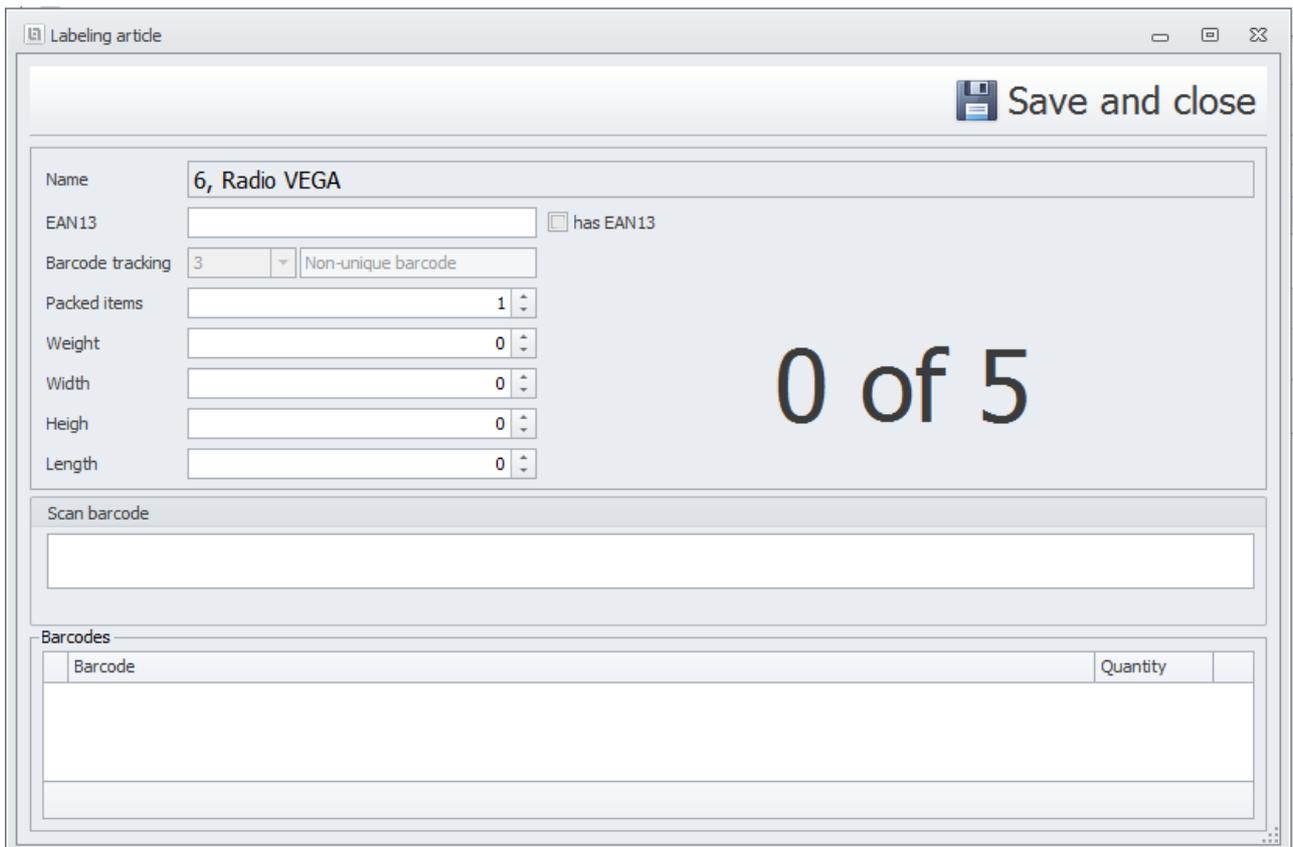
For labeling it is necessary to start the command *labeling*:



The command has a parameters form:



In this example mass-dimensional parameters are not set for articles, it is possible to specify them in the appropriate form which is available by double click in the line with articles:



These articles are not accounting on a barcode therefore after input of mass-dimensional parameters it will be considered as labeled:

show labeled articles

	Article ID	Article	Store zone	Quantity	Labeled
▶	6	Radio VEGA	TestSimpleS...	5	0
	7	Lamp	TestSimpleS...	5	0
	75	MotherBoard 1	TestSimpleS...	5	5

For an article which is accounting on a barcode it is necessary to select this article from the table (by double click or having scanned its EAN code, or having scanned a special barcode in the printed form of the Income Request) and in the opened form to begin to enter a barcode into the appropriate field:

Labeling article

Save and close

Name: 75, MotherBoard 1

EAN13: has EAN13

Barcode tracking: 2 No barcode

Packed items: 1

Weight: 20

Width: 15

Height: 30

Length: 152

5 of 5

Scan barcode

Barcodes

Barcode	Quantity
▶ 00000000000000000001	5 ✖

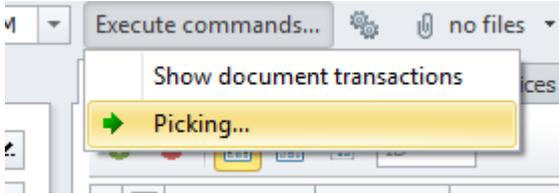
For the articles that have unique Barcodes, Barcodes with quantity 1 will be added, for non-unique - with quantity that equals to the ordered quantity. If necessary it is possible to reduce quantity in the table of Barcodes.

Upon termination close windows by clicking "Save and Close" and Ok.

For the end of article income execute the command Articles Sort Out.

Simple release

In the simplified diagram of the store control pickup and release of all documents begins the command *Picking*:



In the command is executed the *Pick up Request* will be created and the document will expect processing of articles at the store (for the document Sale - in a status Pick up). As well as in the complete store diagram, it is possible to track the pickup status through Store Monitor. When the command is executed at the store with the simplified processing, pickup request will be printed on the printer specified in the store wherein pickup will be carried:

Pickup request 1



Store:

Receiver:

Date: 7/11/2016 12:24:48 AM

Release person:

Release point:

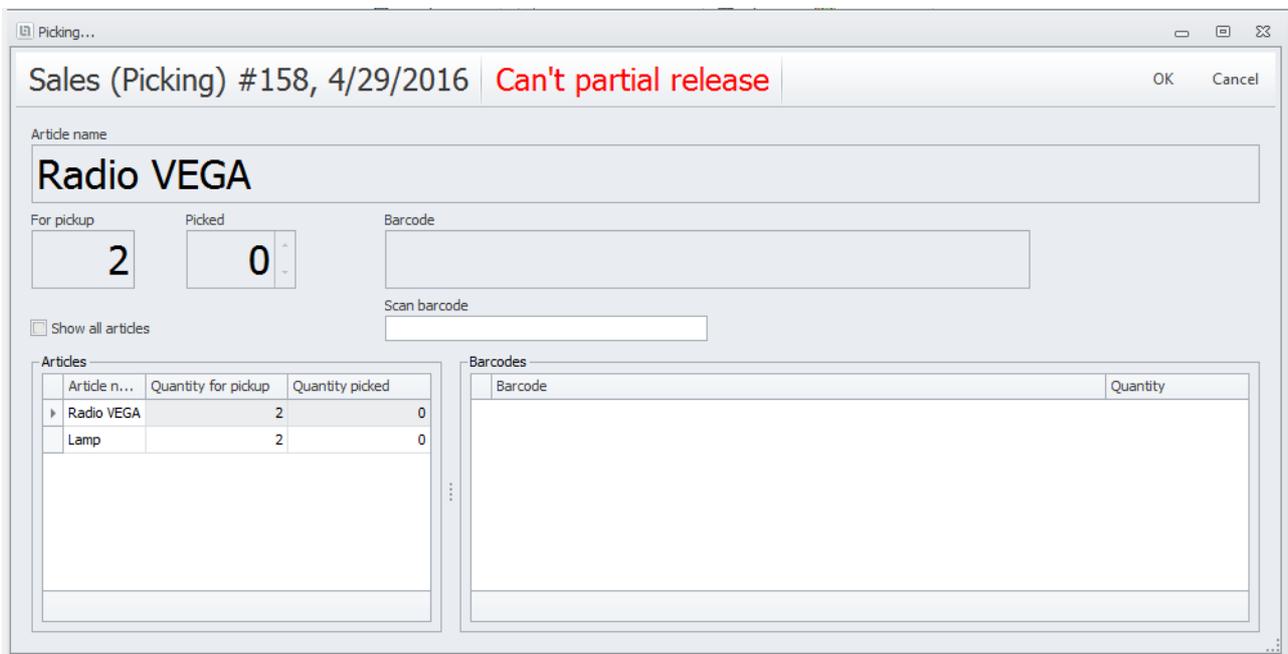
Priority

Allowed partial release

1

ID	Name	Release	Released
1			

Printout of this document can be as a signal to the pickup start. The storekeeper shall execute the command *Picking* after the pickup termination:



By default, articles having a barcode are only shown (unique or non-unique). All articles which do not have Barcodes are considered as collected. To receive the complete article list put a flag To Show All Articles.

Get up in the field To Scan a Barcode and (by means of the hand scanner) enter the article barcode to

pickup all articles:

Sales (Picking) #158, 4/29/2016 **Can't partial release** OK Cancel

Article name
Radio VEGA

For pickup: 2 Picked: 1 Barcode: **barcode6**

Scan barcode: barcode6

Show all articles

Articles		
Article n...	Quantity for pickup	Quantity picked
Radio VEGA	2	1
Lamp	2	0

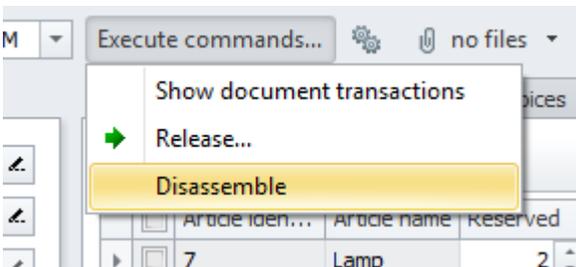
Barcodes	
Barcode	Quantity
barcode6	1

By clicking Input (it is executed automatically when using the hand scanner) if this barcode belongs to the appropriate article, it will be added to the list of the collected Barcodes. If all Barcodes are collected, then the article will disappear from the list.

The form saves its status, it can be closed at any time and to continue processing later.

After input of all Barcodes click OK. The document will pass into the following status wherein it will expect release (for the document Sale - Collected Order).

If it is necessary, the order can be unpicked up, having executed the appropriate command:



Execute the command Release for completion of release process:

Release...

Sales (Picked) #158, 4/29/2016 **Can't partial release** OK Cancel

Article name
Lamp

For release: 2 Released: 2

Articles		
Article name	For release	Released
Lamp	2	2
Radio VEGA	2	2
MotherBoard 1	2	(2)

Barcodes		
Article name	Barcode	Quantity
Lamp	barcode02	1
Lamp	barcode01	1

After release click OK and the document release will be complete (for the document of sale - in a status Shipped Order).

Logistic

Logistics service is a division of the store, which is responsible for operation with cargoes. Cargo in the system is meant an article that is transported in the package. As a package can be used the following: wooden or cardboard boxes, bags, packets, etc.

Logistics division should provide the Decision of the following tasks by operation with cargoes:

- accepting to the store;
- storage and pickup at the store;
- issuing from the store;
- relocation between territorial subdivisions of the company (stores, offices).

Logistics service is meant to ensure the traffic of articles.

The store receives cargoes for storage, issue and further transportation through special *logistics section*. The store can have only one such section. An address storage is organized to speed up the set of cargo in this section. *Logistic cell* should be set for each cargo, which realizes its storage. Address of logistics cell consists of:

- store – a store which the cell belongs to;
- line – of sequence number of Line of a rack;
- span – of sequence number of span in the Line;
- shelf – of sequence number of shelf in the span (0 – floor level);
- cell – of sequence number of cell on this shelf.

This diagram repeats, almost in everything, the address storage system of normal section of the store. However, when creating a logistics cell its overall dimensions are also specified: length, width, height, and weight limit. Several different cargoes can be placed in one cell, it is defined by overall dimensions of the cell and parameters of the cargo – its size and weight. For example, total weight of the cargoes placed in the cell should not exceed the weight limit.

Cargo is a unique unit. Even two completely identical cargoes (with identical content and equally packed) is registered in the system as two separate Dictionary records [Cargoes](#). Therefore, a unique

identifier is a name of each cargo, that is assigned when making a record in the Dictionary of *Cargoes* (in mobile application the name of the cargo is created from prefix, set by the constant *CargoBarcodePrefix* (code 33139), and cargo identifier). Also during creation the estimated value of the cargo and store of its destination is specified where it shall arrive for storage. Other parameters - dimensions and weight - are set at a stage of its labeling.

Each cargo when arrives to the store must be marked with a sticker with the barcode, containing its unique identifier.

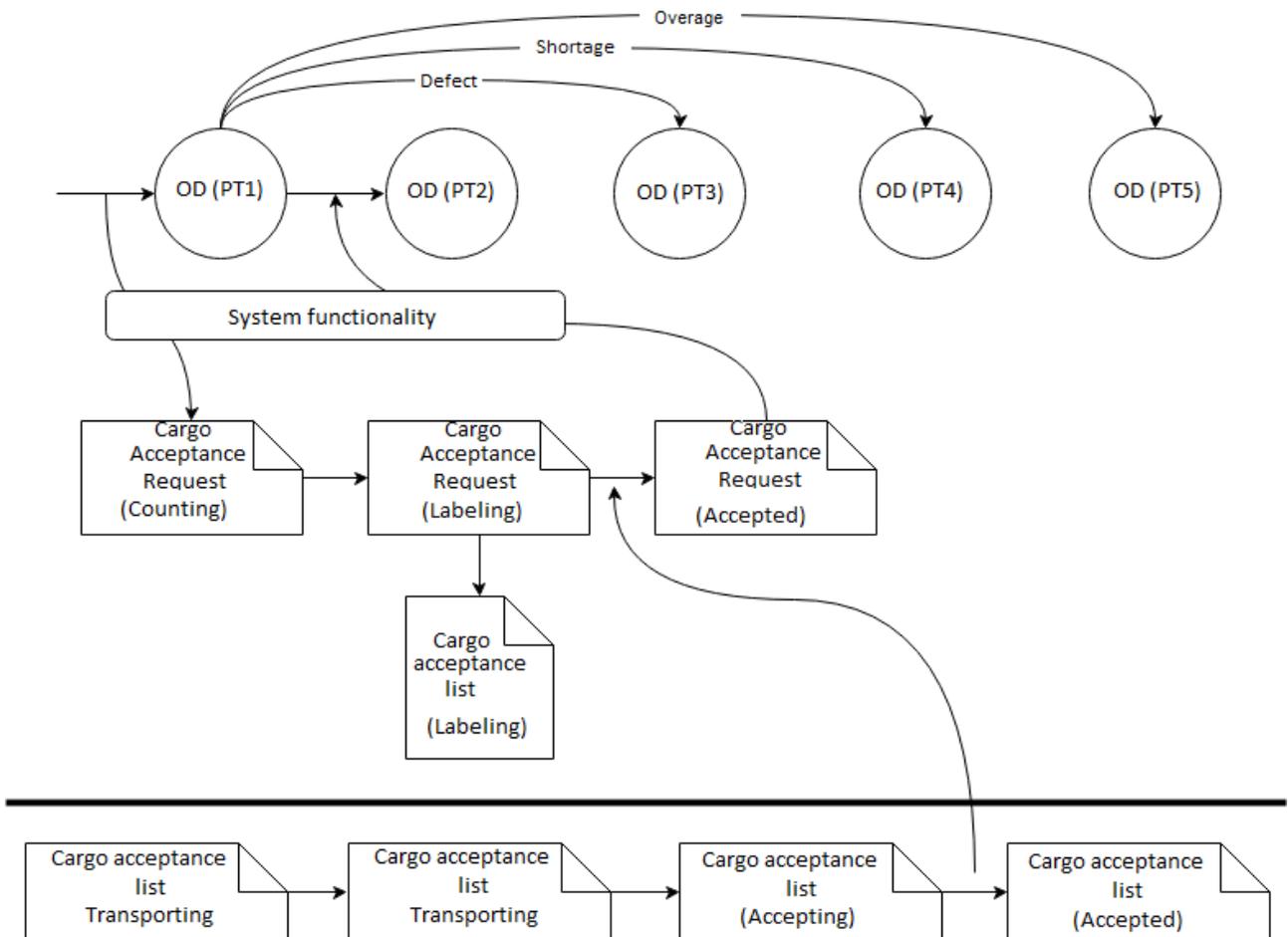
Cargo acceptance

All store operations connected to Acceptance MAIN are described by two documents

- [Cargo Acceptance Request](#) – contains a list of cargo which should be accepted and also acceptance facts – time, unloading place and other;
- [Cargo Acceptance List](#)– represents the cargo list for labeling and also contains information who (what user) labeled cargoes, transported them from the labeling zone, accepted and decomposed in the zone and other.

Labeling is the store process connected to entering into the system all required cargo parameters, such as: weight and overall dimensions.

For each *Cargo Acceptance Request* one *Cargo Acceptance List* is always created. These documents have the following life cycle:



The Original Document (OD) has five subtypes which are conditionally designated by PT1, PT2, PT3, PT4 and PT5:

- Subtype PT1 – designates that the document is allowed for acceptance at the store. When OD is

transferred in the PT1 subtype the *Cargo Acceptance Request* in the subtype *Count is automatically created and filled in relevant data from it* ;

- The subtype PT2 is the finite subtype designating that cargo is accepted to the store;
- Subtypes PT3, PT4 and PT5 are used for problem indication which arose in case of cargo acceptance at the store:
 - PT3 is defect;
 - PT4 is shortage;
 - PT5 is Overage.

Cargo Acceptance List is created during labeling of *Cargo Acceptance Request* in the subtype *Labeling*. According to life cycle *Cargo Acceptance List* passes through the following main subtypes:

- *Labeling* – cargo is processed by an employee, it is marked, weighed, measured, etc.;
- *Transporting* – cargo is processed and expects export by a courier to the store;
- *Transported* – cargo is transported by the courier to the store;
- *Accepted* – cargo is delivered to the store in a logistic zone, the zone employee decomposes the cargo on storage locations;
- *Accepted* – cargo is accepted in the zone.

After acceptance completion when all *Cargo Acceptance Lists* passed into the subtype *Accepted*, *Cargo Acceptance Request* is also transferred to the subtype *Accepted*. At the same time, the original document will be transferred to the PT2 subtype.

In case of cargo acceptance the following problem situations are processed:

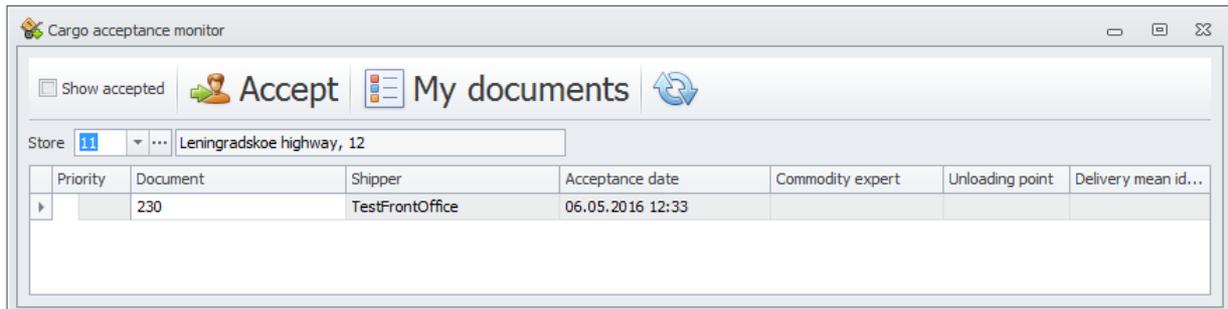
- Defect is found – the defect is fixed in the *Cargo Acceptance Request*, the rejected cargo is transferred to the problem store. When *Cargo Acceptance Request* is transferred in the subtype *Accepted* the defect is deleted from the original document and is added in the new created OD in the PT3 subtype;
- shortage is found – shortage is fixed in the *Cargo Acceptance Request*. When *Cargo Acceptance Request* is transferred to the subtype *Accepted* the missing cargo is deleted from the original document and is added in the new created OD in the PT4 subtype;
- Overages are found – Overages are fixed in the *Cargo Acceptance Request* and are transferred to the problem store. When *Cargo Acceptance Request* is transferred to the subtype *Accepted* the cargo Overages are added in the new created OD in the PT5 subtype;

Acceptance

Cargo acceptance is carried out by the commodity expert are only at stationary workplace. With one document *Acceptance Request* only one commodity expert works. At that one commodity expert also can work with several documents, for example, to accept several documents from one store (which arrived in one vehicle).

In process of cargo count and survey the commodity expert is guided by the Company Cargo Acceptance Regulations. In these Regulations criteria by which cargo admits defected shall be accurately described. Such cargo is isolated from remaining and processed separately.

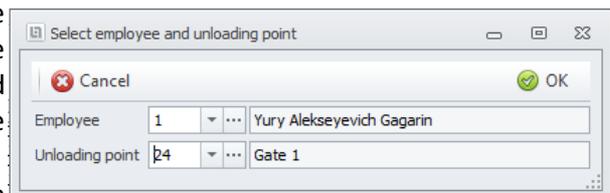
Storekeeper operation is carried out in a form *Cargo Acceptance Monitor*. In the form there is a document list *Acceptance Request* in the subtype *Cargo Count* for the selected *Store* (a store set for the user is added automatically):



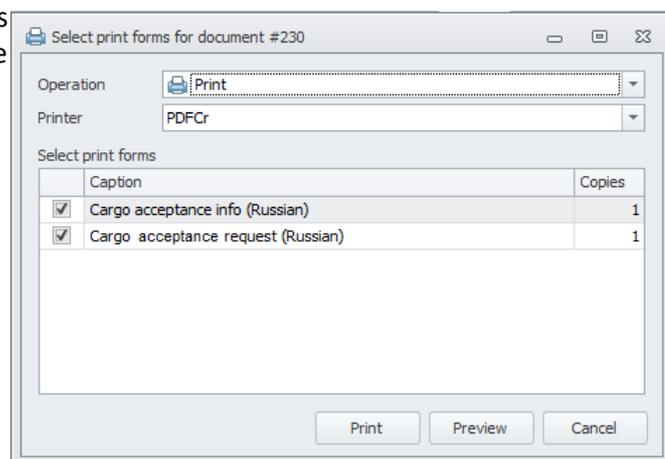
Documents are sorted in the form by *Acceptance Date* and *Priority* and displayed according to the filter settings in the left part of a tool bar:

- by default in the documents which aren't accepted in operation are displayed in the list;
- the documents accepted in operation which are already credited by any employee are displayed with the set flag *Show Accepted*;
- documents with the active flag *Priority* (have an icon ⚠ in the appropriate column) are displayed at the head of the list;
- it is possible to update the list by clicking ↻ in the tool bar.

To start acceptance it is necessary to select the document and to click *Accept*. In the opened form the commodity expert should specify the code in the field *Employee*, to select *Unloading point* and click *OK* at the same time in the system:



- check is made that the specified employee can accept cargoes in this store (otherwise an error);
- in the document *Cargo Acceptance Request* in fields *Commodity Expert* and *Release point* specified *Employee* and *Release point* are selected directly;
- the printing standard form in which it is necessary to select and print documents in the necessary quantity opens.



In *Information the table for Cargo Acceptance* there is information on the document from where cargoes came and who accepted them:

Provider: TestFrontOffice



№ 230

Commodity expert: 1, Yury Alekseyevich Gagarin

06.05.2016 12:42

Cargo Acceptance Request contains a list of all document cargoes and their codes in a format *<prefix CargoID><Cargo Code>*:

Cargo acceptance request 230



№

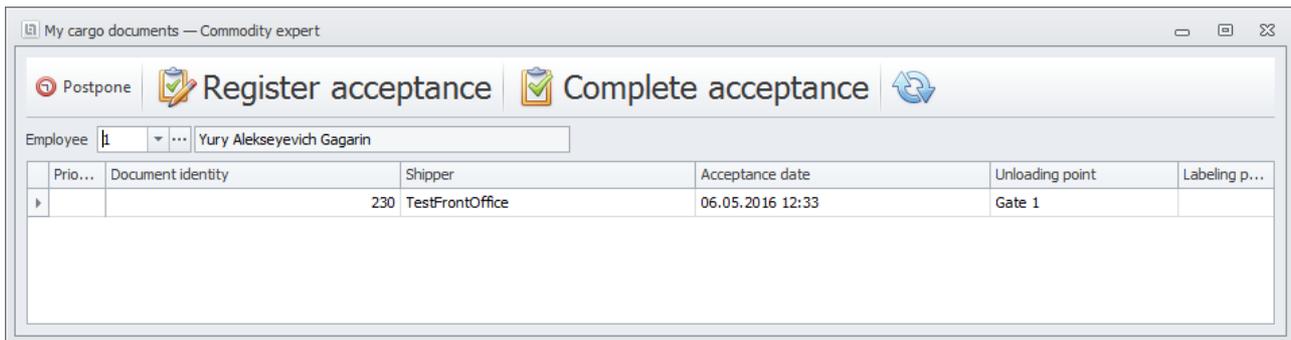
Acceptance date: 06.05.2016
 Shipper: TestFrontOffice
 Delivery mean: -
 Store: Leningradskoe highway, 12 Priority
 Unloading point: Gate 1
 Stock manager: 1, Yury Alekseyevich Gagarin
 Labeling site: _____

Cargo	Defect	Shortage
CargoID 8	<input type="checkbox"/>	<input type="checkbox"/>

In the course of cargo acceptance the commodity expert should making necessary marks in a printout:

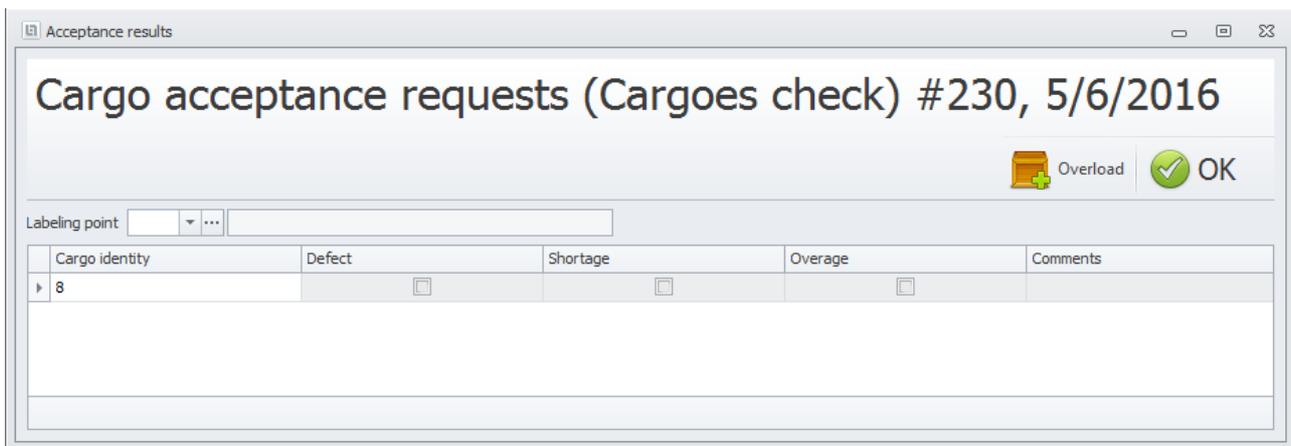
- to check a cargo code with the cargo code in the document;
- to check correctness of cargo package (design);
- to record all deviations:
 - If there is no cargo to set a flag in the field *Shortage*;
 - if defect is found to set a flag in the field *Defect* to describe the defect reason;
 - to create Overage cargoes in job lots and to mark their quantity in the printout;
- to place the accepted cargoes in a labeling zone, having recorded in the printout *Labeling Place*. Cargoes on which deviations are revealed to place in a specially designated place for further relocation to the problem store.

Upon completion of cargo acceptance it is necessary to find the accepted document in a form *My Documents* that opens by clicking the button of the same name in *Acceptance Monitor*:



Prio...	Document identity	Shipper	Acceptance date	Unloading point	Labeling p...
	230	TestFrontOffice	06.05.2016 12:33	Gate 1	

At first the commodity expert should specify the code in the field *Employee*. Then, having selected the accepted document, it is necessary to click To Issue Acceptance. As a result the form *Acceptance Results* will open:

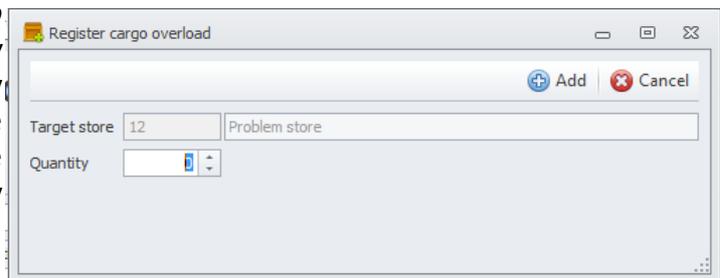


Cargo identity	Defect	Shortage	Overage	Comments
8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

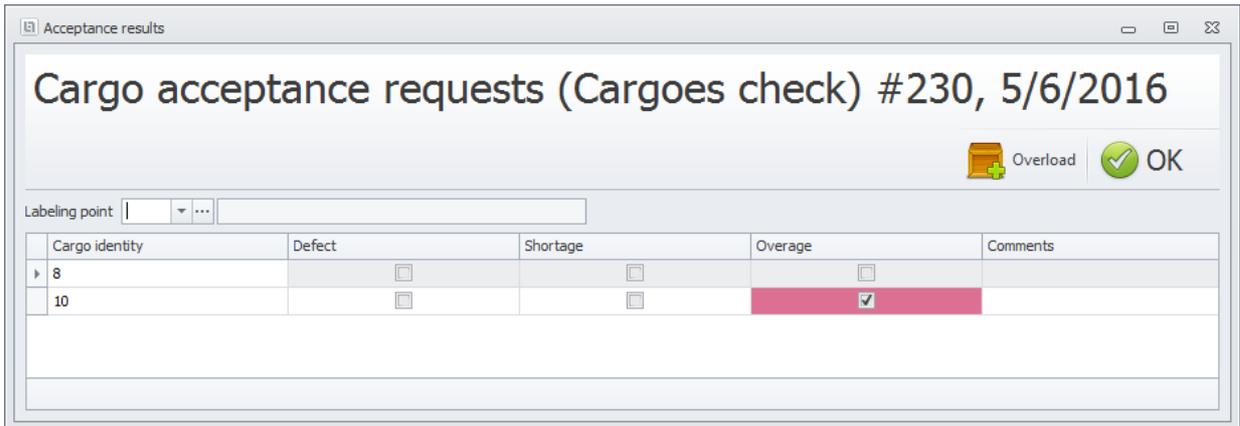
In the form *Acceptance Results* the commodity expert needs to record information entered in the printout:

- to specify *Labeling point* where the accepted cargoes are placed in the labeling zone;
- in the document cargo list in the form lower part:
 - for cargoes which are defect to activate the flag *Defect* and in the field *Notes* to describe briefly what this defect consists in;
 - for cargoes on which shortage is revealed to activate the flag *Shortage*;
 - If unexecuted (upon superfluous) cargo was found when shipment acceptance it is necessary to add it to the list by clicking *Overage Cargo*.

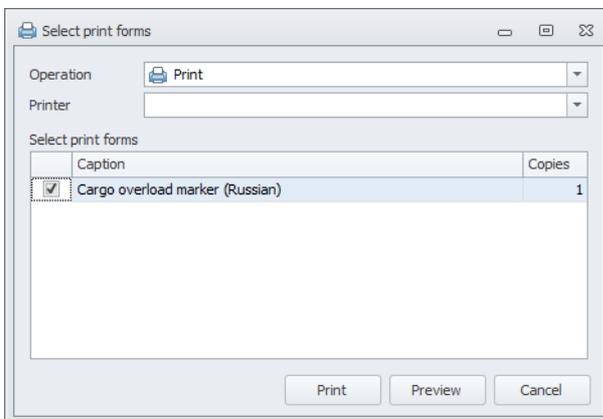
In the opened form *Register Cargo overload* it is necessary to enter *Quantity* of *Overage* units of the arrived cargo. By clicking To Add the *Overage* cargo in the specified *Quantity* will be added to the Dictionary *Cargoes* on one Dictionary record on each unit of cargo.



Overage cargoes will be also added to the cargo list with the set flag *Overage* and are indicated with **red color**:



After adding records in the Dictionary the system will suggest to print stickers for them which these cargoes should be marked:



- on information input completion in the form *Acceptance Result* the commodity expert needs to click OK. If *Labeling point* is specified, the form will close.

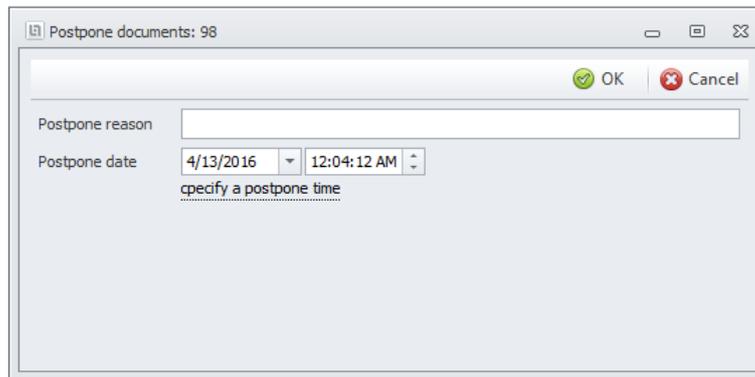
For acceptance completion it is necessary to select the accepted document in the form *My documents* and to click To Finish Acceptance. At the same time in the system:

- *Cargo Acceptance Request* is carried out in the subtype *Labeling*;
- the original document is transferred to the PT2 subtype.

If there is no opportunity to carry out acceptance according to the document accepted in operation, it can be postponed. For this purpose it is necessary to select the document in the form *My Documents* and to click To Postpone. In the opened form it is necessary to specify time in minutes for which acceptance is postponed:



If necessary to postpone the document for period more than 300 minutes, it is necessary to click on the link *to specify a postpone time* and to select date (and time) for which acceptance is postponed:



The postponed document unfastens from the commodity expert and there is available again in the form *Acceptance Monitor* for operation.

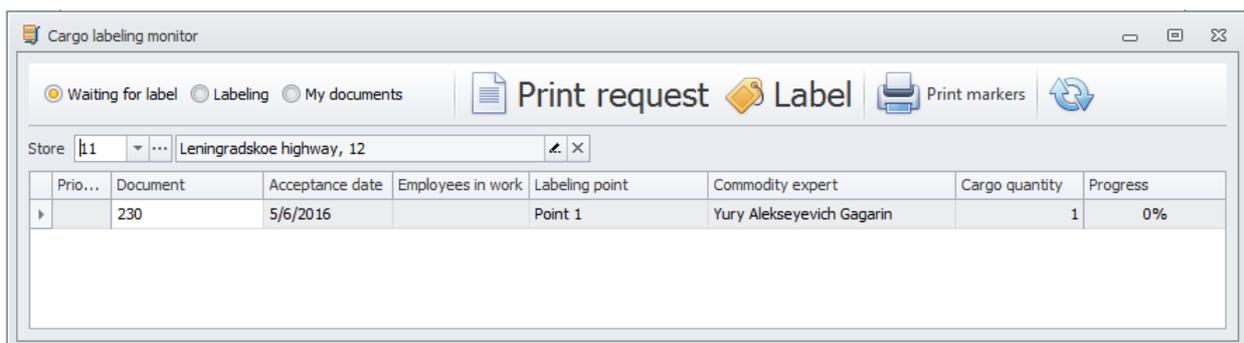
Labeling

Labeling is the process connected to entering into the system all required cargo parameters, such as overall dimensions and weight.

When labeling several labeling employees (label man) can work with one *Cargo Acceptance Request*. Loads can be labeled by batches, in this case for each batch the document *Cargo Acceptance List* is created. Then only one label man can work with one document *Cargo Acceptance List*.

Labeling with PC

Label man operation is carried out in a form *Cargo Acceptance Monitor*. It is supposed that each label man has his terminal therefore identification of the employee is made by means of login in the client application. The form contains the document list *Cargo Acceptance Request* in the subtype *Labeling* for the selected *Store*:



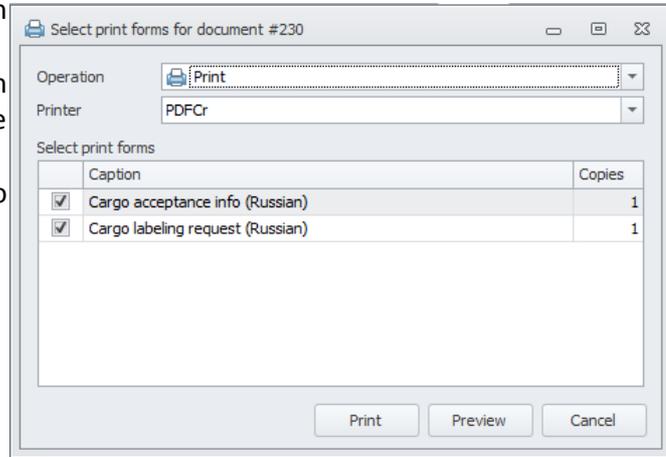
Documents are sorted in the form by *Acceptance Date* and *Priority* and displayed according to the filter settings (in the left part of a tool bar):

- documents with the active flag *Priority* (have an icon ⚠ in the appropriate column) are displayed at the head of the list;
- with the set flag *Waiting for Labeling* by default, documents which have no child *Cargo Acceptance Lists* (which were not operated) are displayed in the list;
- documents which have child *Cargo Acceptance Lists* are displayed with the set flag *Label*;
- documents wherein the current employee is registered as a label man (the name of the employee is listed in a column *Employee in work*) are displayed with the set flag *My Documents*;

- It is possible to update the list by clicking  in the tool bar;
- In the field *Employee in work* through “;” all employees who printed the request according to the document are listed (i.e. are going to label the document);
- In the field *Progress* there is % of cargo labeling on the document.

To start labeling it is necessary to select the document and to click To Print Request. At the same time in the system:

- check is made that the specified employee can label cargoes in this store (otherwise an error);
- In the document *Cargo Acceptance Request* in the table part *Employees* the current employee is added;
- The printing form opens wherein it is possible to print two printing forms for the document.



In the *Cargo Labeling Request* all document cargoes are listed and also their overall dimensions and weight are specified:

Cargo		Note
CargoID 8	H: ____ cm, W: ____ cm, L: ____ cm; Gross weight: ____ kg	
CargoID 10	H: ____ cm, W: ____ cm, L: ____ cm; Gross weight: ____ kg	

When the employee prepared cargoes of the selected document for, it is necessary to select the document in the form *Document Labeling* and click to Label. As a result the form *Document Labeling* opens:

Document labeling

Cargo acceptance requests (Labeling) #310, 5/11/2016

Complete OK

Current acceptance list: 311 Cargoes acceptance lists (Labeling) #311, 5/11/2016

Current store zone: 8 Logistic section 1

Labeler: 1 Yury Alekseyevich Gagarin

Scan cargo barcode. Scan marker to complete document labeling.

CargoID24

Cargoes

Show labeled cargoes

	Cargo identity	Gross weight	Length	Width	Height
	24	36.00	15.00	25.00	7.00

- in case of the first opening document *Cargo Acceptance Request* for labeling the fields *Current Acceptance List* and *Current Store Zone* are not filled;
- the document cargo list is displayed in the lower part of the form;
- with the set flag *Show Labeled Cargoes* over their list it is possible to display the hidden document cargoes which were already labeled;
- The labeling cargoes are indicated in the list by **green**.

In the form *Document Labeling* a label man should scan Barcodes of all document cargoes sequentially:

- when scanning a cargo barcode which required parameters – overall dimensions and/or weight – are not set, input form of cargo parameters opens. It is possible to enter parameters as manually and scanning special Barcodes from a size line or a balance scale. The system defines what value was scanned according to a barcode prefix:

- *Length, cm* – length;
- *Width, cm* – width;
- *Height, cm* – height;
- *Gross Weight, kg* – gross weight;
- as a separator of the value fractional part after the prefix a comma is used ",".

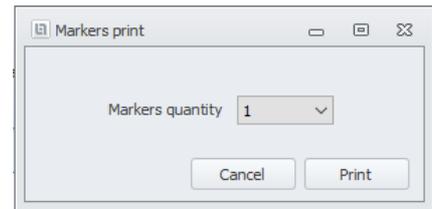
Upon input completion of all cargo characteristics it is necessary to click To Save and Close. At the same time the entered characteristics remain in a cargo card and the parameter input form is closed;



- when closing the cargo parameter form by clicking To Save and Close and also when scanning in the form *Document Labeling* a barcode of earlier described cargo which required labeling parameters were already specified:
 - If in the field *Current Acceptance List* of the form *Document Labeling* there is no any document or the current employee does not figure in it as *Labeler*, a new document *Cargo Acceptance List* in the subtype *Labeling is created*. In the field *Label man* of the created document the current employee is put down and the document is specified in the field *Current Acceptance List* of the form *Document Labeling*;
 - The labeling cargo is added to the table part *Cargoes* of the document *Cargo Acceptance List*.
- it is possible to change parameters of cargoes already labeled as directly in the cargo list (data entered thus should be saved by clicking over the list) and in the parameters form that can be opened repeatedly by clicking in the field *Cargoes*;
- The labeled cargoes can be removed from the *Current Acceptance List* by clicking in the field *Cargo*. It is possible repeatedly to add cargo in the *Current Acceptance List* scanning its barcode;
- Upon labeling completion of the current *Cargo Acceptance List* it is necessary to click *Finish* in the form *Document Labeling*. In the opened form it is necessary to enter *Marker* that marked a tare with the labeled cargo and if necessary to replace *Labeling point* where the labeled cargo is placed. At the same time in the system:
 - uniqueness of the entered *Marker* is checked (otherwise an error);
 - the entered *Marker* is remained in the same name field *Cargo Acceptance List*;
 - The document *Cargo Acceptance List* is transferred to the subtype *Ready for Export*;
 - if in the *Cargo Acceptance Request* there were non-labeling cargoes, their labeling proceeds in the form *Document Labeling* otherwise *Cargo Acceptance Request* is transferred to the subtype *Labeling is Completed* and a form *Document Labeling* is closed.

Document labeling can be postponed by clicking OK in the form *Document Labeling*. It will be possible to return to it by clicking To Label in the *Labeling Monitor*, the system automatically will suggest to finish incomplete labeling.

It is possible to print markers for marking the labeled cargo by clicking Marker Print in the *Labeling Monitor*. In the opened form it is necessary to specify *Marker Quantity* for print and click To Print.



Acceptance courier

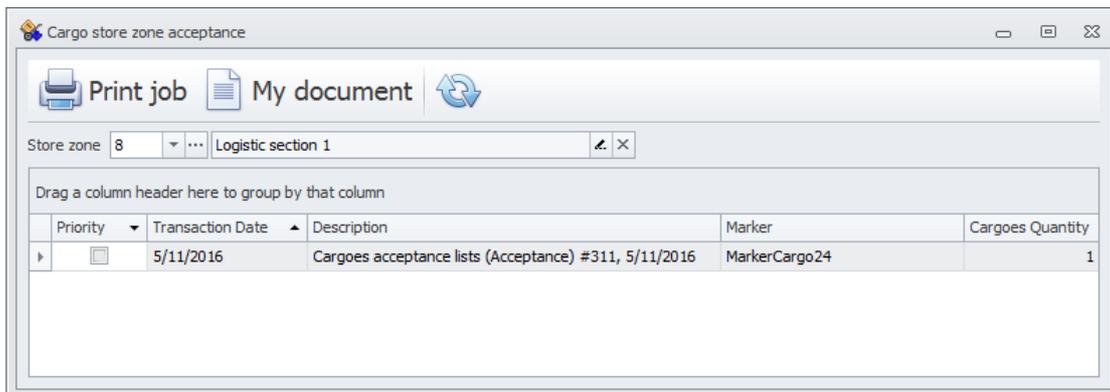
The collected cargo is transported to a logistic zone by a store courier with functionality usage that is described in the section [Acceptance Courier](#) of [Store functionality](#).

Acceptance in store zone

The cargo brought to the logistic zone which arrived from the acceptance zone needs to be spread out on storage locations. The zone employee (storekeeper) can accept only one document at the same time.

Acceptance in store zone with PC

Storekeeper operation is carried out in a form *Cargo store zone Acceptance Monitor*. The form contains a document list *Cargo Acceptance List* in the subtype *Accept*, *Cargo Pick up List* in the subtype *parse* and *Cargo Return List* in the subtype *Accept* for the selected *Logistic Zone*:



Documents are sorted in a form by *Transaction Date* and *Priority* – documents with the active flag *Priority* are displayed top of list. The documents accepted in operation aren't displayed in the list. It is possible to update the list by clicking  in the tool bar.

To start operation it is necessary to select the document and to click Job Printing. In the opened form it is necessary to enter the employee personal code and to click OK.



At the same time in the system:

- check is made that the specified employee can accept cargoes in this logistic zone, and also doesn't accept other document at present (otherwise an error);
- In the document *Cargo Acceptance List* in the field *Zone Inspector* and in the *Cargo Pick up List* in the field *Acceptor* the specified *Employee* is put down;

- the document is printed on the current printer of the employee. The complete document cargo list and the list of the recommended logistic cells for placement is provided in a printout:

Cargoes acceptance lists (Acceptance) #314, 5/11/2016

Date: 11-May-16 10:09:49 PM
Marker: MarkerCargo25
Store: 1
Sectoin: 8, Logistic section 1
Acceptor: 2, Ivan Ivanovich Ivanov

Cargo		Cell
CargoID 25	H: 14 cm, W: 10 cm, L: 25 cm; Gross weight: 142 kg	
Free cells :	1-1-1-2, 1-1-1-18, 1-1-2-9	
Placed:	[x] 1-1-1-1, [x] 1-1-1-4	

For each cargo in the printout a placement note is output:

- if *Store* of the accepted cargo is an assignment store in the document (the cargo arrived to the finite assignment store), cargoes with the similar value *Group* are looked for (a field in a cargo card):
 - In the field *Free cells* there are four next blank cells to the found cargoes;
 - In the field *Placed* there are four cells in which there are the found cargoes and there is enough place for placement. Prefix *[x]* marked cells in which of cargo placement possibility (on overall dimensions) isn't absolute;
- if the cargo assignment store doesn't correspond to the assignment store in the document (the cargo is in the intermediate store and further it will be sent to the finite assignment store), cargoes with the similar value in the field *Store* (a field in a cargo card):
 - In the field *free cells* there are four next blank cells to the found cargoes;
 - In the field *Placed* there are four cells in which there are the found cargoes and there is enough place for placement. Prefix *[x]* marked cells in which of cargo placement possibility (on overall dimensions) isn't absolute;
- if in the zone there are no cargoes with similar value in the field *Group* or *Store Assignment*:
 - In the field *free cells* there are four cells in which there is enough place for placement.

The situation in which cargo that can't be placed in the available cells, for example, too big or too heavy will come to a logistic zone is theoretically possible. For such cargo in a line *free cells* warning will be removed: "*There are no suitable free cells. It is necessary to create a new cell for cargo*". In this case the storekeeper should address the foreman storekeeper for Decision, for example, to create a cell of the suitable size or to release existing:

Cargoes acceptance lists (Acceptance) #314, 5/11/2016

Date: 11-May-16 10:09:49 PM
Marker: MarkerCargo25
Store: 1
Sectoin: 8, Logistic section 1
Acceptor: 2, Ivan Ivanovich Ivanov

Cargo		Cell
CargoID 25	H: 14 cm, W: 10 cm, L: 25 cm; Gross weight: 142 kg	
Free cells :	No matching free cells. You need to create a new cell for the cargo.	
Placed:	[x] 1-1-1-1, [x] 1-1-1-4	

Being guided by the printout the storekeeper shall place document cargoes in zone cells, fixing cell numbers in the paper document wherein it was placed.

Upon layout termination the storekeeper needs to open in the form *Cargo Store Zone Acceptance* the document accepted in operation by clicking My Document. As a result the form *Locating Cargo* will be opened where the commodity expert should enter his personal code or to scan his badge barcode in the field the *Employee*:

In the form list *Cargoes* of the document accepted in operation by the storekeeper and on the right – *Logistic Cells* of the selected *Zone*.

Being guided by marks that were made in case of cargo placement in a zone in the printout, the storekeeper should select logistic cells wherein they were placed. When selecting the logistic cell it can be looked for entering its name in the field *Logistic cell*.

Cargo iden...	Logistic store cell
24	1-1-1-1
	3-2-1-4
	1-1-1-1
	1-1-1-2
	1-1-1-3
	1-1-1-4
	1-1-2-1
	1-1-2-2

Upon cell choice termination and for completion of the document acceptance it is necessary to click To Accept. At the same time in the system:

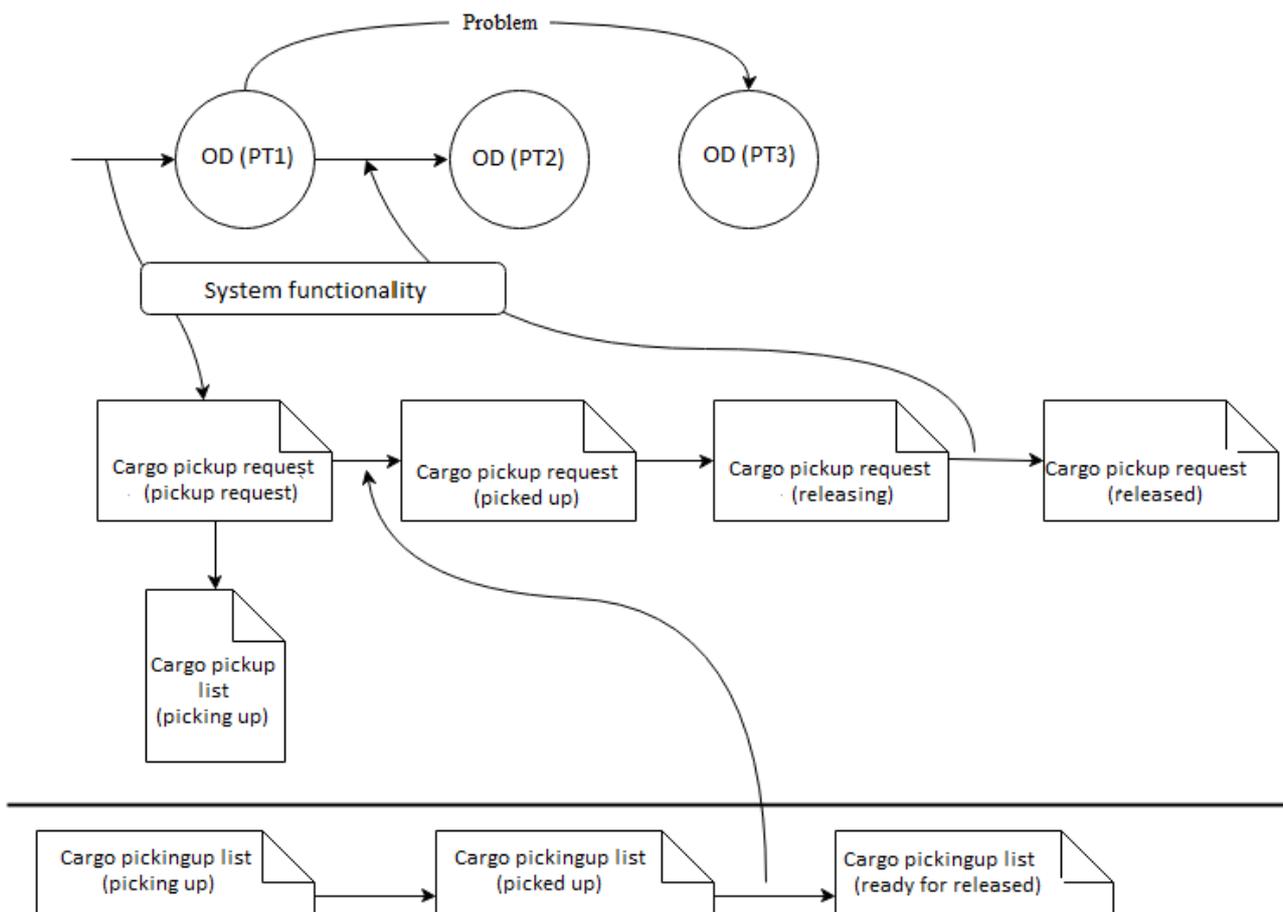
- check is made that the cell is set for each cargo and that in the specified cells there is enough place for the cargo placement (otherwise an error);
- The document *Cargo Acceptance List* is transferred to the subtype *Accepted*;
- if for the parent document *Cargo Acceptance Request* the *Cargo Acceptance List* was the last child document which was transferred to the subtype *Accepted*, *Cargo Acceptance Request* is also transferred to the subtype *Accepted*, the original document – in the PT2 subtype;
- The document *Cargo Pick up List* is transferred to the subtype *Unpicked up*;
- The document *Cargo Return List* is transferred to the subtype *Accepted*;
- if for the parent document *Cargo Acceptance Request* all its remaining *Cargo Pick up Lists* and *Cargo Return Lists* are already in subtypes *Unpicked up* and *Accepted* directly, the request is transferred to the subtype *Unpicked up*, the original document – in the PT3 subtype.

Pickup and release

All store operations connected to Pick up and Release MAIN are described by two documents:

- [Cargo Pickup Request](#) – contains a list of cargo which should be released and also release facts – time, place and other;
- [Cargo Pickup List](#) – represents the personified cargo list, i.e. contains information who (what user) processed the specified cargoes.

For each *Cargo Pick up List* only one *Cargo Pick up List* (this list can be partitioned in the course of pickup) is created. These documents have the following life cycle:



The Original Document (OD) has three subtypes which are conditionally designated by PT1, PT2, PT3:

- PT1 subtype – designates that the document is allowed for shipment and/or is processed at the store (it is collected or is already released). When OD is transferred in the PT1 subtype the *Cargo Pick up Request is automatically created and filled in relevant data from it* . In turn *Cargo Pick up Request* creates the document *Pick up List* for the logistic store zone;
- The subtype PT2 is the finite subtype designating that cargo is released at the store;
- The subtype PT3 – is used for indication of problems that arose at the store in case of cargo pickup (cargo is not found, partial/complete return or any other).

According to life cycle *Cargo Pick up List* passes through the following main subtypes (in the absence of problems with cargo pickup, processing of deviations will be described further):

- *Pick up* – the employee of a logistic zone shall enter cargo Barcodes into the system and put their (cargoes) in a container (a pallet, a basket, a box, etc.);
- *Picked up* – the filled container expects a courier for relocation in a zone of the collected article/cargo in this status;
- *Courier transports* – the courier transports cargoes;

- *Ready for Release* – the courier unloaded the cargoes in the zone of the collected article/cargo.

When all *Cargo Pick up Lists* passed into the subtype *Ready for Release*, *Cargo Pick up Request* is transferred to the subtype *Picked up* (*Cargo Pick up Request* can have more than one *Cargo Pick up List* if cargoes were partitioned in case of pickup request). Such requests are processed by employees of the release zone – they can be released to receivers. After cargo release *Cargo Pick up Request* is transferred to the subtype *Released*. At the same time the original document will be transferred to the PT2 subtype.

Upon incurrance of any problems during cargo pickup the following options are possible:

- if the original document (OD) can be edited (in *Cargo Pick up Request* the appropriate flag is set), problem cargoes are deleted from it, the remained cargoes are released and OD is transferred to the PT2 subtype;
- if the original document can't be edited, problem cargoes are also deleted from it, but the original document is transferred to the PT3 subtype and all already collected cargoes are returned on the storage locations. I.e. all *Cargo Pick up Lists* are transported by couriers back in the logistic zone from the zone of the collected article/cargo, all *Cargo Pick up Lists* are unpicked up in the zone, cargoes are decomposed back on cells.

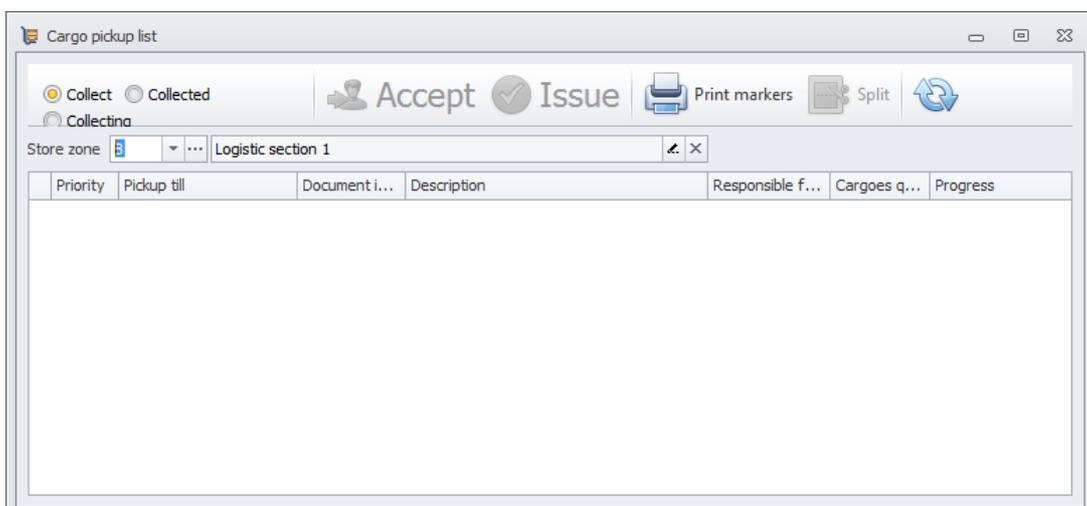
Pickup

Cargo Pick up can be carried out at the stationary workplace equipped with a wire scanner (further the stationary terminal) or with use of the mobile station for data collection (further the mobile station).

In the logistic zone *Cargo Pick up List* only one employee always picks up. If the document is large and there is an opportunity to include to pickup other storekeepers of this zone, the the employee may divide the document. Cargo pickup in a zone can be carried out in a box (plastic or cardboard), a pallet and other suitable tare. For identification of the collected cargo a marker – an informatiin the table with a barcode and number - is used. The marker can fasten directly on tare, for example: a pasted barcode on a box or a table with the barcode fixed by any method. If there is no an opportunity to fix the marker on a tare, it is made as a separate table. In this case the marker is placed on the collected cargo so that it was well visible at all stages of the document replacement at the store.

Pickup with PC

Storekeeper operation is carried out in the form *Cargo Pickup list*. In the form there is the document list *Cargo Pick up List* for the selected *Store Zone* that must be collected:



Documents are displayed in the form according to the filter settings (in the left part of a tool bar):

- documents are sorted in the list by *Pickup till* and *the Priority*: documents with the high priority (with the set flag *Priority*) are displayed at the head of the list;
- documents with overdue *Date* are selected in the list with **yellow**. When a mouse is on the *Date* of such document the hint is displayed;
- the documents accepted in operation in the subtype *Pick up* are displayed with the set flag of the filter **Collect**;
- collected documents in the subtype *Collected* that were not accepted in operation by a courier yet are displayed with the set filter flag **Collected**;
- with the filter by default **Collect** in the form documents in the subtype *Collect* that are not accepted in operation are displayed;
- it is possible to update the list by clicking  in the tool bar.

At a time each employee can accept in operation only one document.

To start pickup it is necessary to select the document and to click *Accept*. In the opened form *Select Employee* the storekeeper should specify the code or to scan a badge barcode, at the same time in the system:



- check is made that at this moment the document accepted in operation is not assigned to the specified employee any more (otherwise an error);
- The specified employee will be selected from the document *Cargo pickup List* in the field *Pickup Responsible*.
- on the printer of the employee the document will be printed wherein for each cargo its barcode and a store cell will be specified:

Cargo pickup list № 95926

Store: 522, Leningradskie h. 53

Store zone: 1, StoreZone1

Pickup responsible: 53, Gagarin Y. A.



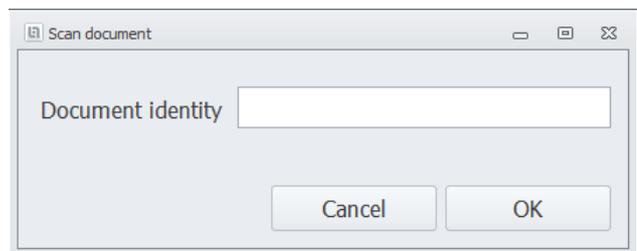
Priority

Cargo	Cell
CargoID 14	1-1-1-10

Then the employee should pickup cargoes according to the printed document and to place the collected batch near the terminal for scanning.

Further in the form *Cargo Pick up Zone* the collected document must be found, having set the filter *Pick up*. The document with which the storekeeper works will contain his name in the field *Pickup responsible*. Having selected the document, it is necessary to click *Issue*.

If to click *Issue* without setting the filter *Pickup*, the form *Scan document* will open wherein it is necessary to specify a code of the collected document or to scan its barcode from the printout according to which pickup was made.



After clicking To Issue the form *Cargo Pickup list* with the cargo list of the specified document will open:

Cargo ID	Logistic cell	Picked up
12	1-1-1-8	<input type="checkbox"/>
11	1-1-1-7	<input checked="" type="checkbox"/>
13	1-1-1-9	<input type="checkbox"/>

Information on the partial release is displayed under the document description:

- **Can partial release** – if in case of pickup all cargoes were not found, they can be sent for release all the same;
- **Can't partial release** – if in case of pickup all cargoes were not found, the found document cargoes should be returned back to store cells.

In the lower part of the form the cargo document list is displayed With the deselected flag *Show all cargoes* collected cargoes are already not displayed in the list.

In the form *Cargo Pickup* in the *Consignment Note* the storekeeper should:

- to scan Barcodes of the collected cargoes, at the same time for each scanned cargo;
 - In the field *Cargo* through a comma its code, overall dimensions in meters, weight in kilograms and its price are displayed;
 - In the field *Barcode* is the scanned code;
 - in the cargo list in the lower part of the form the scanned cargo is selected with **green**, also the flag *Picked up* is set for it;
- for completion of pickup (all found cargo is collected or the selected tare is filled) it is necessary to click To Finish Pickup. In the opened form *Enter Marker's barcode* it is necessary to scan marker number of the collected cargo.

At the same time in the system:

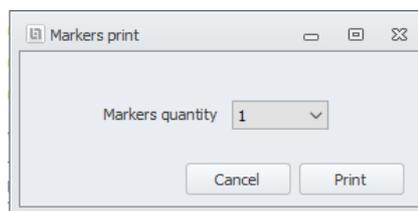
- if in the current document all cargo is collected, a marker number is registered in the field *Marker* and the document is transferred to the subtype *Picked up*;
- if only part of cargo is collected, the new document *Cargo Pickup List* in the subtype *Picked up* is created:
 - in the new document the marker number is registered in the field *Marker*, remaining fields are

- auto completed, the collected cargoes are added;
 - the collected cargoes are deleted from the current document;
 - the current document remains in the subtype *Pick up* and the cargo pickup proceeds for it;
- If pickup is completed and cargo which remained in the document is not found, in the form *Cargo Pickup* in the *Consignment Note* it is necessary to click *Inspection is Required*, at the same time the document *Pickup List* with all remained cargoes is transferred to the subtype *Inspection is Required* (further actions are described in the section [Cargo Shortage](#)).

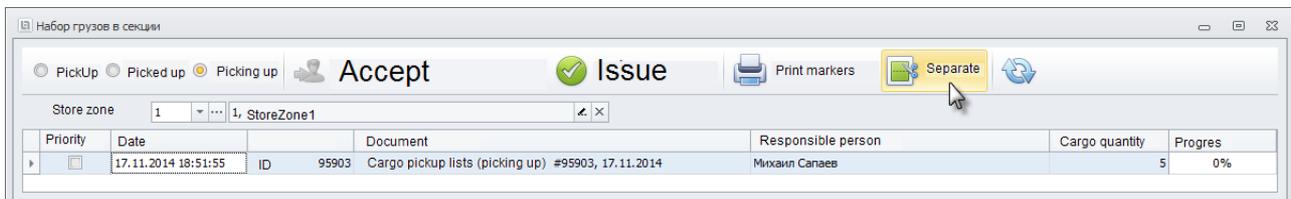
Upon issue termination of the collected cargoes:

- if all document cargoes were collected, they are exposed with a marker (markers) in the specially designated section zone for release;
- if in case of pickup all document cargoes were not found but **Can partial release**, cargoes are also exposed in a section zone for release;
- if in case of pickup all document cargoes were not found **and Can't partial release**, all collected cargoes are come back in store cells (process in detailed is described in the section [parse](#)).

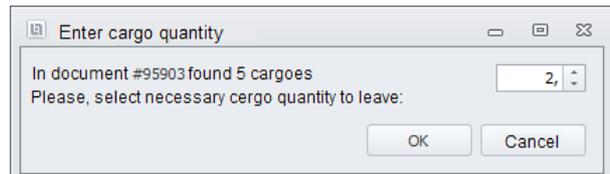
Markers print is carried out by clicking *Print markers* in the form *Pickup point*. For this purpose in the opened form it is necessary to set the required quantity of markers on demand and to click *Print*.



If necessary the document accepted in operation can be separated. Such need can arise after an operation volume assessment with the current document and existence in the zone of unengaged storekeepers, or high priority of the document. For division the document needs to be selected (beforehand having set the filter *PickUp*) and it is necessary click *Separate*:



- in the opened form where the system specifies the cargo number, it is necessary to enter item quantity that must be left in the initial document;



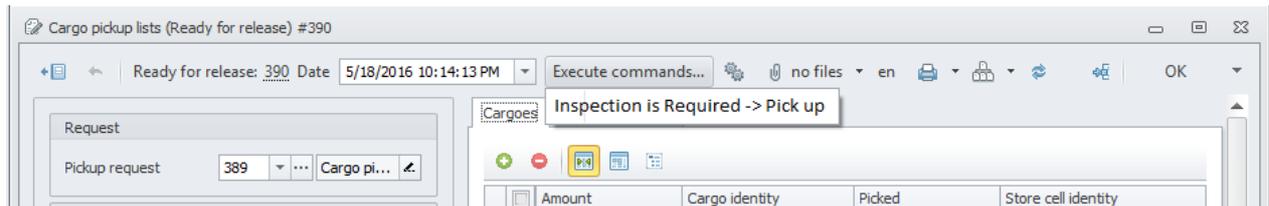
- if the entered number is no more than the document cargo quantity (otherwise the system gives an error message), the document *Cargo Pickup List* is divided into two. In the current document there is the given cargo quantity and remaining are copied in the new document;
- the new document is left in the subtype *Pickup* and is available to a choice by other employees.

Pickup shortage

If in case of pickup in a logistics zone a storekeeper did not find cargo, the document *Cargo Pickup List* from the subtype *Pick up* is transferred to the subtype *Inspection is required*. Also the storekeeper reports the problem to senior storekeeper and expects him to solve the current problem.

Following the results of cargo search, the senior storekeeper opens in the system the document *Cargo Pickup Lists* in the subtype *Inspection is Required* and performs one of the commands:

- *Inspection is Required* -> *Pick up* – if cargoes are found. As a result in the system the document is returned to the subtype *Pick up* and becomes available in the form [Pick up point](#):



- *Create Request for Inspection* – if cargoes are not found. At the same time in the system:
 - The document *Cargo Pickup List* is transferred to the subtype *Not found in pickup*;
 - From the document *Cargo Pickup Request* not found cargoes are deleted;
 - from the original document (OD) in the PT1 subtype not found cargoes are deleted and deleting reasons are specified (it is not found in case of pickup);
 - the document is created [Cargo Inspection](#) In the subtype *Count*. Further operation with the document is described in the section [Inspection](#);
 - If for the *Cargo Pickup Request* partial release is forbidden, then:
 - The document *Cargo Pickup Request* is transferred to the subtype *for parse*, at the same time the flag *Priority is activated for it*;
 - the original document is transferred to the PT3 subtype.
 - All childes *Cargo Pickup List*:
 - From the subtype *Pickup* is transferred to the subtype *parse*, if the document was already accepted in operation;
 - From the subtype *Pickup* is transferred to the subtype *Unpicked up*, if the document was not yet accepted in operation;
 - From the subtype *Picked up* is transferred to the subtype *parse*;
 - For the subtype *Ready for Release* a new *Cargo Pickup Request* in the subtype *For parse* with a child *Cargo Return List* in the subtype *Ready for transportation* is created;
 - process of the document parse is started (explicitly it is described in the section [parse](#));
 - If for the *Cargo Pickup Request* partial release is allowed, the standard pickup proceeds.

Move

The collected cargo move is carried out by a store courier with functionality usage that is described in the section [Move](#) of [Store functionality](#).

Release

Release with PC

The issue of the collected cargo is carried out by the issue employee (issuing) of the store with use of the functionality described in the section [Issue](#) of [Store](#). At the same time cargo issue differs a little from the article issue.

So, for example, in case of cargo issue there is no need to scan their Barcodes (field value *Scanned* for *My Requests* always of equal to 100%). For this reason the revealed cargo shortage according to the document is made out directly in the form *My Requests* by clicking Issue Shortage:

...	Document identity	Document...	Pickup till...	Release point	Receiver	Scanned
<input type="checkbox"/>	261	Pickup req...	08.05.2016 00:00	Release point 1	ZAO "Digital Technology"	100%
<input type="checkbox"/>	252	Pickup req...	10.05.2016 00:00	Release point 1	ZAO "Digital Technology"	100%
<input type="checkbox"/>	361	Pickup req...	17.05.2016 00:00	Release point 1	ZAO "Digital Technology"	100%
<input type="checkbox"/>	481	Pickup req...	25.05.2016 07:00	Release point 1	GAZ 2705	100%
<input checked="" type="checkbox"/>	177	Pickup req...	04.05.2016 23:03	Release point 1	ZAO "Digital Technology"	100%
<input checked="" type="checkbox"/>	195	Pickup req...	05.05.2016 12:20	Release point 1	ZAO "Digital Technology"	100%

Sort out

If a cargo (a part of it or as a whole) is rejected by a recipient, or if a cargo shown in a document, under which a partial shipping is not allowed, fails to be found during pickup, the parse process commences. In the process:

- the *Cargo pickup request* document moves to *For parse* subtype; at the same time, the *Priority* flag gets enabled in the document;
- the original document moves to subtype 3;
- all daughter *Cargo pickup lists*:
 - move from *Picking up* subtype to *Sorting out* subtype, if the document has been already accepted for processing;
 - move from *Picking up* subtype to *Sorted out* subtype, if the document has not been accepted for processing;
 - move from *Picked up* subtype to *Sorting out* subtype;
 - for *Release ready* subtype, the system creates a new *Cargo pickup request* of *For parse* subtype accompanied by a daughter *Cargo return list* of *Transport ready* subtype; this cargo shall be transported by the courier from the release area back to the logistic zone.
- in the process, the logistic zone employee:
 - stops the further pickup for the given *Cargo pickup request*;
 - verifies the cargo brought by the courier;
 - after verification, accepts the cargo to the zone and arrange it in storing places;
 - after the cargo is arranged, the *Cargo pickup list* moves to *Sorted out* subtype, and the *Cargo return list* moves to *Accepted* subtype.

Sort out with PC

The sort out process performed by a store employee is carried out by using the *Cargo acceptance to zone* monitor (see detailed description in [Acceptance store zone](#) section).

Inspection

Inspection is count of actual cargo remains and subsequent comparing of the received results with the system data.

At the store the following cargo inspection types are possible:

- *Plan inspection* – the store employee by means of the special command creates in the system a document based on which cargo remain count is carried out in a logistic zone. In the document cargoes which are registered as store remains are displayed, for each cargo the store cell is displayed. Under count the document printout in which the employee makes necessary marks and the mobile terminal can be used, in this case the employee scans each cargo. Upon the count completion the revealed shortages are fixed in the system. The document is carried out to a finite subtype, at the same time missing cargoes are written off the store remains;
- *Pick up Shortage* – if in the document pickup the cargo isn't found, the employee of the logistic zone fixes this data in the system and reports to the store senior about the problem. The store senior with the employee carry out quick search of cargo at the store (reasonable periods of search, for example, 10-15 minutes are implied) and depending on its results:
 - *Cargo is Found* – the store senior returns the cargo in pickup and the employee of the logistic zone finishes the document pickup;
 - *Cargo is not found* – this event is fixed by a special command that is initiated by the foreman storekeeper. The cargo is deleted from the original document wherein the deleting reason is specified, and the zone cargo inspection document is created. At the same time, if the partial issue of the document is forbidden, parse procedure of the collected cargo is automatically started in the system;
- *Issue Shortage* – if in the course of cargo issue shortage is revealed, the employee fixes this data in the system. At the same time the cargo is deleted from the original document and issue cargo inspection document is created. Further actions of the issuing depend on whether the partial document issue is allowed:
 - *Forbidden* – in this case the document parse procedure is started in the system, all remained cargo is made out and placed in an issue zone for the subsequent return to the logistic zone;
 - *Allowed* – the issue continues in the normal mode.

The store senior realizes check of the issue zone in search of cargo, and depending on its results:

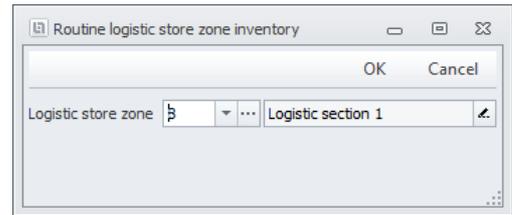
- *Cargo is Found* – in the inspection document a special command is executed by means of which cargo return is made out to the logistic zone;
- *Cargo is not Found* – the inspection document is carried out to the finite subtype, at the same time the cargo is written off remain of the issue zone.

In all inspection types the found shortage is written off the store remains, at the same time store debt of its Stocktaking agent increases. If during plan inspection unaccounted cargo – Overage – is found it can't be credited on inspection. Such cargo is transferred to the store senior who understands the current situation. For example, cargo written off earlier is found, in this situation the senior can make the decision to return the cargo to its owner and to agree about return of compensation issued earlier or to utilize the cargo. Thus in case of cargo inspection the revealed shortages are written off only at the expense of the store.

Stock inspection routine

Routine Logistic Store Zone Inspection begins the command [Routine Logistic Store Zone Inventory](#).

As a result of its execution for the specified *Logistic Store Zone* a document is created [Cargo Inspection](#) in a subtype *Recount* (if for this section there are no other documents in this subtype, otherwise error).



All cargo are added in the document which are registered at the time of command on remains of this zone. Then the created document is opened and its printing box is caused. Printing form of *Cargo Inspection* contains a list of the document cargo and cells of their storage:

Cargo Inspection (Counting) #977, 06.05.2016		
Inventarization date: 6 May 2016 .		
Logistic store zone: Section 1		
Count: _____		
Cargo	Store cell	Note
CargoID 33	1-1-1-3	<input type="checkbox"/>
CargoID 44	1-1-1-44	<input type="checkbox"/>

Being guided by the printout the store employee who is responsible for routine inspection carries out count of cargo remains in the zone. If any load is not found, the field *Note* is marked.

Upon completion of count the employee should:

- To set flags *shortage* for those document cargoes that were not found in the inspection course;
- to specify the employee in the field *Responsible for Count* of the document header;
- to save the document and to execute the command *Calculate Cargo Inspection*. At the same time the document is transferred to a subtype *Executed* and cargoes marked by flags *Shortage* are written off [Cargo Remains](#);
- the Overage cargo that was found in inspection process is transferred to the store senior, at the same time no operations are performed in the system.

Stock inspection

[Pickup Shortage](#) revealed in case of pickup is also made out by means of the document [Cargo Inspection](#) in the subtype *Count* which is created automatically. For cargoes added into it that were not found in case of pickup the flag *Shortage is already set*. Upon completion of cargo search the employee should:

- to deselect flags *Shortage* for the found document cargoes;
- to specify the employee in the field *Responsible for Count* of the document header;
- to save the document and to execute the command *Calculate Cargo Inspection*. At the same time the document is transferred to a subtype *Executed* and cargoes marked by flags *Shortage* are written off [Cargo Stock](#).

Stock release inspection

A shortage revealed in the course of release of a cargo shall be documented in [Cargo release inspection](#) of *Count* subtype. The document is automatically generated in the process of shortage registration: one document for each cargo failed to be found.

The employee responsible for stock inspection shall be specified in the *Responsible for count* field in the document's header. Then, this employee together with the employee working at the release area, who discovered the shortage, start to carry out a search of the cargo in the release area or a logistic zone. The following scenarios are possible:

- the cargo is found at the release area – the *Return cargo to a store zone* command shall be executed in the *Stock cargo release inspection* document. In so doing, a form titled *Return cargo to zone* will open, where shall be specified a *Cell* of the release area the cargo found was placed in, and a *Marker* it was marked with.

Clicking the OK button will generate a *Cargo pickup request* of *For parse* subtype, to whose *Cargo pickup list* the document's *Cargo* is added to. Further, the cargo is processed conventionally: a courier transfers the cargo to the zone for acceptance.

- the cargo is found at the zone – the cargo found is transferred to the release area, and the above mentioned procedure involving *Return cargo to zone* command execution is carried out;
- the cargo is not found – the *Calculate cargo inventory* command shall be executed in the *Stock cargo release inspection* document. In so doing, the document moves to *Executed* subtype, while the cargo shown in the document is written-off from [Cargo stock](#).

Warranty

The warranty department realizes after-sales service of articles subject to the warranty of manufacture and/or seller and also renders specialized services to clients: repair, testing and diagnostics of articles, installation of the additional equipment. The Warranty Department shall provide execution of the following tasks:

- acceptance of warranty articles and making decision on calculation with the client;
- relocation of the accepted warranty articles between subdivisions of warranty for later processing;
- write-off of defective articles the store to the Warranty;
- relocation of the accepted warranty articles to the supplier or in the service center and also mutual settlements with them;
- refund of the repaired warranty articles to the client;
- markdown of the warranty articles and relocation of Markdown articles to the store for further sale;
- carrying out full diagnostics of articles;
- utilization of not maintainable warranty articles;
- inspection of the warranty article;
- release of Replacement Articles for the period of warranty repair;
- Parameter determination for claim auto-markdown (directly the auto-markdown as well as assignment of any its parameters is a task and a zone of the sales department responsibility).

The Warranty Department consists of the following subdivisions between which all its tasks are distributed:

- **Front-office** is responsible for interaction with clients and the store;
- **back-hub** is responsible for interaction with suppliers and service centers.

Warranty Subdivision **front-office** realizes article income from clients and also executes specialized services. Each claim of a client is fixed in the system. Diagnostics of an article received from the client for verification of the declared failure is executed in the course of income. A decision is made and documents that are necessary for the client are processed upon completion of diagnostics. Warranty articles accepted from clients are divided into the following batches which are stored separately from each other for acceleration of the subsequent processing:

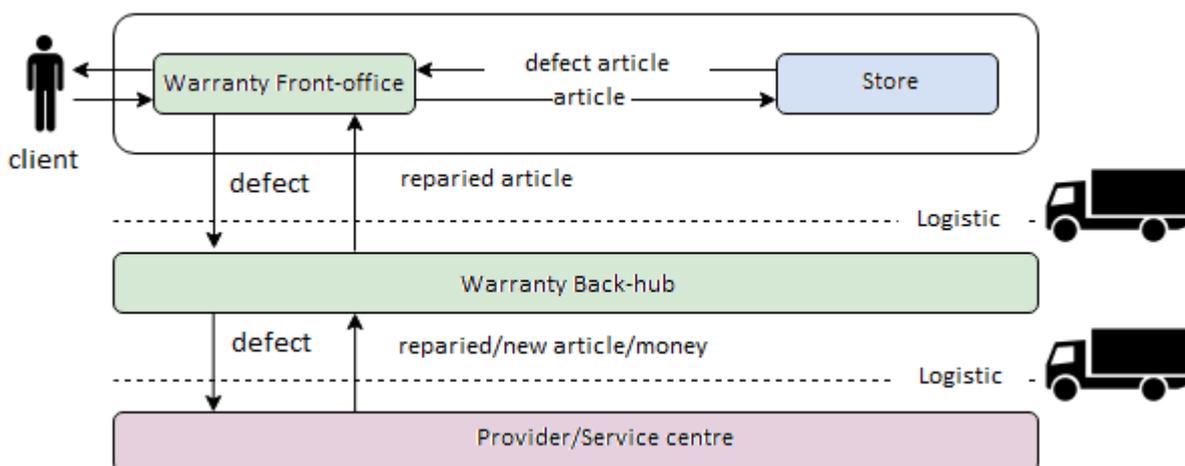
- *Article for refund to the store* is an article without operation traces, for example, the client erratically bought wrong article or ordered an unwanted article. Such article is moved to the store for further sale;
- *Defect of the company* – the warranty article is redeemed from the client or exchanges on similar.
- *Defect of a client* – an article demanding additional diagnostics (longer-term, demanding the special equipment or the independent inference) by which result the decision will be made: to redeem it from the client, to provide changeover or to repair and to return. In the course of diagnostics such article is property of the client and move to subdivision *back-hub* for further processing.

Also warranty *front-office* releases the article repaired by the supplier or service center to the client.

Besides the subdivision writes off the defective articles found at the store. The defective articles (incomplete picking, internal damages, etc.) revealed by storekeepers during pickup or release at the store are at once transferred to the *front-office warranty*. By results of diagnostics its employees make the decision on article write-off or that all batch is defective. The accepted article defect is made out documentary and prepared for further relocation to the *back-hub*.

Warranty Subdivision **back-hub** accepts and processes all defective articles accepted in *front-office subdivision*. In processing the defective articles are sorted by suppliers and accompanying documents according to requirements of the supplier or service center are prepared for each article. Later the article is delivered to the service center or in the Warranty Department of the supplier. Article delivery is carried out by Transport Department of logistic service or by own efforts. Also the subdivision \ is responsible for receiving the repaired articles from the supplier, their further sorting and return to senders – *front-office*. In fact this subdivision performs functions of a distribution center where there are: accepting, sorting, temporal storage, completing and shipment of defective articles to suppliers or service centers, the course of repair or changeover of warranty articles by suppliers is monitored, timely return to the sender is carried out.

If Warranty subdivisions are partitioned territorially, for example, they are in different offices, interactions between them is carried out through logistic service:



Front office

Area of subdivision is divided into three zones:

- *client*, where client service is carried out: document creation, articles diagnostics, provision of services;
- *service*, where temporal storage of accepted warranty articles and their subsequent processing is carried out;
- *store*, where acceptance and return of articles from the store are carried out, for example, between warranty room and the store the issue window is organized.

In a *service zone* the following places of temporal storage of claims are physically created and designated:

- *external diagnostics* – claims with the warranty articles belonging to clients for sending to back-hub;
- *defect* – claims belonging to the company for sending to back-hub;
- *return to store* – claims (new and marked down article) for transfer to the store;
- *return to the client* – claims for return to the Claimant;
- *internal diagnostics* – claims with the warranty articles belonging to clients;
- *markdown* – claims for a markdown;
- *article from the store* – claims with defective articles which arrived from the store.

As storage spaces the certain shelf or flight of a rack, the place on the desktop, etc. can be given. Information on location of each claim is saved in the system.

Warranty claim

Claim ([Claims](#) Dictionary record) is an accounting object relating to warranty transactions:

A claim is created by an employee at an initial submitting of an application by a client. The claim contains all necessary information on an article being returned by the client under the warranty agreement.

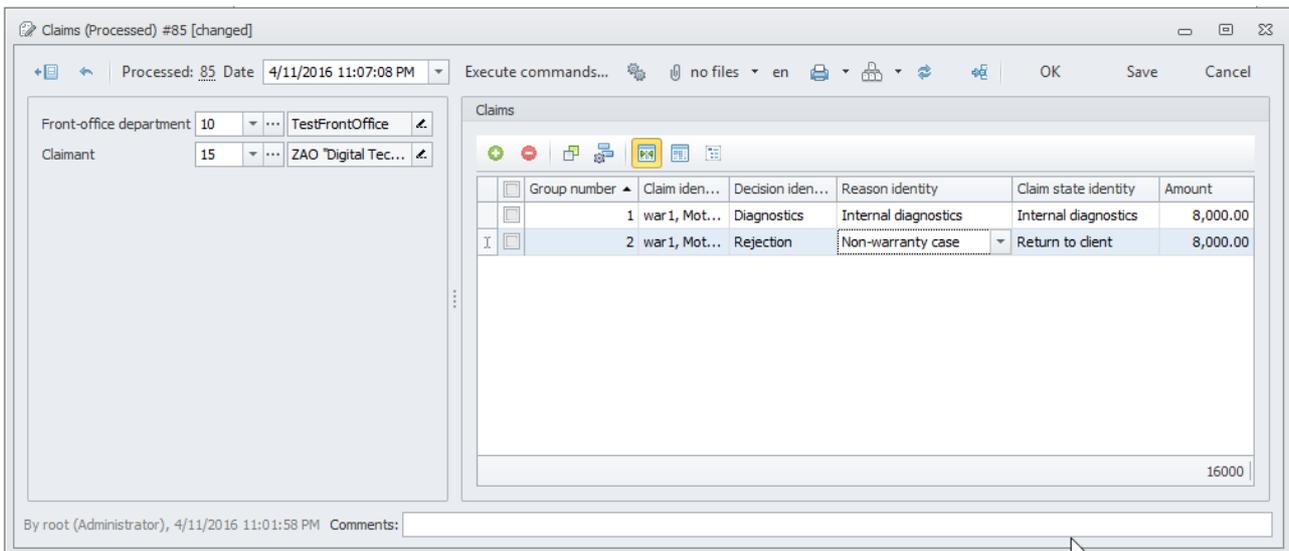
- *Claimant* – a client, who returned the article under the warranty agreement (an Agents Dictionary record). When creating a claim from a [Claims](#) document, which is issued at an initial submitting of an application by a client, the *Claimant* field is filled in automatically;
- *Article* – an article accepted under the warranty agreement (an [Articles](#) Dictionary record);
- *Outcome document* – a document, under which the *Claimant* received the *Article*. The system automatically specifies the only expense document that was found, otherwise the document shall be selected manually by clicking the button  at the right;
- *Income document* – a document, under which the *Article* was purchased by the company. The system automatically specifies the only receipt document that was found, otherwise the document shall be selected manually by clicking the button  at the right;
- *Contacts* – *Claimant's* contact details and a preferable way of contacting. Specifies automatically from the claimant's agent card; can be changed.
- *Appearance* – description of the article's appearance. Used to record visible defects in order to avoid any client's complaints when returning the article;
- *Completeness* – package content description in free form;
- *Defect description* – defect description in free form;
- *Amount* – an amount to be paid to the client, if the *Refund* decision is taken (determined based on the sale document).

Upon creation of claims, each claim is assigned a unique *Serial number* to track its movements:

- if an article returned under the warranty agreement is accounted in the system by a unique serial number, the claim also gets assigned this serial number;
- if articles are not accounted in the system by serial number, the article returned under the warranty agreement shall be assigned a new serial number, which gets stuck on the article. The warranty division shall always have adequate supplies of such stickers. This is to be controlled by the senior manager of the division;
- *Serial number* shall be filled in after an *Article* is specified.

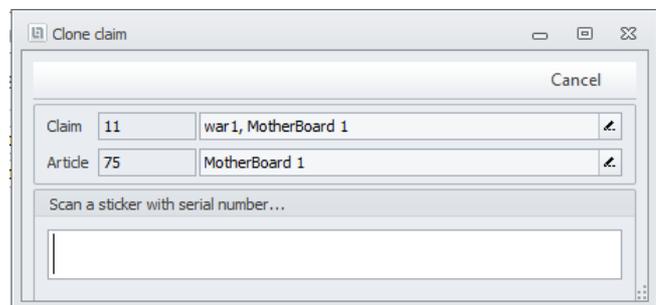
1st claim

In case of 1st claim in the client zone of front-office Warranty subdivision the employee diagnostics articles and makes warranty decision. This decision defines the further scenario of the claim. For fixing of the decision in the system the document [Claims](#) in the subtype *Request*:



By clicking  in the tool bar of the table a form of new claim is opened (Dictionary record [Claims](#)). Process is described in the section [Warranty claim](#). If the client hands over several warranty articles, the separate claim is created in the document for each warranty article. Each claim created thus is automatically added to group with new *Group Number*. *Group Number* is an official column that is used for group of claims in cloning.

When identical articles are accepted from an Claimant, a claim can be not created for each of them again and it is possible to clone from the first claim created by adding by clicking . For this purpose it is necessary to select the claim added to the table part and to click  at the tool bar of the table part. At the same time the form *Clone claim* will open:



In the field *Scan a Sticker with Serial Number...* of the opened form it is necessary to scan:

- Article serial number if the warranty articles are accounting on unique Barcodes in system;
- A new serial number of the claim on a sticker (which is pasted on an article) if account of warranty articles on unique Barcodes is not kept in the system.

When scanning serial number the copy of the cloned claim is automatically created. The created copy is also automatically added to the table part of the document with the same *Group Number* as the original claim. If necessary the cloned claims can be changed (for example, defect description) having opened in the document table.

In claim cloning there are restrictions:

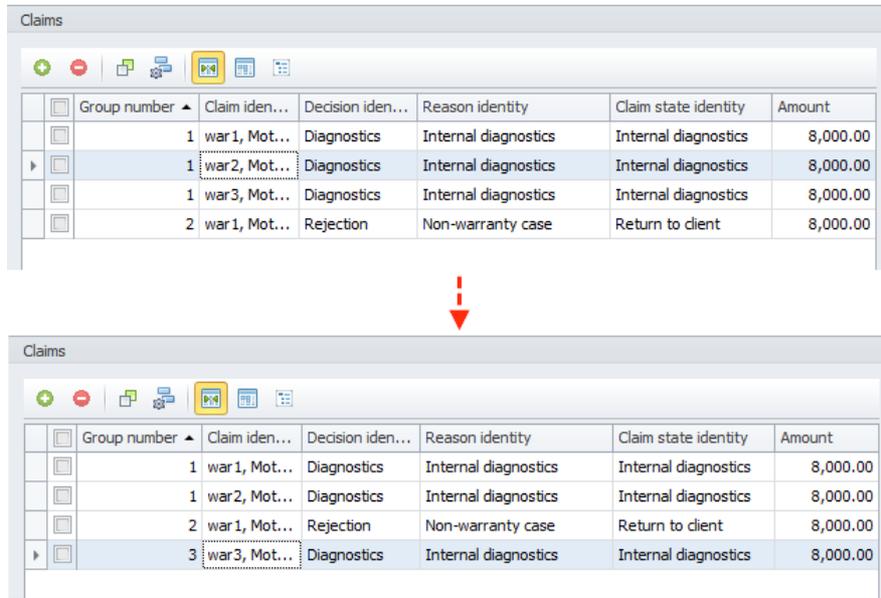
- it is impossible to clone a markdown claim (the system will give warning);
- If replacement article release was issued based on [an original claim](#), information on it will not be cloned in its new copies.

Then for each claim group the employee should specify:

- *Warranty Decision*;

- Reason For Decision;
- Claim Status is automatically determined according to the accepted Decision and Basis.

Decision and Reason chosen for the single claim of the group is automatically applied to all other claims with the same Group Number. To accept separate decision for one or several cloned claims other decision than remaining claims of the cloned group, it is necessary to select them in a separate group. For this purpose it is necessary to select claims (or several claims must be selected by holding the key **Ctrl**) and to click  on the tool bar of the table. At that Group Number of the selected claims will change for another value following in sequence:



Group number	Claim iden...	Decision iden...	Reason identity	Claim state identity	Amount
1	war1, Mot...	Diagnostics	Internal diagnostics	Internal diagnostics	8,000.00
1	war2, Mot...	Diagnostics	Internal diagnostics	Internal diagnostics	8,000.00
1	war3, Mot...	Diagnostics	Internal diagnostics	Internal diagnostics	8,000.00
2	war1, Mot...	Rejection	Non-warranty case	Return to client	8,000.00

Group number	Claim iden...	Decision iden...	Reason identity	Claim state identity	Amount
1	war1, Mot...	Diagnostics	Internal diagnostics	Internal diagnostics	8,000.00
1	war2, Mot...	Diagnostics	Internal diagnostics	Internal diagnostics	8,000.00
2	war1, Mot...	Rejection	Non-warranty case	Return to client	8,000.00
3	war3, Mot...	Diagnostics	Internal diagnostics	Internal diagnostics	8,000.00

By result of the claim acceptance from the Claimant the employee carries out one of the following **decisions**:

- Refund – the claim is the company property, the refund amount finances are returned to the client and it is equal to the sale amount (or the first contribution for the credit or amount minus the bonuses used for payment);
- Rejection – the claim is returned to the client, at the same time the document is processed wherein failure causes in warranty maintenance are specified;
- Diagnostics – the claim is accepted in safe custody for additional diagnostics, the client is provided with a receipt wherein return date of the warranty article is specified. For the period of safe custody the subdivision is liable for monetary damages for the claim as the refund amount;
- Exchange – the claim is the company property, an identical article is written off to the client from the store.

For each warranty decision the **reason** shall be specified which explains why the employee made this or that decision. In system its base set is available to each decision:

Refund

- Warranty case
- Diagnostics period expired
- Article without a trace of exploitation
- Discount
- Management decision
- Incorrect article description on the site
- Released a wrong article in the store
- Driver released a wrong article
- Manager issued a wrong article

Rejection

- Local repair
- Non-warranty case
- Defect missing

Diagnostics

- Internal diagnostics
- External diagnostics

Exchange

- Warranty case
- Article without a trace of exploitation
- Management decision
- Incorrect article description on the site
- Released a wrong article in the store
- Driver released a wrong article
- Manager issued a wrong article

Status of the claim describes processes with it at present and it is appropriated to it automatically depend on one of the selected bases:

Markdown Driver released a wrong article Manager issued a wrong article Released a wrong article in the store Incorrect article description on the site Management decision	Defect Warranty case Warranty defect Diagnostic period expire	External diagnostics External diagnostics
Return to client Non-warranty case Defect missing Local repair	Return to store ... Defect not confirmed Defect eliminated Discount Article without marks of exploitation Markdown due to the guilty	Internal diagnostics Internal diagnostics
		Defected article diagnostics Defect confirmed

Upon completion of the document registration with the Claimant claims the employee executes a command *Processed* that transfers the document to the finite subtype *Processed*. At the same time all claims are carried out on balance of subdivision and additional documents are processed automatically for each claim in the system, for more on which is written in appropriate zones further:

- For claims based on which the decision *Refund is made* - in the section [Refund](#);
- For claims based on which the decision *Exchange is made* - in the section [Exchange](#);
- For claims based on which the decision *Reject is made* - in the section [Rejection](#);
- For claims based on which the decision *Diagnostics is made* - in the section [Diagnostics](#).

For all claims accepted from the Claimant the document *Supplementary sheet* that is attached to each claim is printed, and then claims are decomposed by the employee on storage locations according to their status:

Supplementary sheet			
Company: Limited Liability Company (LLC) Firm Agent			
Department Front-office: 10, TestFrontOffice			
ID	Name	Serial number	
6	Radio VEGA	 war5	
Purchase date: 14.04.2016		Customer: 15, ZAO "Digital Technology"	
Appearance: Box broken. Completeness: Ok. Defect: Damaged box, scuffed item			
Purchasing information:	Income document, №		
	Supplier vendor code	Radio VEGA	

Refund

In case of the claim acceptance from the client and creation of the document [Claims](#) the decision *Refund* can be selected by the employee on the following bases from the subtype *Request*:

- *Articles Without Traces of Exploitation* – the Claimant handed over articles which can be returned to the store for further sale;
- *Warranty Case* – failure declared by the client that is warranty was confirmed;
- *Management Decision* – the decision to refund the claim is made even if failure was not confirmed, or the case is not warranty;
- *Discount* – the claim is accepted with markdown at the expense of the Claimant, the refund amount will be less than the article sale amount to the client, at the same time the warranty article is in the company property;
- *Diagnostic Period Expired* – refund is executed based on the Claimant requirement, the Warranty Department did not execute the claim diagnostics in the specified period (external – at the supplier or

internal – in the department);

- the Claimant is returned the overall article cost for the following basis and the claim is moved to markdown where the decision will be made: to markdown it due to liable subdivision – *Markdown at the expense of the liable party*, or to return to the supplier – *Warranty Defect*:
 - *Incorrect article description on the site;*
 - *Released a wrong article in the store ;*
 - *Driver released a wrong articles;*
 - *Manager issued a wrong article.*

The claim status is selected automatically according to the selected basis:

- *Defect* is for basis:
 - Warranty Case;
 - Defect;
 - Diagnostic Period Expired;
- *Return to Store* is for basis:
 - Discount;
 - Articles Without Traces of Exploitation;
- *Markdown* is for basis:
 - The driver released a wrong article;
 - Manager issued a wrong article;
 - Released a wrong article in the store;
 - Incorrect article description on the site;
 - Management Decision.

In case of a base choice *Markdown* the Claimant agrees to compensate losses which the company will suffer in case of the subsequent sale of his article. In this case the employee should carry out markdown of the created claim. For this purpose it is necessary to click *Markdown* in a claim card:

The screenshot shows the 'Claims, 17 [changed]' application window. The 'Markdown' tab is active. The interface is divided into several sections:

- Scan a barcode:** A text input field.
- Serial number:** Two input fields containing '40' and 'war6'.
- Properties:** A list of fields with dropdown menus and search icons: Article (6), Claimant (15), Outcome document (103), Income document (90), and Supplier (8).
- Description:** Fields for Creation date (5/4/2016), Front-office (10), Appearance (Box broken), Completeness (Ok), and Defect description (Damaged box).
- Markdown:** Fields for Markdown article, agent, and FRC, each with a dropdown menu and search icon.
- Prices:** Fields for Amount (1100), Outcome price (1100), and Income price (1000). A yellow 'Markdown' button is positioned to the right of the Income price field.
- Replacement:** Fields for Replacement article and document, each with a dropdown menu and search icon.
- Return:** Fields for Return reason, Return comments, and Document, each with a dropdown menu and search icon.
- Diagnostics:** Fields for Begin date and End date, each with a dropdown menu.

It is necessary to select from the opened form *Markdown* one of its values for each criterion. After all criteria assessment *Markdown Amount* is calculated that by clicking OK registers in *Refund Amount* of the claim. Also in the Dictionary of [Articles](#) a new article is created which is the copy of the claim article and whose basic cost is set to the equal new (markdown) *Refund Amount* of the claim. The created Article is added to the Claim in the field *Markdown Article*;



It is possible to markdown thus only of the new created claim which was not saved yet.

Upon termination of the claim acceptance the employee executes over the document *Warranty Claim* the command *Processed* in the subtype *Request*, the command transfers the document to the subtype *Processed*. At the same time for each claim based on which the decision *Refund* it is created the separate document automatically [Claim Refund](#) in the subtype *Made* that carries out on balance of the Claimant claim refund amount:

Replacement article identity	Claim identity	Amount
(none)	war6, Radio VEGA	492.94
		492.94

In turn for the document *Refund to the Claimant* the document [Cash outflow](#) for warranty refund is created automatically in the subtype *Expected* based on which printout the Claimant will be paid to refund amount in the checkout:



Exchange

In case of the claim acceptance from the client and creation of the document [Warranty Claim](#) the decision *Exchange* can be selected by the employee on the following bases from the subtype *Request*:

- Articles without traces of operation;
- Warranty Case;
- Authority Decision.

The claim status is selected automatically according to the selected basis:

- *Defect* is for basis:
 - Warranty Case;
- *Return to Store* is for basis:
 - Articles without traces of operation;
- *Markdown* is for basis:
 - The driver released wrong articles;
 - The manager wrote off wrong articles;
 - The store released wrong articles;
 - Incorrect description of articles on the website;
 - Authority Decision.

Upon termination of the claim acceptance the employee executes over the document Warranty Claim the command *Processed* in the subtype *Request*, the command transfers the document to the subtype *Processed*. At the same time for each claim based on which the decision *Exchange* it is created one document automatically [Claim Exchanges](#) in the subtype *Pick up* that initiates pickup of identical articles at the store:

Article identity	Quantity	Price	Amount
Radio VEGA	1	1,100.00	1,100.00

The document *Claim Exchanging goods* is automatically printed and released to the Claimant for receiving articles at the store:

Claim exchanging goods № 176			
Store:	1, Moscow, Leningraskoe highway, 12		
Claimant:	15, ZAO "Digital Technology"		
Shipping date:	5/4/2016 11:03:00 PM		
ID	Name	Quantity	Price
6	Radio VEGA	1	1100
Shipping allowed: _____ /Yury Alekseyevich Gagain/			
S.P.			

If there are no free identical articles at the store, in case of the command *Processed* over the document *Warranty Claim* in the subtype *Request* the system will report to the employee about exchange impossibility. The Single Alternative is *Refund* and receiving money in a checkout. In this case the employee should change the warranty decision to *Refund*. Further actions are described in the section [Refund](#).

Rejection

When a client submits a claim, an employee, who creates a [Claims](#) document of *Request* subtype, can select *Reject*, if the following grounds can be proven:

- *Non-warranty case* – mechanical damages, residual fluids, and other damages were revealed during diagnostics;
- *On-site repair* – the trouble claimed by the client was remedied in the course of diagnostics;
- *No trouble found* – diagnostics revealed no trouble claimed by the client.

A claim state is selected automatically according to the ground chosen:

- *Return to client* under the grounds:
 - Non-warranty case;
 - On-site repair;
 - No trouble found;

After the claim acceptance is finished, the employee shall execute *Processed* command in the Claims document of *Request* subtype; this command will assign the document *Processed* subtype. In the process, a single document titled [Claims rejections](#) of *Issued* subtype gets automatically created for all claims assigned *Reject* decision; this document writes off the claims from the division balance:

Claim identity	Amount
war8, Radio VEGA	1,100.00
1100	

The claimant is given an act, where the reason for *Rejection* is specified:

Rejection № 180		
Department Front-office: 10, TestFrontOffice		
Claimant: 15, ZAO "Digital Technology"		
Company: Limited Liability Company (LLC) Firm Agent returns to ZAO "Digital Technology" after diagnostics following items:		
ID	Name	Serial number
6	Radio VEGA	 war8
Apperance: Ok. Completeness: Ok. Defect: Ok.		
Return reason:		
<div style="display: flex; justify-content: space-between;"> 05 May 2016 r. S.P. Signature _____ </div>		

Diagnostics

In case of the claim acceptance from the client and creation of the document [Claim](#) the decision *Diagnostic* can be selected by the employee on the following bases from the subtype *Request*:

- Internal diagnostics – time is required for failure detection, for example, failure is shown only by the long operation of the article, more than an hour, etc.;
- External diagnostics – the article is transferred to the supplier who will execute expertize or repair by which result the warranty decision will be made: refund, rejection or exchange.

The claim status is selected automatically according to the selected basis:

- *Internal Diagnostics* is for the basis Internal diagnostics;
- *External Diagnostics* is for the basis External Diagnostics.

For each basis the maximum period of diagnostics is specified in the system, for example, internal diagnostics can not be more than 7 working days (by default period is set by value of the constant *WarrantyInternalDiagnosticsPeriod*, a code 39190) and external diagnostics is more than 21 working days (by default period is set by value of the constant *WarrantyExternalDiagnosticsPeriod*, a code 46601). After this period the company is obliged to return the warranty article or money to the Claimant. Completion date of diagnostics is fixed directly during the claim creation by date *Diagnostic End*:

The screenshot displays the 'Claims, 21' application window. The interface is divided into several sections:

- Header:** 'Claims: 21', 'no files', 'en', 'No commands available', 'OK', 'Save', 'Cancel'.
- Navigation:** 'Common', 'Markdown', 'Supplier switch history', 'Return reason switch history'.
- Scan a barcode:** A text input field.
- Serial number:** '43' and 'war9'.
- Properties:**
 - Article: 6, Radio VEGA
 - Claimant: 15, ZAO "Digital Techn..."
 - Outcome document: 103, Sales (Releas...)
 - Income document: 90, Purchases (Took ...)
 - Supplier: 8, Provider №1
- Description:**
 - Creation date: 5/4/2016, 11:09:47 PM
 - Front-office: 10, TestFrontOffice
 - Contacts: (empty)
 - Appearance: Ok
 - Completeness: Ok
 - Defect description: Ok
- Markdown:**
 - Markdown article: (empty)
 - Markdown agent: ID, (empty)
 - Markdown FRC: ID, (empty)
- Prices:**
 - Amount: 1100
 - Outcome price: 1100
 - Income price: 1000
- Replacement:**
 - Replacement article: ID, (empty)
 - Replacement document: (empty)
- Return:**
 - Return reason: (empty)
 - Return comments: (empty)
 - Document: (empty)
- Diagnostics:**
 - Begin date: 5/5/2016
 - End date: 5/12/2016

In case of decision for diagnostics and upon the Claimant demand the employee of the Warranty can issue release a replacement article to him. This operation does not demand additional payment from the Claimant and it is described in the section [Replacement Article Release](#).

Upon termination of the claim acceptance the employee executes over the document Warranty Claim the command *Processed* in the subtype *Request*, the command transfers the document to the subtype *Processed*. At the same time for all claims according to which the decision *Diagnostics is made*, the receipt is automatically printed wherein refund period of the accepted warranty article is specified:

The receipt of the goods accepting № 289

Department Front-office: 10, TestFrontOffice
 Claimant: 15, ZAO "Digital Technology"
 Claim, №: 34

Company: Limited Liability Company (LLC) Firm Agent
 took to diagnosis on the period from 07 May 2016 . to 14 May 2016 . следующее оборудование:

ID	Name	Serial number
6	Radio VEGA	 wwar
Appearance: Smoke		
Completeness: Full		
Defect: Do not turn on		

• The customer agrees to diagnostics equipment. Sharing equipment or return it for cash is made in the case of detection in the diagnosis of defects arising through the fault of the manufacturer. The term diagnosis is determined in accordance with Russian legislation, including with regard to the requirements of the Law "On Protection of Consumer Rights", and the maximum diagnostic time may not exceed 20 days from the receipt of the goods.

• Equipment that has been transferred to the diagnostics, is a free storage at the time of diagnosis + 5 working days, after which the client is obliged to pick up the equipment in case of an establishment as a result of unfounded diagnosis Client requirements. If the consumer fails to take equipment to a specified period of time (20 days + 5 days), the Customer charged for equipment storage services in the amount of 5% of the purchase price per day of storage.

• The Company is not responsible for the security of the Customer's data information.

• The client shall bear civil, administrative, criminal liability for the installation and use of unlicensed software. The Company is not responsible for any negative consequences, including the removal of the Client's equipment by the competent authorities as a result of your breach of intellectual property rights.

With the rules of warranty service is familiar, packaging and condition of the appearance of the equipment confirm.

Claimant: ZAO "Digital Technology" signature _____
 07 May 2016 г. S.P. Responsibility person: Yury Alekseyevich Gagarin signature _____

If the decision for release of replacement articles to the Claimant was made (release process explicitly is described in the section [Claim replacement](#)):

- all necessary documents for receiving replacement articles at the store are printed and given by the employee to the client;
- the document according to which the Claimant undertakes to return the replacement articles when required is signed by him.

When the claim processing on which the Replacement Articles were given the warranty decision *Refund* (of money) or *Exchange* (on new articles) will be made, at first the employee of the Warranty shall issue return of the replacement articles from the Claimant and only after that release documents for receiving money or new articles. This operation is also described in the section [Claim Replacement Return](#). The replacement article returned by the Claimant is moved to the store for further sale;

Replacement

When creating the primary warranty *Claims* of the client, if the decision of the diagnostics is made (see the section [Diagnostics](#)), upon the demand of the Claimant the employee of warranty can create issue of claim replacement article. For this purpose when creating the claim it is necessary to specify the *Replacement article*. Markdown article is issued as claim replacement article (new is not issued). *Replacement document*, by means of which the issue of claim replacement article is carried out, it is filled by system automatically:

When saving the document Warranty Claim in the subtype *Request* for each claim at which claim replacement article are selected, the document [Claim replacements](#) is created automatically in the subtype *Reserve*, which reserves claim replacement article at the store. For each claim with claim replacement article the separate document is created:

Amount	Article identity	Price	Quantity
1,100.00	Radio VEGA	1,100.00	1

After accepting of claims the employee run the command *Processed*, which transfers the document to the subtype *Processed* on a document *Claim* in the subtype *Request*. At the same time all its subsidiary

documents *Claim replacements* are transferred automatically from the subtype *Reserve* to the subtype *Process of picking up*, that initiates the process of picking up of claim replacement articles at the store.

Each document *Replacement goods* is printed and issued to the Claimant for receiving of claim replacement articles at the store:

Replacement goods № 186

Store: 1, Moscow, Leningradskoe highway, 12 

Claimant: 16, JCS "AIST"

Claim: 22, war12

Shipping date: 5/4/2016 11:44:06 PM

ID	Name	Quantity	Price
6	Radio VEGA	1	1100

Shipping allowed: _____ /Yury Alekseyevich Gagain/

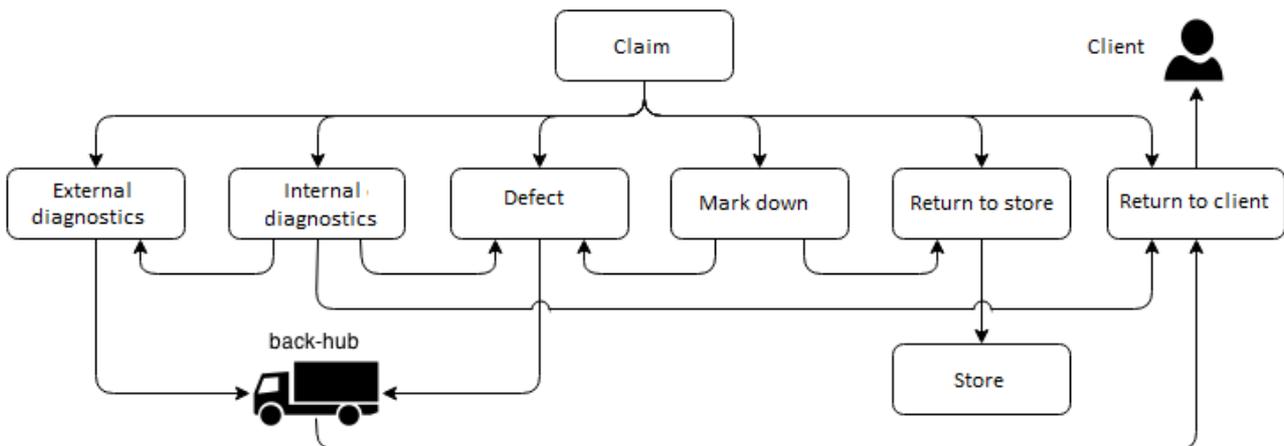
S.P.

Also, the Claimant signs the document under which he is obliged to return claim replacement article within a reasonable time:



Claim processing

Scenarios for claim processing by a front office depend on claims' states:



Return to store

Warranty claims in condition *Claim store transfers* are intended for transferring to the store. For this purpose in the journal [Claim store transfers](#) is created in the typed *Process of picking up*. Claims for relocation are added to the document, it is also possible to scan serial numbers of claims in the field *Serial number* of the table part. After formation of the packaging with claims and its delivery to the store it is executed a command under the document *Acceptance by the store*, which transfers it to the subtype of the same name that initiates the process of accepting of claims by the store:

Claim identity	Article identity	Claim state identity	Amount
war6, Radio VEGA	[Low-price] Radio VEGA	Closed	492.94

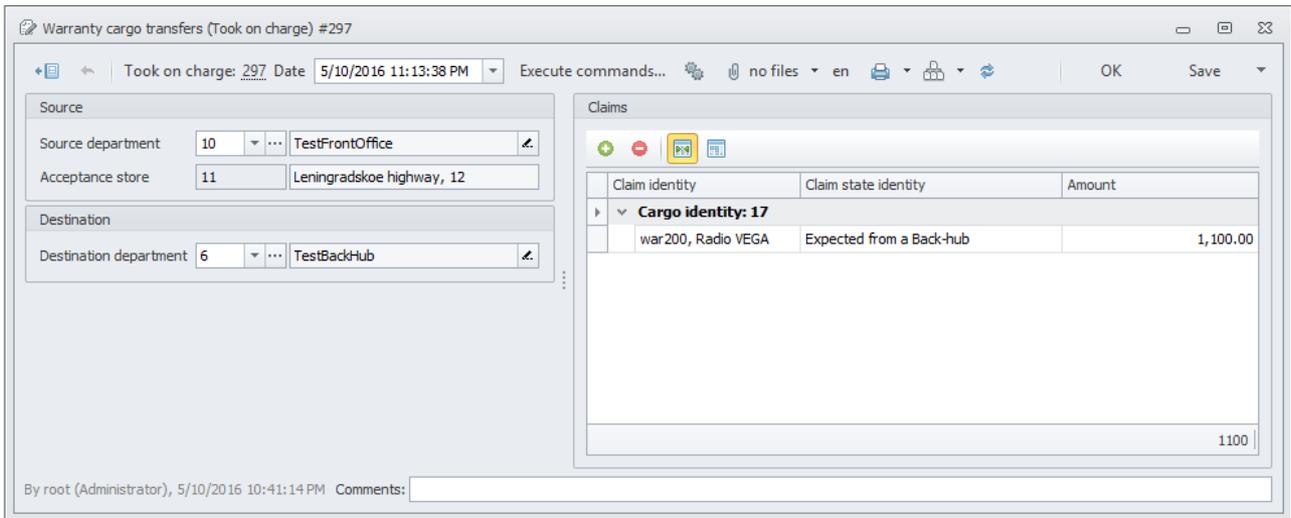
External diagnostics and defects

Claims in state *External diagnostics* and *Defect* are sent for further processing to the back-hub subdivision.

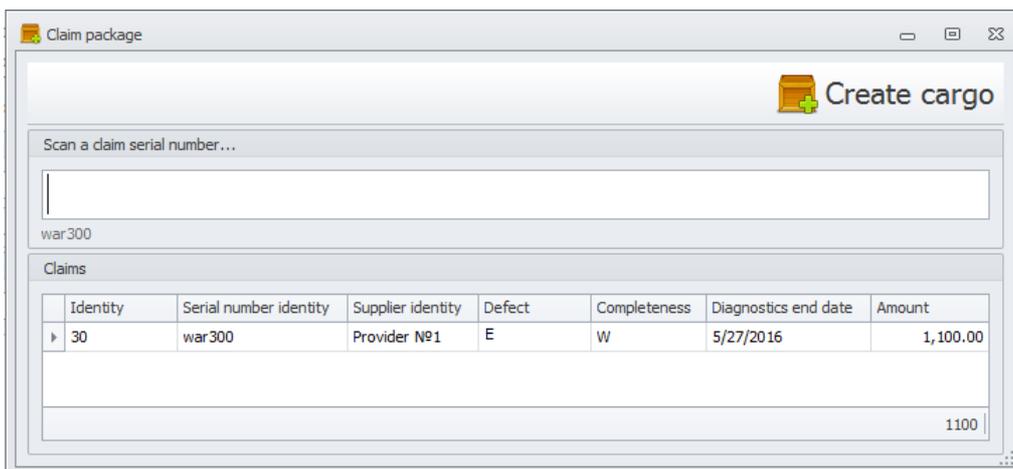
If back-hub subdivision territorially is in one building (office, location) together with front-office and relocations between them are carried out by departments themselves, for sending claims the journal [Warranty claim transfers](#) is used. Document is created directly in the journal in the subtype *Process of picking up*. On the arrival of claims in back-hub subdivision the command *Received* is run under it, which transfers it to the subtype of the same name, which deactivating claims from front-office balance and crediting them to back-hub:

Claim identity	Claim state identity	Cell identity	Amount
warr111, Radio VEGA	Expected from a Back-hub	1-1-1-1, Dispatch to sup...	1,100.00
warr112, Radio VEGA	Expected from a Back-hub	1-1-1-1, Dispatch to sup...	1,100.00
warr113, Radio VEGA	Expected from a Back-hub	1-1-1-1, Dispatch to sup...	1,100.00
warr114, Radio VEGA	Expected from a Back-hub	1-1-1-1, Dispatch to sup...	1,100.00

If back-hub subdivision is territorially dispersed with front-office, claims are created as a logistic cargo – the marked packaging (a box), into which claims are packed – which is carried out by logistics department. In this case, Document Journals [Warranty cargo transfers](#) are used:



To the table part of the document created in the subtype of the document *Package* claims are added to by means of the form *Claim package*, which allows to generate cargoes from them:



When filling packaging (of cargo) claims scan their serial numbers. Only claims in state *Defect* and *External diagnostics* registered in balance of of front-office subdivision can be added to cargo. After filling the packaging the button "Create a cargo" is clicked. At the same time new Dictionary record [Cargoes](#) is created, and an information label of the cargo will be printed. Packaging is sealed and labeled by the printed label:



CargoID22

Source:	10, TestFrontOffice. Moscow, Leninradskoe h., 16
Destinee:	6, TestBackHub. Lenina str. 58
Document №:	297
Claim quantity:	1
Cargo amount:	1100 ₺



Then, the cargoes are transferred to accepting section of the store. At the same time under the document the command *Accepted by the store* is run, which transfers it to the subtype of the same name and initiates accepting process. Operation of the store with cargoes and the device of logistic service are described in the section [Logistic](#).

For claims in state *External diagnostics* the decision *Offset* can be made with a base *Diagnostics period is expired*. This decision is applied if the diagnostics period is expired for the claim and the client demanded to return warranty articles or money. This operation is created by means of the Document Journal [Claims diagnostics](#) and is described in the section [Internal diagnostics](#). As a result of offset operation money is paid to the Claimant. The claim becomes a property of the company, its state is changed from *External diagnostics* to *Defect*, and after return from back-hub subdivision it should be transferred to the store for further realization.

Internal diagnostics

Monitoring of the claims accepted with the decision *Diagnostics*, is performed by employees of front-office subdivision on a daily basis. For claims in state *Internal diagnostics* necessary testing of claims in subdivision is held. Test format of testing is determined by declared defect, for example, from the Claimant's word the defect appears when the article is under load more than 1 hour, etc. According to test results for claims the document [Claims diagnostics](#) is created:

In the created document the serial number of the claim is scanned which diagnostics was carried out, made on the basis of the received results of diagnostics warranty *Decision* and *Basis* are selected. If necessary it is possible to write the accompanying *Comment* in a free form. For the claim in state *Internal diagnostics* the following *Decisions* are selected:

- *Refund* – money is returned to the client in amount of claim Refund;
- *Reject* – claim is returned to the client;
- *Exchange* – new identical article from the store is issued to the client.

Depending on the made decision when saving the document *Claims diagnostics* relevant subsidiary documents are created for it automatically:

- for decision *Refund* – [Claim refund](#) in the subtype *Done*, which transfers total amount of Refund according to the claim in balance of the Claimant. For it [Warranty cash outflows](#) is created in the subtype *Expected*, on the basis of which the amount of Refund will be paid to Claimant at the checkout;
- for decision *Reject* – [Claims returns](#) in the subtype *Picking up*, which when carrying out to the final subtype *Issued* (by running the command of the same name) deactivates the claim from balance of the subdivision;
- for decision *Exchange* – [Claim exchange](#) in the subtype *Reserve*, which reserves identical article at the store for the Claimant. When carrying out the document to the subtype *Picking up* (by running the command of the same name) the process of article pickup at the store is initiated. If there is no free identical article, when saving *Claim diagnostics* the system will inform about the impossibility of fulfillment of the exchange. The single alternative – is to change the warranty decision to *Refund*.

After the diagnostics an employee shall notify the Claimant on results of the diagnostics and made decision, and replace the claim to a new storage space, corresponding to its new *State*.

Further when operating with such claims, if the claim replacement article were given according to them, the employee of warranty at first should create the return of claim replacement article from the Claimant, and only after that return the claim to him or issue the documents for receiving money or new article. Return procedure is described in details in the section [Claim replacement return](#).

Claim returns

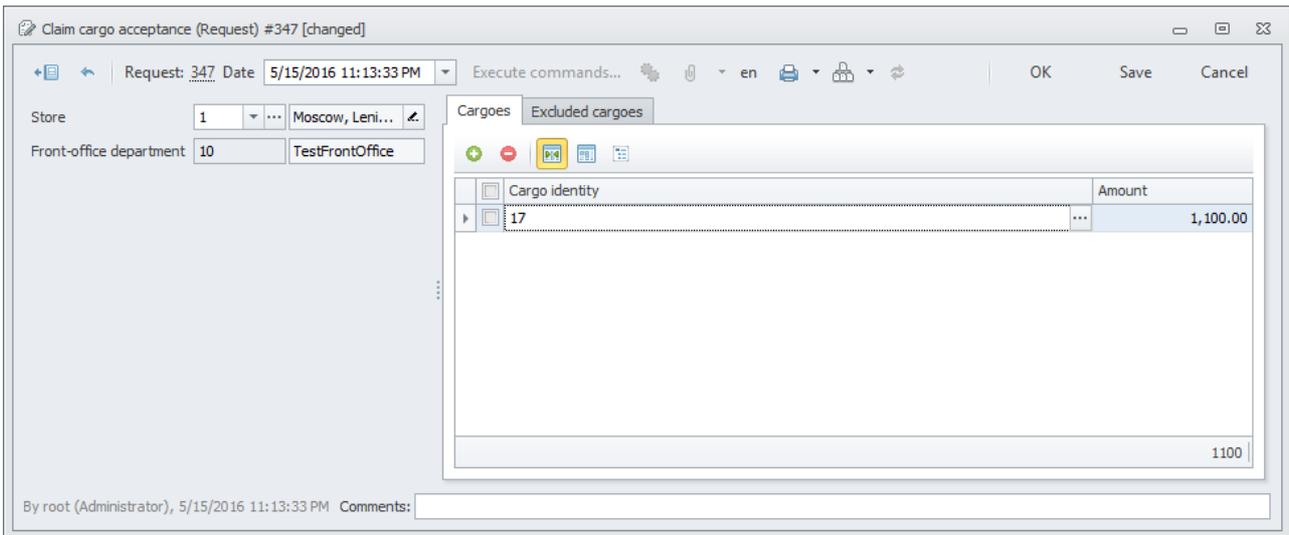
Claims stated as *Claim return* are warranty articles, which belong to clients and have to be returned. These can be:

- claims, on which the decision *Reject* was taken, as a result of the internal diagnostics. For example, on account of the fact that the trouble was not found;
- claims received after repair (external diagnostics) from a Back-hub to a front office.

If a Back-hub division is located within the same building (office or premises) as a front office, claims returned from the Back-hub come to the front office via [Warranty claim reverse transfers](#) documents. The document shall be created by Back-hub employees. After the claims being transferred to the front office have arrived, the *Received* command shall be executed in *Picking up* subtype's document; this command moves the document to the subtype of the same name, where the claims get written-off from the Back-hub and credited to the front office:

The screenshot shows a software window titled "Warranty claim reverse transfers (Collecting) #609 [new document]". The interface includes a header with "Collecting: 609" and "Date: 7/22/2016 6:32:20 PM". Below this, there are fields for "Source department" (6, TestBackHub), "Destination department" (10, TestFrontOffice), and "Cell" (118, 1-1-2-1, Return t...). A "Claims" section contains a "Serial number" input field and a table with columns "Claim identity", "Claim state identity", and "Amount". The table is currently empty. At the bottom, there is a "Comments:" field with the text "By root (Administrator), 7/22/2016 6:32:20 PM".

If the Back-hub and the front office are located in separate buildings, the claims go to the front office as a logistic cargo. In this case, after the cargo is delivered to the store, it is needed to be accepted at the Back-hub. This can be carried out via a [Claim cargo acceptances](#) document, which is automatically generated in *Request* subtype after the cargo arrived to the office's store (the front office belongs to the same office). There remains to launch [Start cargo pickup for front office](#) command (an employee shall do it periodically, e.g., once a day), which searches and handles such documents (belonging to a front office specified in the [Employees](#)). As a result, the document that was found gets assigned *Picking up* subtype (if more than one documents of *Request* subtype were found, in their place a single document of *Picking up* subtype is created) and displayed on the screen. This commences the process of pickup and release of cargoes to the division.:



To receive the cargoes at the store, use the document's hard copy.

Acceptance of cargoes in department Front-office № 347

Department Front-office: 10, TestFrontOffice 
Dispatch store: 1, Moscow, Leningradskoe highway, 12
Date: 5/15/2016 11:18:25 PM

Cargo	Summ
CargoID 17	1100

Cargo accepted: _____ /Yury Alekseyevich Gagain/

Having received the cargoes, deliver them to the division and unpack them. This can be performed via a [Claim cargo unpack](#) document. The document can be created by clicking the button  in the Document Journal; the document gets assigned *Drawing up* subtype:

The process of unpacking is recorded in the following way:

- enter the barcode of the cargo received to *Scan cargo or claim barcode* field in the document's table part by scanning it. The cargo and claims get added to the document. The claims are grouped by cargo;
- then the claims get alternately pulled out from the cargo's box; in the process, their barcodes shall be scanned. Each claim that has its serial number scanned gets checked by the *Scanned* flag in the document's table part;
- each claim found *Overage* during scanning its serial number (such claim shall not be accounted for the front office's balance) gets added to the current cargo shown in the table part with the *Overage* and *Scanned* flags checked;
- if the cargo contains an article, for which no claim was found or issued, such article shall be given to the senior manager for the following investigation.

If the manager failed to find out how the article got into the cargo/department and return it, such article can be recorded as received by the division; this can be performed by creating a claim for the article and recording the article as a *Overage* during a stock inspection (detailed description of stock inspection is described in [Claim stock inspection](#) section). Further, such article can be marked down, if necessary, and given to a store for the following realization.

- upon completion of unpacking, some cargo's claims may be found in the table part with the *Scanned* flag unchecked; this means that the claims must be in the cargo, but in fact they are absent. Such claims must be checked with the *Shortage* flag manually;
- only after all cargo's claims are checked with the *Scanned* or *Shortage* flags, you may proceed to unpack the next cargo and scan its barcode;
- after all cargoes have been unpacked, the document gets saved and assigned *Unpacked* subtype by executing the command of the same name. In the process:
 - all scanned claims that are not declared *Overage* go to the front office's balance sheet;

- for each claim's shortage a daughter document titled [Warranty stock corrections](#) of *Back-hub transfer ready* subtype is created:

Warranty stock corrections (Ready for transfer to Back-hub) #356 [changed]

Ready for transfer to Back-hub: 356 Date 5/15/2016 11:51:26 PM Execute commands... en

Departments

Front-office department 10 TestFrontOffice

Back-hub department 6 TestBackHub

Claim

Claim 30 war300, Radio VEGA

Claim state 3 Defect

Old claim state 1 Return to store

Cell 116 0-0-0-0, Dispatch to supplier TestSupplier

Amount 1,100

By root (Administrator), 5/15/2016 11:51:26 PM Comments:

If such shortages are revealed, it is needed to communicate the Back-hub that sent the cargo in order to make a joint decision. For example, it could happen that the claim was physically left at the Back-hub. If so, the document gets assigned *transferred to Back-hub* subtype by execution of *transferred* command and credit the claim to the Back-hub's balance;

- for each claim's Overage, which is accounted for the balance of the Back-hub that sent the cargo with the claim's Overage, a daughter document titled [Warranty stock corrections](#) of *Front office transfer ready* subtype is created.

If such Overages are revealed, it is needed to communicate the Back-hub in order to make a joint decision. For example, the claim could be placed into the cargo by mistake. If so:

- if the divisions are located within one building, the *Warranty stock corrections* document may be removed, and the claim may be returned to the Back-hub;
- otherwise, the document may be assigned *transferred to front office* subtype by executing *transferred* command. This will put the claim to the Back-hub balance sheet, and it can later be sent together with another cargo to the front office;
- for each claim's Overage, which is not accounted for the balance of the Back-hub that sent the cargo with the claim's Overage, a daughter document titled [Claim overage incomes](#) document of *Drawing up* subtype is created:

Claim overage incomes (Issuing) #458 [changed]

Issuing: 458 Date 5/21/2016 1:19:18 PM Execute commands... OK Save Cancel

Department

Front-office department 10 TestFrontOffice

Stock-taking agent 8 Provider №1

Firm 1 Firm №1

Budget item ID

Claim

Claim 18 war10, Radio VEGA

Claim state 12 Sent to a Back-hub

Old claim state 10 Close

Amount 2

By root (Administrator), 5/21/2016 1:19:18 PM Comments:

If such Overages are revealed, it is also needed to communicate the Back-hub. While deciding on

putting the claim to the Back-hub's balance sheet, it is needed to move the document to *Accepted* subtype by executing the command of the same name.

After the cargo is unpacked, the claims shall be distributed in storage places according to claims' states. Clients, whose claims arrived with the cargo, shall be informed via any method accepted in the company: by a letter or SMS, or a phone call, etc., and asked to come to the division. The following actions are described in [Claim Refund](#) section.

Claim markdowns

Claims marked as *Markdown* were accepted from a client or found during stock inspection at the division. In general, these are used articles, so they need to be marked down in order to be sold later.

Markdown is a reduction in amount of the claim refund at the expense of a person responsible. This can be:

- a company's employee (agent), who broke, dropped the article, or released a wrong article, etc.;
- a division, if no specific person was established, e.g., if a broken article was found at a store.

Markdown amount shall be calculated based on formal criteria. The list of criteria is given in the [Claim markdown criteria](#) Dictionary. These can be, e.g., state of packaging, article's appearance, package content, etc.

Each criterion, in its turn, can have a certain value; the allowable values are presented in the [Claim markdown criteria values](#) Dictionary. For example, "state of packaging" criterion can take on the following values: yes; yes with evidence of use; no.

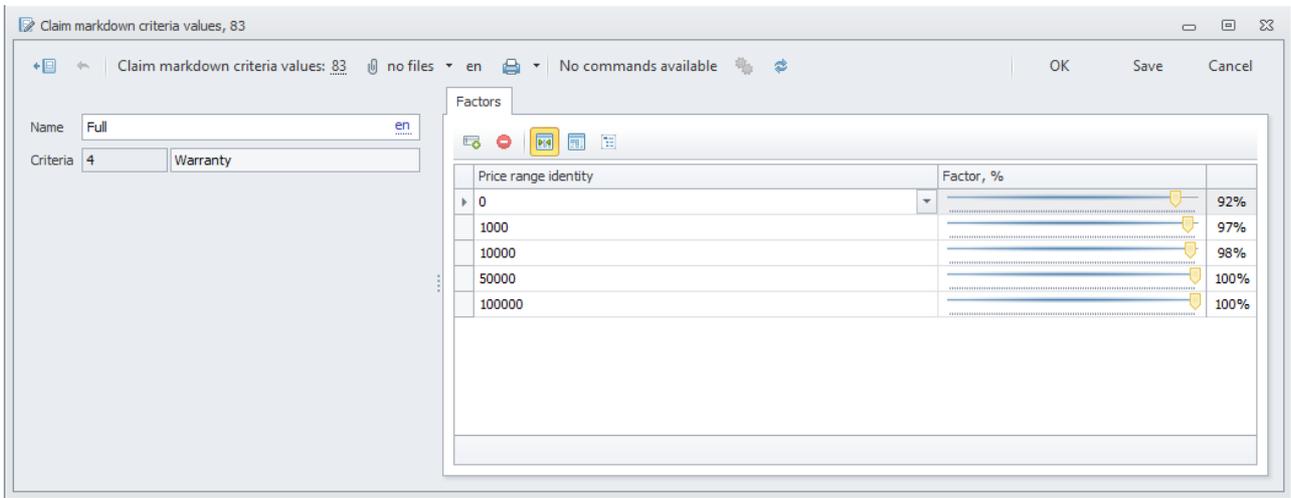
When doing a markdown, values for each criterion shall be selected and, following this, a markdown factor shall be calculated.

The markdown factor depends on article price. As a rule, low-priced articles are marked down at a higher degree than high-priced ones. The [Claim markdown price ranges](#) Dictionary specifies price intervals, and each range has an individual markdown factor.

The price range is bounded below by price value, which is set directly by the interval, and bounded above by price value of the following interval. E.g., for price ranges equal to 0, 1000, 10000 and 50000, the markdown will be performed within the following price intervals:

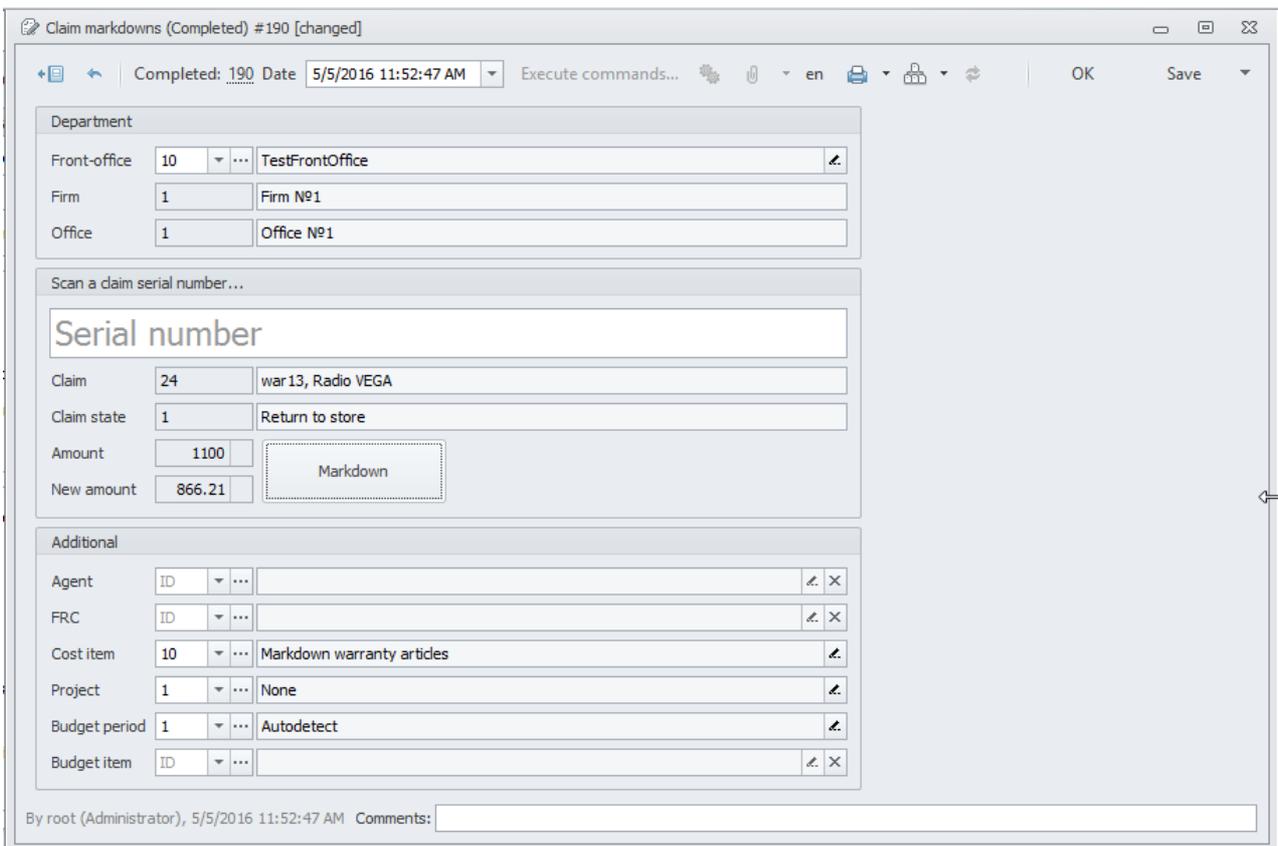
- 0 – prices from 0.00 to 999.99;

- 1000 – prices from 1,000.00 to 9,999.99;
- 10000 – prices from 10,000.00 to 49,999.99;
- 50000 – prices from 50,000.00 and higher.



Value of a claim being marked down is multiplied by a *Claim markdown criteria values*. E.g., if the markdown criteria is 95%, and the claim value is 100 rubles, the value of the marked down claim will be 100 rubles x 0.95 = 95 rubles. This means that if the markdown criteria is 100%, no markdown shall be performed.

Claim markdown is performed via [Claim markdowns](#) register documents:



A document can be created straight in the register. Upon creation of the document, a claim to be marked down shall be selected manually or by scanning its serial number.

If a certain person, whose actions have led to the necessary markdown, is known, he shall be specified in the *Agent* field. All losses due to the markdown will be put down on this person. If there is no certain person established, a *FRC* shall be specified.

Clicking the *Markdown* button will open the "Markdown" form, where all criteria will be defined. Each criteria shall be assigned a certain value. After all criteria values are selected, a *Markdown amount* is calculated. Clicking the OK button will put the *Claim markdown* into the document's *New amount* field. After the document is saved:

- the *Claim's* markdown is performed; its *Refund amount* will be replaced with the value of the *Markdown amount*;
- the markdown value (the difference between the old and the new refund amounts) is credited to the *Agent* responsible, if any is specified, otherwise, to the *FRC* specified;
- a new article, which is a

The screenshot shows a 'Markdown' dialog box with the following details:

- Original amount:** 1,100.
- Markdown amount:** 492.94
- Difference:** -607.06 (55.19%)
- Light marks:** Light marks, Medium marks, No packing, Excellent
- Product condition:** New, Slight marks of exploitation, Big marks of exploitation (scrapes and scratches)
- Complectation:** Full, Not full, Without kit
- Warranty:** Not full, No, Full
- Buttons:** OK, Cancel

duplicate of the claim's article, is created in the [Articles](#) Dictionary. The article's basic price is set equal to the new (marked down) *Refund amount* of the claim. The prefix [*Cheap*] gets added to the article's name. The newly created article gets added to the claim's *Marked down article* field.

After that, claims are transferred to the special storing place for claims in the *Return to store* state for the following realization.

Claim refund

After the client has been informed of completion of the diagnostics/repair of the warranty article by the front office, he shall make a second visit to the warranty department. Informing of the client is performed via any method accepted in the company: sending a letter or SMS, making a phone call, etc.

On the claim accepted at the initial submitting the following decisions can be taken:

- *Refund* – the client is paid money in amount of the claim's refund;
- *Reject* – the client is given the claim back;
- *Replace* – the client is given a new article in replacement for the old one.

Depending on the decision taken, all necessary documents shall already be created in the system. However, the warranty employee shall draw up a return of the claim replacement, if any was released to the claimant. The process is described in details in [Claim replacement return](#) section.

The following actions that the employee shall perform are determined by the decision taken on the claim:

- *Refund* – a [Claim refunds](#) document of *Executed* subtype was created under the claim. Under the a. m. document, a [Warranty cash outflows](#) document of *Pending* subtype was created; this document shall be printed out by the employee. On the basis of this document and its hard copy, the claimant shall be given the refund amount from a checkout:
- *Refund* for lost article – this situation is distinguished by the fact of the loss of the claim by the company. Following the inspection, a *Claim refund* document was created under the claim; the document was assigned *Drawing up* subtype:
 - *Executed* command shall be applied to the document, which then will be assigned the subtype of the same name. In the process, a *Warranty cash outflows* document of *Pending* subtype will be automatically created. The following actions of the employee will be similar to those of the previous scenario;
 - however, a situation may occur, when a claimant rejections to return the claim replacement and receive money. In such case, *Written-off* command shall be applied to the document, which then will be assigned the subtype of the same name. In the process, a [Claim debt settlements](#) document will be automatically created; this document will write off the claim replacement of the claimant;

- *Reject* – a [Claim return](#) document of *Picking up* subtype was created under the claim. *Released* command shall be applied to the document, which then well be assigned the subtype of the same name; the claim will be written-off from the division's balance. There remains to print out the document:

Claim return № 304

Department Front-office: 10, TestFrontOffice
 Claimant: 15, ZAO "Digital Technology"
 Transaction date: 5/11/2016 1:24:10 AM

Claim	Serial Number
11, MotherBoard 1	 war2
Appearance: No. Completeness: No. Defect: No.	
Return reason:	

Gave out: _____ /Yury Alekseyevich Gagain/ Do not have claims to the set and state.
 Claimant: _____ /ZAO "Digital Technology"/

- *Exchange* – a [Claim exchanging goods](#) document of *Reserve* subtype was created under the claim; the document reserves a similar article for replacement at a store. *Released* command shall be applied to the document, which then will be assigned the subtype of the same name; this will commence the pickup process: On the basis of this document and its hard copy, the claimant shall be given a substitute article from the store:

Claim exchanging goods № 176

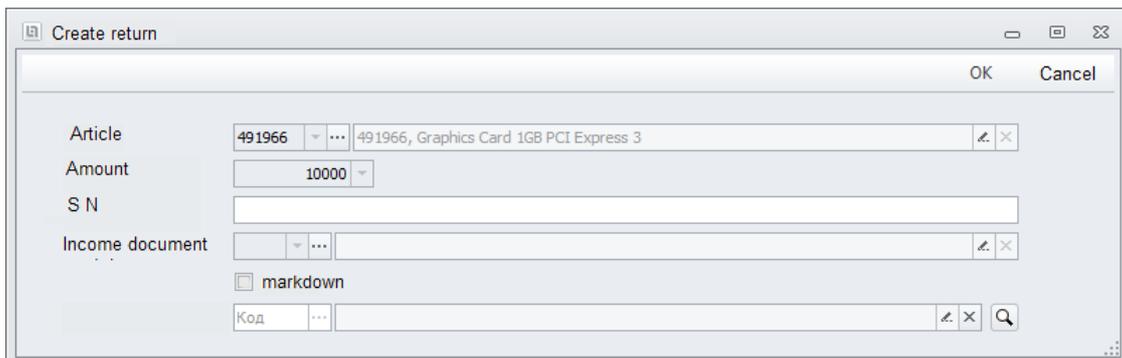
Store: 1, Moscow, Leningradskoe highway, 12
 Claimant: 15, ZAO "Digital Technology"
 Shipping date: 5/4/2016 11:03:00 PM

ID	Name	Quantity	Price
6	Radio VEGA	1	1100

Shipping allowed: _____ /Yury Alekseyevich Gagain/
 S.P.

Claim replacement and return

A front office can accept only claims from claimants. Thus, accepting back a claim replacement given to the claimant, it is needed to create a claim for such replacement. This can be done by launching *Create return* command in a [Claim returns](#) document of *Released* subtype, under which the claimant was given the replacement. As a result, a form titled *Create return* will open:

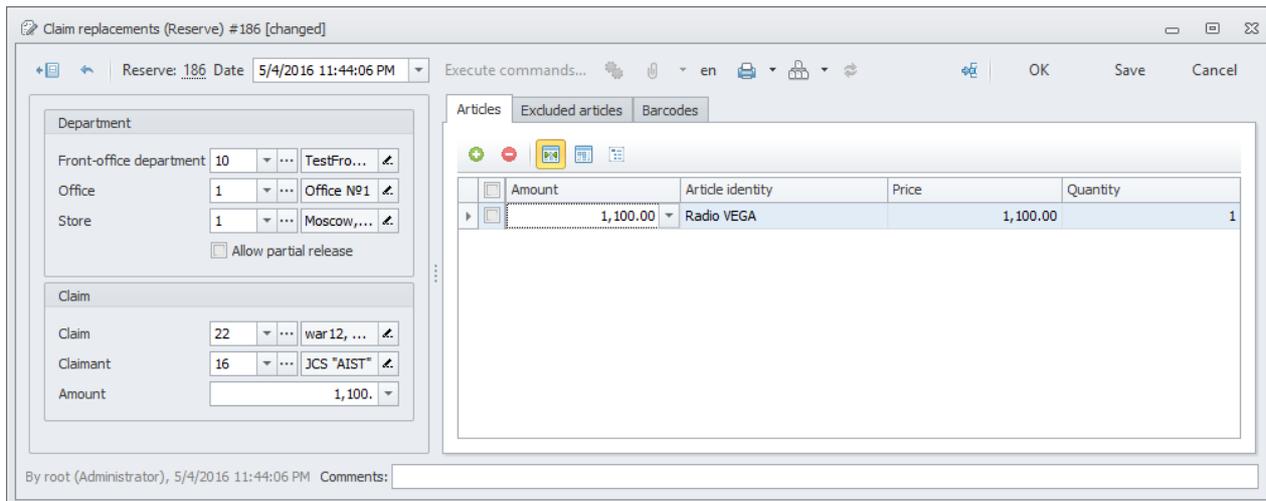


The *Create return* form is used to create a claim for the replacement. The following fields shall be filled in, if necessary:

- *S N* of the claim returned by the claimant. If the claim replacement is to be accounted by unique barcodes, its barcode is stored in the system (it was scanned during release) and will be automatically specified in the *Serial number* field;
- *Income document*. If a single document is found, it will be selected automatically. Otherwise, the selection of a *Receipt document* is carried out by clicking the button  at the right.

Clicking the OK button of the *Create return* form (if the claim replacement is accounted as a claimant's debt, otherwise error report):

- will create a claim for the claim replacement being returned.
- a [Claim replacements](#) document will be created, where the newly created claim will be specified in the *New claim* field:



The *Replacement goods* shall be printed out and issued to the claimant:

Replacement goods № 186

Store: 1, Moscow, Leningradskoe highway, 12
Claimant: 16, JCS "AIST"
Claim: 22, war12
Shipping date: 5/4/2016 11:44:06 PM

ID	Name	Quantity	Price
6	Radio VEGA	1	1100

Shipping allowed: _____ /Yury Alekseyevich Gagaim/

S.P.

The claim replacement accepted from the claimant shall be marked down, if necessary, and returned to the store to be sold later.

However, a situation may occur, when the claimant rejections to return the replacement and take his claim back (he may also rejection to get in touch). If so, the employee can write off the claim replacement in claim refund. To do this, create a [Claim replacement deactivations](#) register document, which will write off the replacement issued to the claimant and record the claim as received by the division:

Claim replacement deactivations (Completed) #438 [changed]

Completed: 438 Date: 5/20/2016 10:15:08 PM Execute commands... OK Save

Scan a barcode

Front Office department: 10 TestFrontOffice

Office: 1 Office №1

FRC: 8 Warranty Front Office

Cost item: 9 Warranty replacment deactivations

Investment project: 1 None

Budget period: 1 Autodetect

Replacement article: 84 [Low-price] Radio VEGA Amount: 492.94

Claim: 60 war666, Radio VEGA Amount: 0

Claim state:

New claim: 61 war666, Radio VEGA New amount: 0

New claim state: 6 Mark-down

By root (Administrator), 5/20/2016 10:15:08 PM Comments:

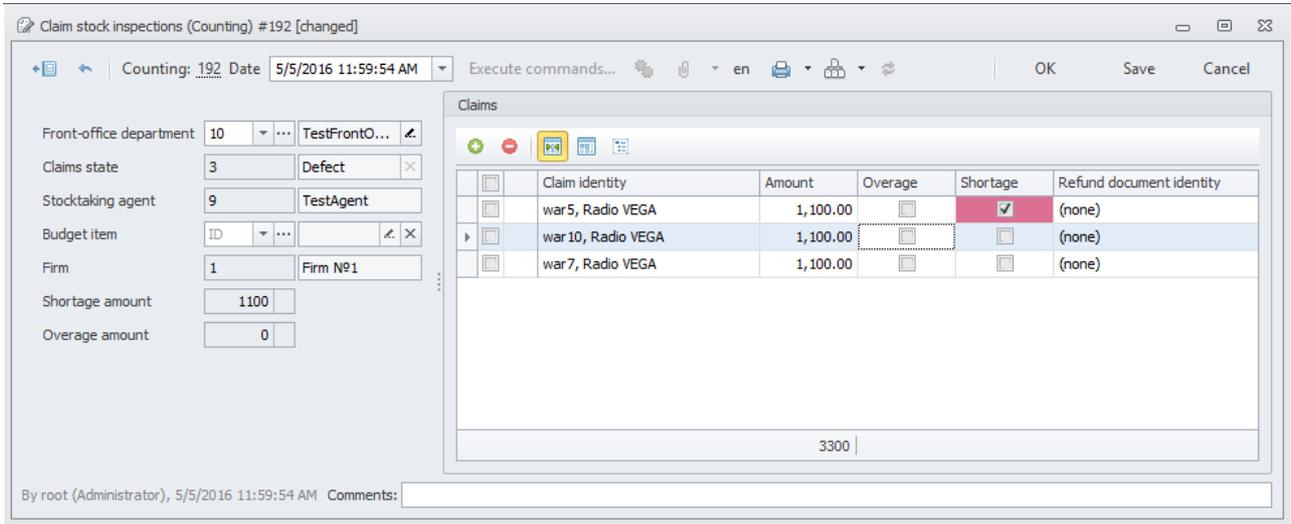
The *Scan a barcode* field shall be filled in with the serial number of the claim, whose claimant rejections to return the claim replacement. All required fields shall be filled in automatically.

When saving the document:

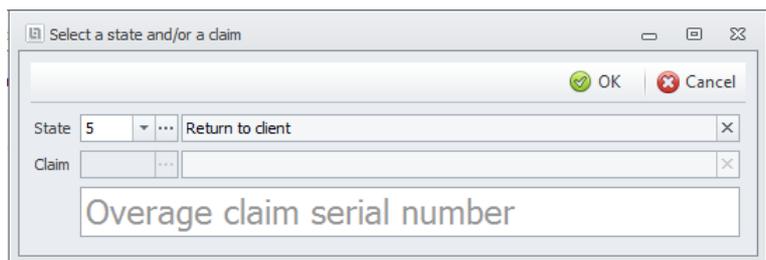
- the difference between the price of the claim replacement and the claim refund amount shall be recorded as company's expense;
- the state of the claimant's claim shall be changed to *Closed*;
- under the claimant's claim, a new claim in the *Return to store* state shall be created. This newly created claim will be recorded on the division's balance. This claim shall be marked down, if necessary, and returned to the company's store to be sold later.

Claim stock inspections

If necessary, the store inspection of claims can be carried out in the subdivision of front-office to compare actual residuals with the system data. For each state of claims, as storage space in the division are organized according to the state claims, the document [Claim Stock Inspections](#) is created in the subtype *Recount*:



When adding claims to the table part, the form of selection *State* is opened, in which there are recounted claims. When clicking the button “OK” of all claims, which are on balance *Front-office department* in the selected *State*, are added to table part.



Selected *State* is also added to the heading of the document. If the heading already contains the *State*, different from the selected one (claims from other storage space were added to the document earlier), before adding of the claims in its new *State* the table part of the document will be cleared.

Physical count of claims is printed and is carried out after stock inspection. Found Overages are written in the free lines in the lower part of printed output:

Claim stock inspection № 192			
Department Front-office:	10, TestFrontOffice		
Claim state:	3, Defect		
Agent:	9, TestAgent		
Transaction date:	5/5/2016 11:59:54 AM		
Claim	Quantity	Fact. quantity	Amount
16, war5, Radio VEGA	1		1100
18, war10, Radio VEGA	1		1100
19, war7, Radio VEGA	1		1100
Recalculating performed: _____ /Yury Alekseyevich Gagain/			

After completion of recount of all claims the data is added into the document:

- for claims that have not been found during the stock inspection, the flag *Shortage* is set manually;
- claims found in the process of stock inspection, which are absent in printed output, they are processed according to the following scenarios:
 - if claims are on balance of the subdivisions, but differ in a state from *State of claims*, on which stock inspection is carried out (for example, when checking a shelf with claims in state *Return to the client* claims in a state *Diagnostics* were found), they simply transfer to corresponding to their state storage space. This action is not fixed in the document of stock inspection;
 - if claims are on balance of the subdivision (for example, the claims are found in a state *Sent to back-hub* or *Closed*), they are added to the table part manually through the same form by scanning or adding manually of their serial number in the appropriate field.

By clicking the button "OK" the selected claim in such a way (if it is not registered in *State*, specified in a document heading, on the balance of *Front-office department*) is added to the table part with the set flag *Overage*;

- if in the process of stock inspection the article was found, for which claims were not created, a new claim is created, in which the Claimant specify the warranty department. Created claim is added to the stock inspection and the flag *Overage* is set automatically for it.

At the end the document is carried out to the final subtype *Processed* by running the command of the same name. Thus in the system:

- claims, according to which shortage is found, are deactivated from balance of the subdivision. At the same time for claims in state *Internal diagnostics*, *External diagnostics* or *Return to the client* in system the document [Claim refund](#) is created automatically in the subtype *Process of registration*, as lost warranty articles were property of the clients, and now the company should compensate their losses;
- claims, according to which the *Overage* is found, are credited on balance of subdivision in a state *Markdown*. At the same time claims are placed in the storage space corresponding to their new state.

Defect articles creating

In each section of the store, where the article is stored and picked up, as well as in the issuing zone of the store, the place for temporal placement of the defect articles should be prepared and marked. For example, in section the shelf or one flight of the rack for placement of the defect articles is selected, this shelf is marked by the appropriate information sign.

[Warranty defect article creating](#) is carried out in the form of the same name in the process of picking up the section of the store by the employee. For each defective article, created in such a way, in the system the Document Journal [Defect articles](#) is created, which withdraws article from store residuals and carries it out on residuals of defective articles:

Defect articles (Ready for transfer) #305 [changed]

Ready for transfer: 305 Date: 5/11/2016 1:35:05 AM

Article

Store: 14 Store main

Article: 86 [Low-price] Radio VEGA

Barcode: 6 barcode6

Price: 866.21

Defect

Defect: Do not turn off

Responsible employee: 2 Ivan Ivanovich Ivanov

By root (Administrator), 5/11/2016 1:35:05 AM Comments:

After registration of the document the defect article are placed to the appropriate storage space in section. If the defect was found on the issue, article is returned to storage section beforehand.

Once in a set period of time, for example, at the beginning of each working day, the responsible employee of the store realizes the relocation of defective articles into the subdivision of front-office warranty department. Such relocation is made out by the document journal [Defect articles transfer](#). For document creation the employee should run the command [Defect article transfer to Front-office](#). When running the command, by user who is an employee of this store, checks existence of defective articles in balance of the store, which are not in the process of relocation to the warranty subdivision (have not yet added to relocation documents). Found articles are added to the automatically created document *Defect article transfers* in the subtype *Ready to transfer*, which is opened on the screen:

Defect article transfers (Ready for transfer) #368

Ready for transfer: 368 Date: 5/16/2016 10:35:51 PM

Store: 1 Moscow, Leningrads...

Front-office department: 10 TestFrontOffice

Defect articles

Article identity	Barcode identity	Defect identity	Price
Radio VEGA	barcode6	do not switch on	1,000.00
Radio VEGA	barcode6	do not switch on	1,000.00

By root (Administrator), 5/16/2016 10:35:51 PM Comments:

The document needs to be printed and, being guided by it, to bypass the specified zones, to collect the listed defective articles located in appropriate storage spaces and to transfer them to the warranty subdivision:

Defect article transfer № 368	
Department Front-office:	10, TestFrontOffice
Store:	1, Moscow, Leningradskoe highway, 12
Date:	5/16/2016 10:35:51 PM
	
Section, article, defect	Price
95, Store zone 1	
6, barcode6, Radio VEGA, do not switch on	1000
6, barcode6, Radio VEGA, do not switch on	1000
Issued: _____ /Yury Alekseyevich Gagain/	
Accepted: _____ / _____ /	

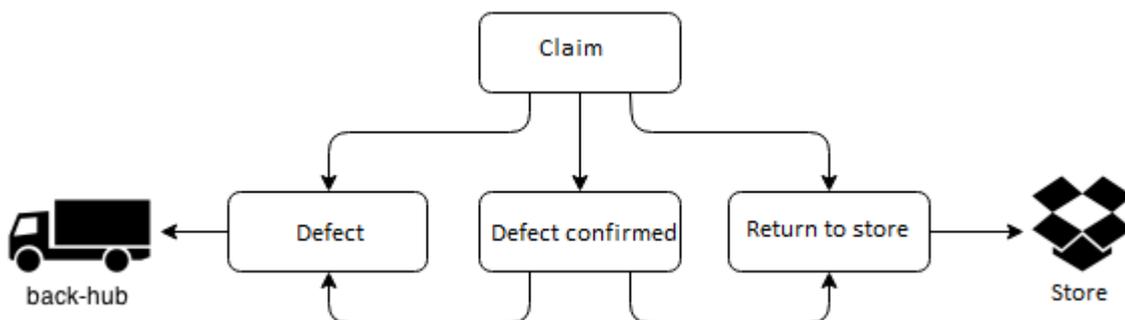
After transfer of defective articles to the warranty subdivision the command is run under this document *transferred*, which transfers it to the subtype of the same name, and defective articles are deactivated in balance of front-office subdivision of warranty department.

Defect articles acceptance

The employee of subdivision of front-office accepts all defective articles from the store, creating for them claims, and checks the existence of the declared defect: examines package of the articles, if necessary opens and examines article, etc. Based on primary examination he makes a decision which defines the further scenario of claim processing:

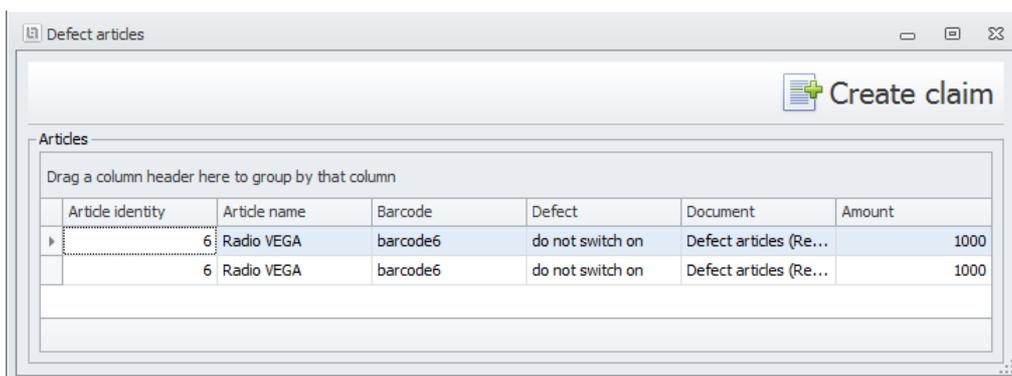
- *Reject* – defect is absent or was removed in the process of accepting, such articles need to be returned to the store;
- *Refund* – already at an accepting stage defect is identified as warranty or non-warranty:
 - warranty – article should be returned to the supplier, having sent it to back-hub subdivision;
 - non-warranty – article should be marked down and returned to the store for further implementation;
- *Diagnostics* – a defect is present, but it requires additional diagnostics inside the subdivision in which it is determined whether the defect warranty or not;

On the defective article accepted in diagnostics after completion of diagnostics similar to the above-mentioned warranty decisions can be shown (*Reject* or *Refund*):



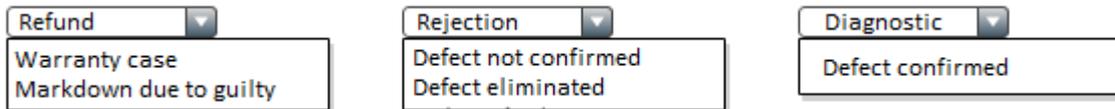
Accepting of the defective article is made out by means of journal [Store Claims](#) and begins with creation of the document in the subtype *Request* (by clicking the button 

Claims are added to table part by clicking the button  of a tool-bar of table part. At the same time the form of selection *Defect articles* is opened, in which the list of defective articles which are on balance of the subdivision:



Having selected articles among delivered from the store (having examined it and made the decision), it is necessary to find it in the list being guided by *Article Name*, *Barcode* and description of *Defect*. Having selected *Article Identity* from the list, it is necessary to click the button "Create Claim", as a result a form of creation of new claim will be opened (Dictionary record [Claims](#)), in which data of the selected *Article* will be added. Process is described in detail in section [Claims](#):

By clicking the button “OK” created claim will be added to the table part of the document *Decision* and corresponding to it *Base* (*State* is set automatically):



Warranty decisions with the following bases are available for acceptance:

- decision *Refund* with the bases:
 - *Warranty case* – found defect is a warranty case. Claim in state *Defect* is subject to sending to back-hub subdivision for repair or an exchange;
 - *Markdown due to guilty* – defect is confirmed, but recognized as non-warranty. Such claim is marked down during creation (in a claim card) and in state *Return to store* is subject to sending to store for further realization;
- decision *Rejection* with any of bases – claim in a state *Return to the store* is subject to sending to store for further realization:
 - *Defect not confirmed* – declared defect was not found when accepting;
 - *Defect eliminated* – declared defect was removed when accepting;
- decision *Diagnostic* with the base *Defect confirmed* – declared defect is confirmed, but additional testing is required. Claim in state *Defective article diagnostics* is subject to sending for internal diagnostics.

After processing of all defective articles and saving the document it should be transferred to the subtype *Processed* by running the command of the same name. At the same time all claims of the table part are transferred on balance of subdivision. Accepted claims are placed at the storage spaces corresponding to their states. Further operation with them is described in section [Defect article diagnostics](#).

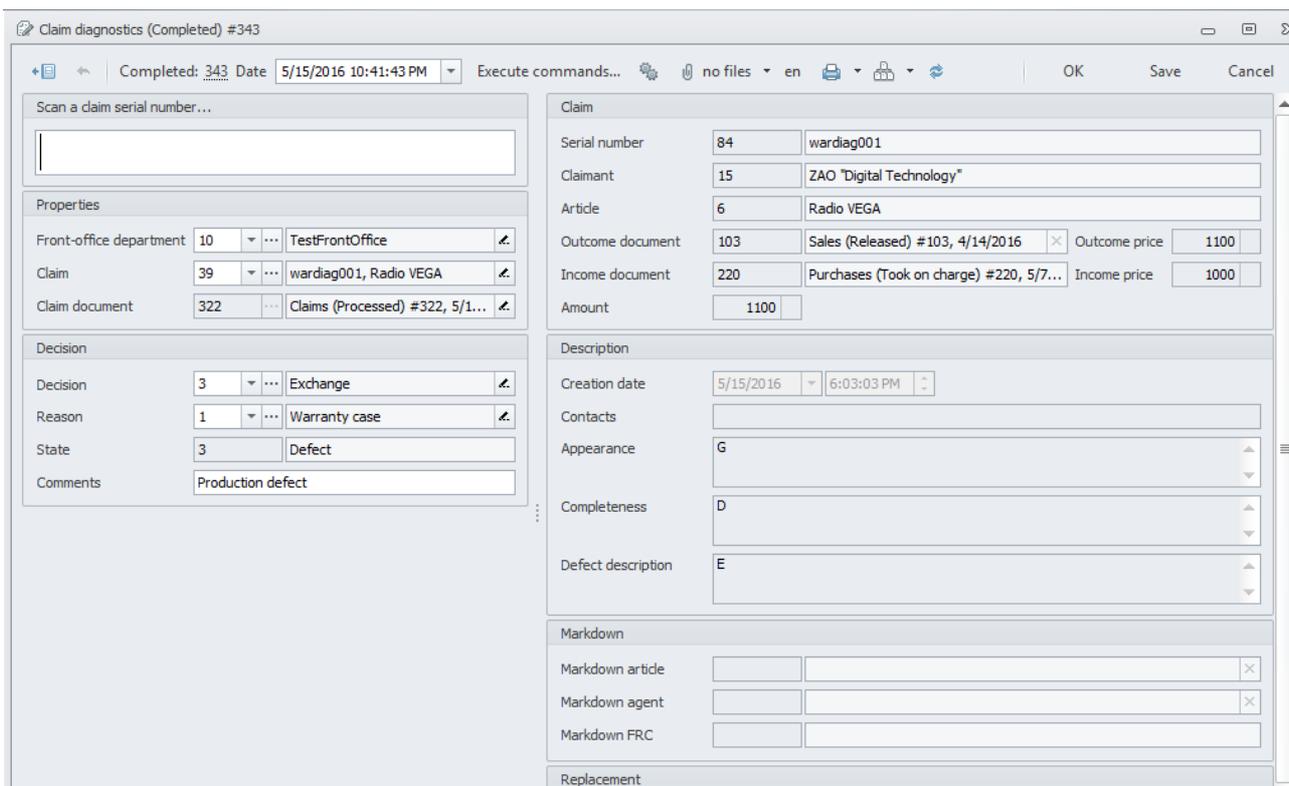
Defect articles diagnostics

Claims accepted from the store in state *Return to store* are subject to sending to store for further realization. This process is described in detail in the section [Return to store](#).

Claims accepted from the store in state *Defect* are subject to sending to back-hub subsection for repair or an exchange. This process is described in detail in the section [External Diagnostics and Defects](#).

Claims accepted from the store in state *Defect articles diagnostics*, are subject to careful inspection during which it is necessary to set whether the declared defect is warranty or not. If necessary an inspection of articles working capacity is also carried out. During the inspection an employee of subdivision can also independently eliminate the defect, if it is allowed by his qualifications.

Result of each inspection is made in the system by means of documents [Claim diagnostics](#), which are created directly in the journal by clicking the button :



The screenshot shows a software window titled "Claim diagnostics (Completed) #343". The window contains several sections:

- Properties:**
 - Front-office department: 10 TestFrontOffice
 - Claim: 39 wardiag001, Radio VEGA
 - Claim document: 322 Claims (Processed) #322, 5/1...
- Decision:**
 - Decision: 3 Exchange
 - Reason: 1 Warranty case
 - State: 3 Defect
 - Comments: Production defect
- Claim:**
 - Serial number: 84 wardiag001
 - Claimant: 15 ZAO "Digital Technology"
 - Article: 6 Radio VEGA
 - Outcome document: 103 Sales (Released) #103, 4/14/2016 Outcome price: 1100
 - Income document: 220 Purchases (Took on charge) #220, 5/7... Income price: 1000
 - Amount: 1100
- Description:**
 - Creation date: 5/15/2016 6:03:03 PM
 - Contacts: (empty)
 - Appearance: G
 - Completeness: D
 - Defect description: E
- Markdown:**
 - Markdown article: (empty)
 - Markdown agent: (empty)
 - Markdown FRC: (empty)
- Replacement:** (empty)

In the created document the serial number of the claim is scanned which diagnostics was carried out, made on the basis of the received results of diagnostics warranty *Decision* and *Basis* are selected (if necessary it is possible to write the accompanying *Comments* in a free form):

- decision *Refund* with the reasons:
 - *Warranty case* – found defect is a warranty case. Claim in state *Defect* is subject to sending to back-hub subdivision for repair or an exchange;

- *Markdown due to guilty* – defect is recognized non-warranty, for example, it appeared from behind the improper handling of the article in the store, or its package has damage traces, etc. Claim in state *Return to the store* is subject to a markdown directly in the document (before saving the created document) clicking the button "Markdown":

Markdown

Original amount:

Markdown amount:

Difference:

Packaging status

Light marks

Medium marks

No packing

Excellent

Product condition

New

Slight marks of exploitation

Big marks of exploitation (scrapes and scratches)

Complectation

Full

Not full

Without kit

Warranty

Not full

No

Full

OK Cancel

Markdown

Original amount: 1,100.

Markdown amount: 492.94

Difference: -607.06 (55.19%)

Light marks
 Medium marks
 No pecking
 Excellent

Product condition

New
 Slight marks of exploitation
 Big marks of exploitation (scrapes and scratches)

Complectation

Full
 Not full
 Without kit

Warranty

Not full
 No
 Full

OK Cancel

After evaluating of all the criteria – selection one of the values for each group of criteria – *Markdown amount* is calculated, which is added to the document by clicking the button "OK". Such marked down claim in state *Return to store* is subject to sending to store for further realization;

- decision *Reject* with any of bases – claim in a state *Return to the store* is subject to sending to store for further realization:
 - *Defect was not confirmed* – declared defect was not found in the process of diagnostics;
 - *Defect was removed* – declared defect was removed in the process of diagnostics.

Tested claim is located in a new storage space in accordance with the assigned state.

Front office monitor



Front-office monitor allows the employee of front-office subdivision to see the full information according to claims of the client, diagnostics periods, to record contacts with the client and much more:

Front-office: 10; Notifications disabled: No

State	Identity	Creation date	Diagnostics end date	Diagnostics begin date	Notifications d...	Contact
All (11)	6	4/11/2016 11:04:49 PM	4/18/2016	4/11/2016		8855555
Defect (4)	11	4/12/2016 9:34:53 PM				333444555
Internal diagnostics (3)	12	4/12/2016 11:23:18 PM	4/18/2016	4/11/2016		8855555
Return to client (1)	16	5/4/2016 10:02:20 PM				
Return to store (1)	17	5/4/2016 10:38:05 PM				
Close (2)	18	5/4/2016 10:52:16 PM				
	19	5/4/2016 10:59:47 PM				
	20	5/4/2016 11:06:05 PM				
	21	5/4/2016 11:09:47 PM	5/12/2016	5/5/2016		
	24	5/5/2016 11:14:22 AM	5/12/2016	5/5/2016		
	26	5/5/2016 12:16:56 PM				

Claim additional information

Article: 6 Radio VEGA

Appearance: Box broken

Completeness: Ok

Defect description: Damaged box, scuffed item

Replacement document: [] []

Return reason: [] []

Return comments: [] []

Notifications

Notification date	User name	Status identity	Comments
5/5/2016 12:39:1...	Yury Aleksey...	SMS sent	

Employee using the monitor can:

- record and track client's notification;
- control diagnostics periods of claims;
- trace all life cycle of the claim according to the documents;
- in case of Claim of the client receive:
 - a response on the situation according to the claim;
 - information on available Refunds;
 - all information according to the current claims of the client.

Front-office monitor displays only the claims which are in operation. Besides, there is a filter in a tool bar of the form which allows in addition to filter claims in two ways:

- by choice of values of filter parameters:
 - *Front-office* – front-office subdivision, accepted the claims;
 - *Claimant* – an agent from whom the claim was accepted (one or several);
 - *Notifications disabled*:
 - *Yes* – claims with the disabled notifications according to which communication with the Claimant is already finished;
 - *No* – claims with enabled notifications;
 - *Skip* – do not filter according to notifications;

Front-office: 10 TestFrontOffice

Claimant: ID

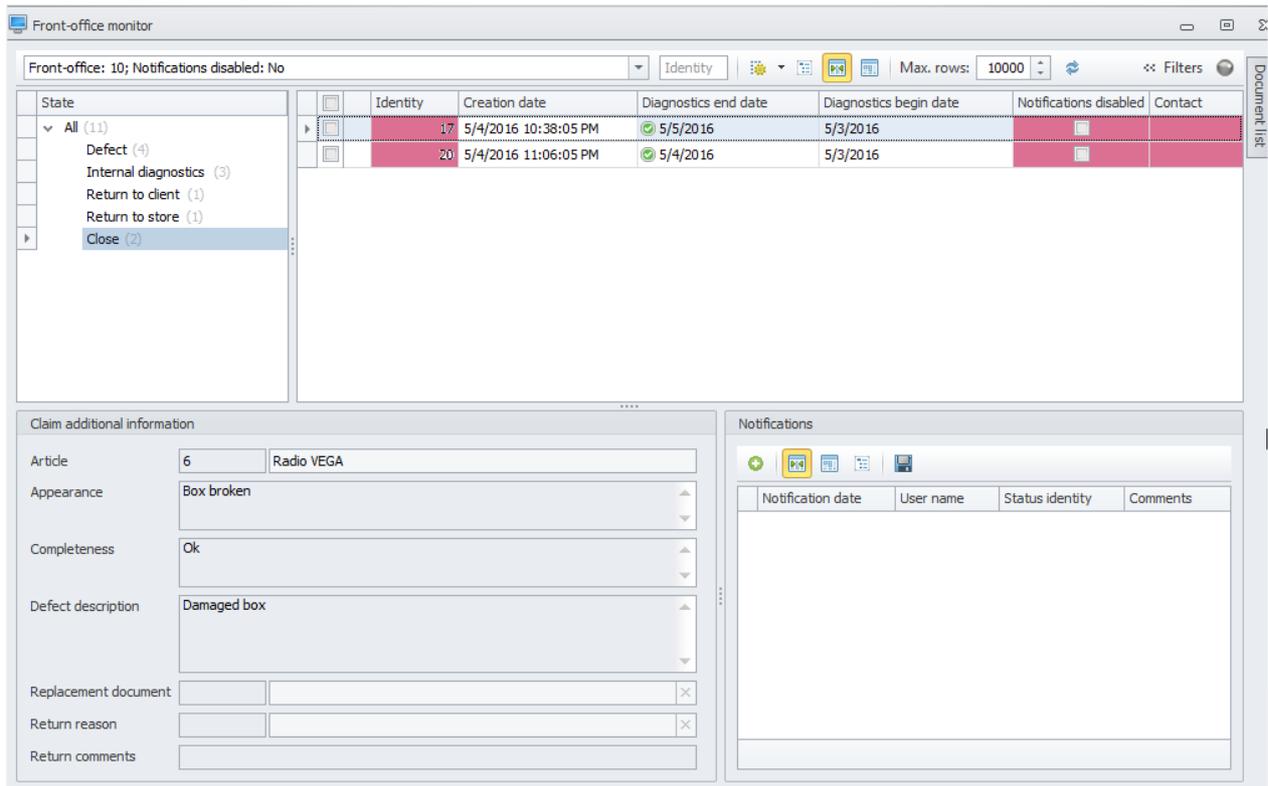
Notifications disabled: Yes No Skip

Need notify

Refund documents

- *Need notify* – claims according to which the renewed notification of the Claimant is required as his response waiting period has expired;
- *Refund documents* – claims according to which the decision Refund is made;
- by adding information directly into the line of the filter. In this way filtering can be performed on:
 - *Claimant* – a code or a name of the agent-Claimant;
 - *Claim document* – a code of the document [Claim](#), by which the Claimant Claim was issued;
 - *Serial number* – serial number of the claim.

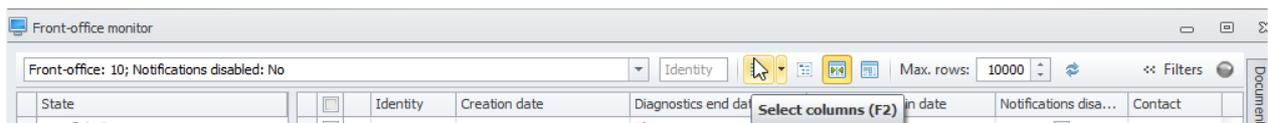
When filtering in this way the closed claims are shown, on which the operation is stopped. Such claims are highlighted **in violet** in the list. It is done in order that by correct search, for example, on the Claimant to show all his claims even if there are no active claims among them. When hovering the mouse cursor at such a claim, a hint "Processing of claims is completed" will be shown:



The form of *Front-office monitor* is divided into four parts:

- at the top from the left there is a list of *States* of claims, that meet the filter criteria. Quantity of claims in this state is specified in brackets. Thus, only states with the non-zero quantity of claims are given in the list. Choice of state filters the list of claims on the right above. Top level of states *All* includes all states of claims;
- at the top from the right a list of claims of the state, selected from the left, is displayed. Double left-click on the line opens a claim card. The claim choice in the list the state selected from the left *All* leads to automatic selection of the state, in which marked claim is placed.

Columns of this list are set up by the standard tool of columns selection:



Description of all available for selection columns-properties of Dictionary can be found in the Dictionary [Claims](#). We will stop only on the main ones:

- *Diagnostics end date* – on approach of this date according to the claim, the decision shall be made. Depending on a situation, the date can be preceded by the icon informing about the situation:
 - 🚩 – time period for the diagnostics of the claim had already passed. When hovering the mouse

cursor at such a claim, a hint will be shown: "Diagnostics period is expired";

- 🕒 – diagnostics period of the claim has not passed yet, but the time (in days) has remained very little: less than the value given by constant *SecondDiagnosticsCheckDays* (code 48715). When hovering the mouse cursor at such a claim, a hint about the exact number of the days which remained until the end of diagnostics will be shown;
- 🕒 – diagnostics period of the claim is still big enough, but the time (in days) has remained very little: less than the value defined by the constant *FirstDiagnosticsCheckDays* (code 48714), but higher than the value given by constant *SecondDiagnosticsCheckDays* (code 48715). When hovering the mouse cursor at such a claim, a hint about the exact number of the days which remained until the end of diagnostics will be shown;
- no icon means that time for diagnostics of the claim (in days) had more value, set by the constant *FirstDiagnosticsCheckDays* (code 48714);
- 🟢 – an icon means that according to the claim the decision is already made and *Expiration date of diagnostics* is not critical any more;
- **Contact** – a contact information of the Claimant for communication. Icon 📞 appears in front of the Claimant's contacts if he did not respond to the notice within the last number of days bigger than a preset value of the constant *DaysToRepeatNotification* (code 48723). Icon informs about the need to re-contact with the Claimant.

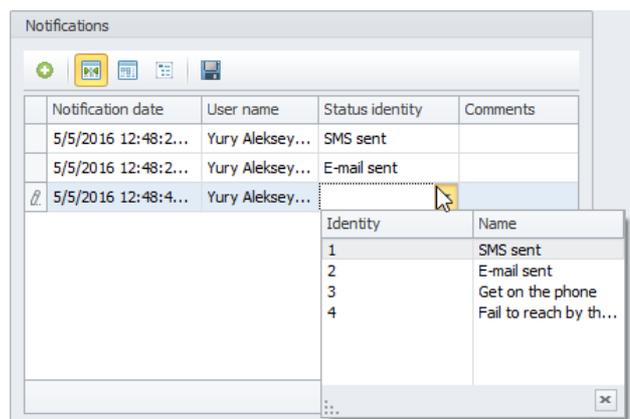
Also, such claims would be covered by the filter conditions, specified by setting the flag *Necessary to notify*;

- **Notifications disabled** – a flag is set automatically for claims according to which communication with the client is complete. For example, according to the claim as a result of diagnostics, the decision to issue the Refund to the Claimant was made and money is paid, however the claim was sent to back-hub subdivision for repair at the supplier for the purpose of a further markdown and return to the store for realization.

Such claims are subjected to the conditions of the filter, defined by the flag *Notifications are disconnected*. Having set it in value *No*, it is possible not to display claims at the monitor, communication with Claimants on which is completed and new contacts are no longer provided;

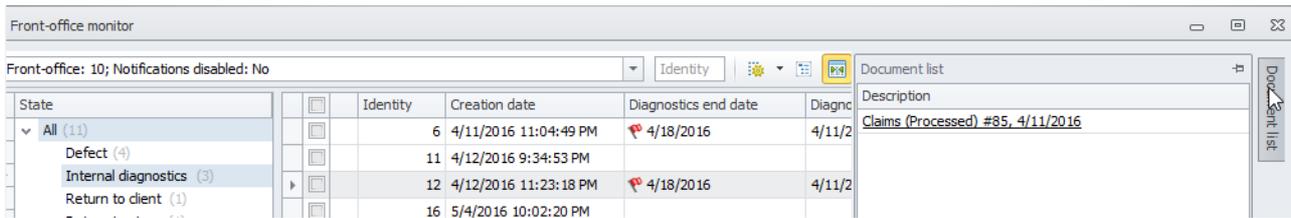
- in the first column without a title the Refund icon 🏠 for claims is displayed, according to which such decision was made. When left-click on the icon a document corresponding to the claim [Claim refunds](#) is opened. Also, such claim would be covered by the filter conditions, specified by setting the flag *Refund is created*.
- at the bottom left *Additional information on claim* is located, which selected from the right top in the list;
- at the right bottom the list of *Notifications* is placed – list of contacts with the Claimant. Only significant notifications are added to the list. For example, the contact in order to obtain additional information on the defect is not fixed, and notification on decision according to the claim – is fixed.

Notifications can be added by clicking the button of + the list control bar only for claims, to which they are not disabled (a flag *Notifications disabled* is not set).

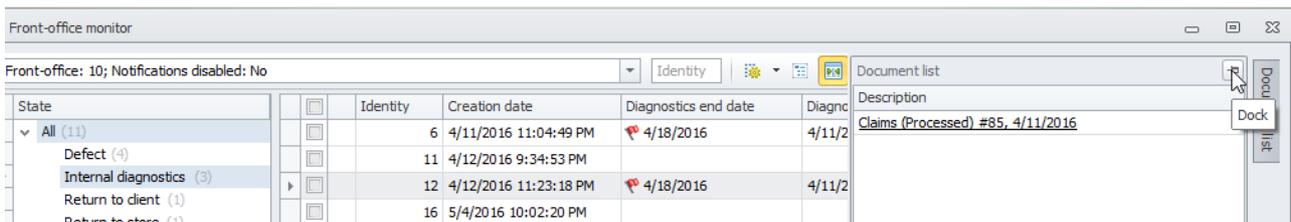


For new notification *Notification Date* and *User Name* (employee), who added it, are set automatically. It is necessary to select the *State* of notification (Dictionary record [Notification statuses](#)) and optionally accompany it with the *Comments* in a free form. Added notification is saved by clicking the button 📄 of the list control bar.

When hovering the mouse cursor at the tab *Document list* in the upper right corner of the form the list of all documents, according to the selected claim, which are ordered in a chronological order, is opened:



Any document of the list can be opened by left-click. The list is automatically minimized when clicking in any part of the form out of it. To fix the list, it is enough to click the button  in its upper right corner with the left button:



Back-hub

The Back-hub's space is divided into areas; each area is used according to its specific way of claims grouping:

- acceptance;
- storage;
- release.

Claims and cargoes delivered to a Back-hub are accepted at an **acceptance** area. The acceptance area in its turn split up into two zones:

- the first zone is used to accept and unpack cargoes and claims delivered from the store, as well as claims coming directly from a front office;
- the second zone accepts claims from suppliers or drivers, who delivered the claims from the suppliers.

Accepted (unpacked) claims are assorted and placed in the storage area.

The following processing of the claims shall be implemented within the **storage** area. To arrange storage places, [warranty cells](#) shall be created in the system; within the storage area, racks shall be installed, and their shelves shall be marked according to the cells numbers. Cells are divided into four types depending on claims they are intended for:

- *Return to Front office* – client and store claims to be returned to a front office. There are independent cells for each front office division;
- *Return to store* – claims to be returned to the Back-hub's store, which belongs to the same office as the division. There can be only one such cell in the division.
- *Send to supplier* – claims to be sent to a supplier. There are independent cells for each supplier;
- *Rejected by supplier* – warranty claims rejected by suppliers. Such claims shall be handled by specially appointed employees. Their area of responsibility to handle suppliers' rejections is specified in [employees](#) cards. It is only one employee within a Back-hub, who may work with a certain supplier. At the same time, this employee may work with several suppliers (or all of them). There are independent cells for each such employee;

Physical dimensions of a cell depends on articles turnover.

The **release** area is intended to ship claims and cargoes. Like the acceptance area, it is divided into two zones:

- the first zone is designed for placement and shipment of cargoes and claims picked up to be sent to a store, and claims to be sent directly to a front office;
- the second zone is for claims prepared to be shipped to supplier's representatives or drivers for delivering to suppliers.

Back-hub acceptance

If a Back-hub division is located within the same building (office or premises) as a front office, claims sent by the front office come to the Back-hub via [Warranty claim transfers](#) documents. The document shall be created by front office employees. After the claims being transferred to the Back-hub have arrived, the *Received* command shall be executed in *Picking up* subtype's document; this command moves the document to the subtype of the same name, where the claims get written-off from the front office and credited to the Back-hub:

Warranty claim transfers (Received) #505

Received: 505 Date: 6/17/2016 11:45:04 PM

Source department: 10 TestFrontO...

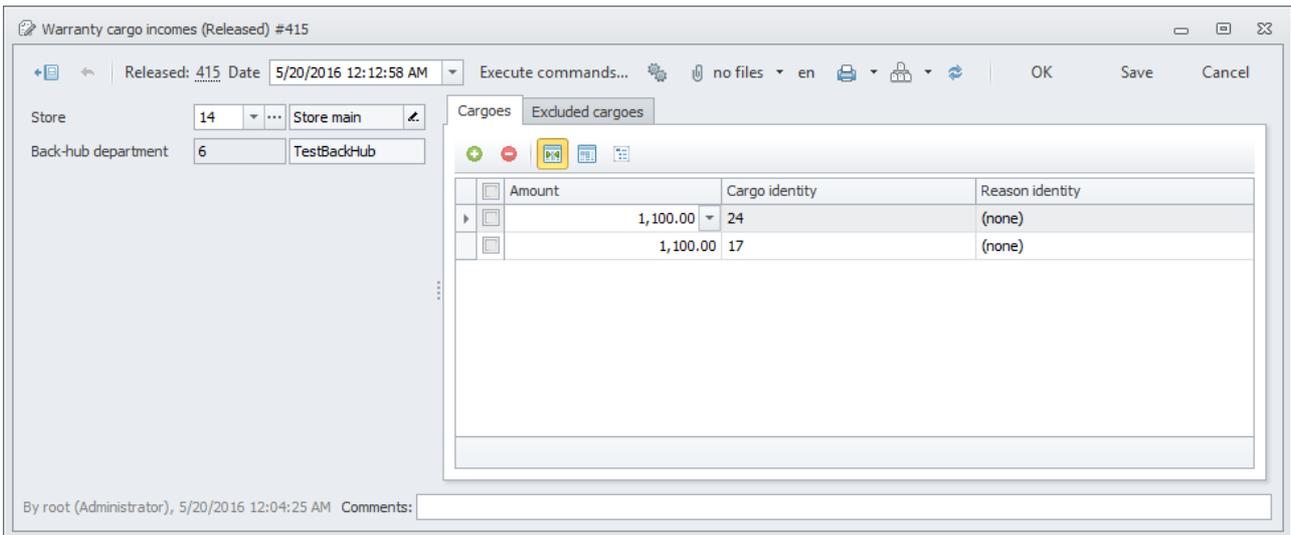
Destination department: 6 TestBackHub

Claim identity	Claim state identity	Cell identity	Amount
warr 111, Radio VEGA	Expected from a Back-hub	1-1-1-1, Dispatch to sup...	1,100.00
warr 112, Radio VEGA	Expected from a Back-hub	1-1-1-1, Dispatch to sup...	1,100.00
warr 113, Radio VEGA	Expected from a Back-hub	1-1-1-1, Dispatch to sup...	1,100.00
warr 114, Radio VEGA	Expected from a Back-hub	1-1-1-1, Dispatch to sup...	1,100.00

4400

By root (Administrator), 6/17/2016 11:42:11 PM Comments:

If the Back-hub and the front office are located in separate buildings, the claims go to the Back-hub as a logistic cargo. In this case, after the cargo is delivered to the store, it is needed to be accepted at the Back-hub. This can be carried out via a [Warranty cargo incomes](#) document, which is automatically generated in *Request* subtype after the cargo arrived to the office's store (the Back-hub belongs to the same office). There remains to launch [Start cargo pickup for Back-hub](#) command (an employee shall do it periodically, e.g., once a day), which searches and handles such documents (belonging to a Back-hub specified in the [Employees](#) card). As a result, the document that was found gets assigned *Picking up* subtype (if more than one documents of *Request* subtype were found, in their place a single document of *Picking up* subtype is created) and displayed on the screen. This commences the process of pickup and release of cargoes to the store.



To receive the cargoes at the store, use the document's hard copy.

Back-hub warranty cargo income № 427

department Back-hub: 6, TestBackHub 

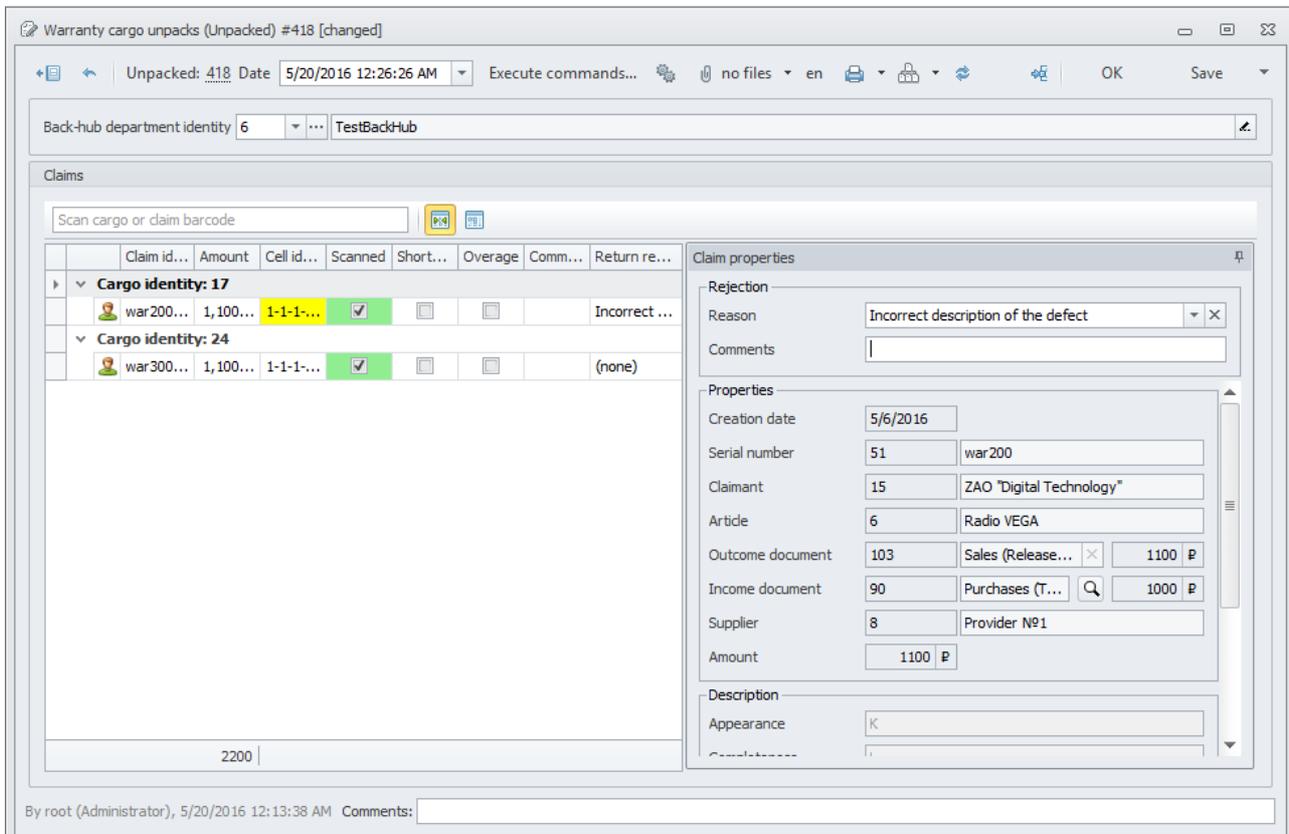
Release store: 14, Store main

Date: 5/20/2016 8:11:52 PM

Cargo	Amount
CargoID 24	1100

Cargo accepted: _____ /Yury Alekseyevich Gagaim/

Having received the cargoes, deliver them to the division's acceptance area and unpack them. This can be performed via a [Warranty cargo unpacks](#) document. The document can be created by clicking the button  in the Document Journal; the document gets assigned *Drawing up* subtype:



Warranty cargo unpacks (Unpacked) #418 [changed]

Unpacked: 418 Date 5/20/2016 12:26:26 AM Execute commands... no files en OK Save

Back-hub department identity 6 TestBackHub

Claims

Scan cargo or claim barcode

Claim id...	Amount	Cell id...	Scanned	Short...	Overage	Comm...	Return re...
Cargo identity: 17							
war200...	1,100...	1-1-1-...	<input checked="" type="checkbox"/>				Incorrect ...
Cargo identity: 24							
war300...	1,100...	1-1-1-...	<input checked="" type="checkbox"/>				(none)

2200

Claim properties

Rejection

Reason Incorrect description of the defect

Comments

Properties

Creation date 5/6/2016

Serial number 51 war200

Claimant 15 ZAO "Digital Technology"

Article 6 Radio VEGA

Outcome document 103 Sales (Release... 1100 P

Income document 90 Purchases (T... 1000 P

Supplier 8 Provider №1

Amount 1100 P

Description

Appearance K

By root (Administrator), 5/20/2016 12:13:38 AM Comments:

The process of unpacking is recorded in the following way:

- enter the barcode of the cargo received to *Scan cargo or claim barcode* field in the document's table part by scanning it. The cargo and claims get added to the document. The claims are grouped by cargo;
- then the claims get alternately pulled out from the cargo's box; in the process, their barcodes shall be scanned. Each claim that has its serial number scanned gets checked by the *Scanned* flag in the document's table part;
- each claim found *Overage* during scanning its serial number gets added to the current cargo shown in the table part with the *Overage* and *Scanned* flags checked;
- if the cargo contains an article, for which no claim was found or issued, such article shall be given to the senior manager for the following investigation;
- upon completion of unpacking, some cargo's claims may be found in the table part with the *Scanned* flag unchecked; this means that the claims must be in the cargo, but in fact they are absent. Such claims must be checked with the *Shortage* flag manually;
- only after all cargo's claims are checked with the *Scanned* or *Shortage* flags, you may proceed to unpack the next cargo and scan its barcode.

Detailed information on each claim being accepted is displayed at the right half (*Claim properties*) of the document's table part: defect description, article state, package content, supplier, etc.

In the course of unpacking and acceptance of claims, each claim shall be examined for the purpose of diagnosing whether or not it is damaged and if the package content is complete. Claims that don't meet acceptance criteria (damages, such as scratches or chips, are revealed or the package content is not complete) can be returned to the front office by the employee, who unpacked the cargo. To do this, the claim's properties group titled *Return to Front Office* shall be filled in with the following:

- Reason for return (a [Warranty return reasons](#) Dictionary record);
- as an option, a *Comments* to the reason can be added in free form.

In addition, in the course of unpack, the employee can decide that the supplier specified in the claim must be replaced. For instance, the supplier originally specified is inaccurate, since the company purchased the claim's articles from several of suppliers. The articles purchased had no unique serial numbers, and, as a result, the front office employee couldn't identify the supplier unambiguously at the stage of acceptance; so, he selected the receipt document by guesswork. The Back-hub employee that accepts the claim, in his turn, can see that the article has marks (a sticker, a label, a hologram), which belong to another supplier. To replace the supplier, select another *Income document*, via which the article was purchased, by clicking the button at the right of the current *Income document* shown in the claim's *Properties* group:

A form titled *Document selection* will open, where will be defined all documents, under which the claim's article was purchased by the company. The list specifies the document's data (*ID* and *Description*), *Office* that performed purchasing, *Supplier*, and purchase *Price*:

ID	Description	Office	Supplier	Price
220	Purchases (Took on charge) #220, 5/7/2016	1, Office №1	8, Provider №1	1000
162	Purchases (Took on charge) #162, 5/5/2016	1, Office №1	16, JCS "AIST"	1000
150	Purchases (Took on charge) #150, 4/29/2016	3, TestSimpleOffice	16, JCS "AIST"	1000
97	Purchases (Took on charge) #97, 4/13/2016	1, Office №1	8, Provider №1	1000
90	Purchases (Took on charge) #90, 4/12/2016	1, Office №1	8, Provider №1	1000

To select a Outcome document, double click left mouse button in the list or select a document and click the button "Select" in the form's bottom left corner. When selecting another supplier's document, it is needed to write a comment describing the reason for change.

In the course of acceptance of claims, each claim gets assigned a cell at the storage area. Claims with a reason for return specified get assigned a return cell at the front office division that sent them to the Back-hub. The rest of claims are assigned cells of the respective suppliers. In the course of unpacking, claims get divided into batches in accordance with the storage cells they are assigned.

After all cargoes have been unpacked, the document gets saved and assigned *Unpacked* subtype by executing the command of the same name. In the process:

- all scanned claims that are not declared Overage go to the Back-hub's balance sheet;
- for each claim's *Shortage*, a daughter document titled [Warranty stock corrections](#) of *Ready for transfer to Back-Hub* subtype is created:

The *transferred* command moves the document to the *transferred to front office* terminal subtype; this writes off missing claims from the Back-hub to the front office. If shortages revealed, they must be reported to the front office that sent the cargo;

- for each claim's *Overage*, which is accounted for the balance of the front office that sent the cargo with the claim's Overage, a daughter document titled [Warranty stock corrections](#) of *Back-hub transfer ready* subtype is created.

If such Overages are revealed, it is needed to communicate the front office in order to make a joint decision. For example, the claim could be placed into the cargo by mistake. If so:

- if the divisions are located within one building, the *Warranty stock corrections* document may be removed, and the claim may be returned to the front office;
- otherwise, the document may be assigned *transferred to Back-hub* subtype by executing *transferred* command. This will put the claim to the Back-hub balance sheet, and it can later be sent together with another cargo to the front office;

- for each claim's Overage, which is not accounted for the balance of the front office that sent the cargo with the claim's Overage, a daughter document titled [Warranty overage incomes](#) of *Issued* subtype is created:

If such Overagees are revealed, it is also needed to communicate the front office. While deciding on putting the claim to the Back-hub's balance sheet, it is needed to move the document to *Accepted* subtype by executing the command of the same name.

Then the employee guided by the document's hard copy, where claims are grouped by cells, shall arrange them at the storage area:

Warranty cargo unpack Back-hub № 439

Department: Test BackHub
Back-hub: Yury Gagarin
Unpacked: Yury Gagarin
Date: 7/10/2016 4:24:57 PM

Cell, claim	Amount
1-1-2-1, Return to Front Office	
war200, Radio VEGA	CargoID 64 1100

Unpack: _____ //

In the course of unpacking, a situation may occur, where no cell is assigned for the supplier specified in the claim. If so, a warning is given by the system. In this case, the employee shall report to the senior manager or create a cell by himself, print an information plate and form the cell physically at the storage zone.

Sending to supplier

Coordination with suppliers can be of two constituents:

- shipping claims to suppliers under the warranty service. The process of shipping can be, in its turn, of several methods:
 - Back-hub release to suppliers (self-delivery shippings);
 - delivery of claims by using the delivery service;
- returning claims back.



Transaction schedule shall be planned by a warranty senior manager for the next few working days. All actions shall be registered by using the respective documents, which can be created either with the help of a special tool – *Shipping to suppliers schedule*, or directly within the respective registers:

TestBackHub				
Monday, June 20	Tuesday, June 21	Wednesday, June 22	Thursday, June 23	Friday, June 24
		8, Provider №1 Inactive	8, Provider №1 Shipped	8, Provider №1 Routing

By default, the form applies the *To Back-hub* filter, which shall be filled in automatically, if a Back-hub is specified in the employee's card.

Each task type is marked with the corresponding icon in the upper left corner:

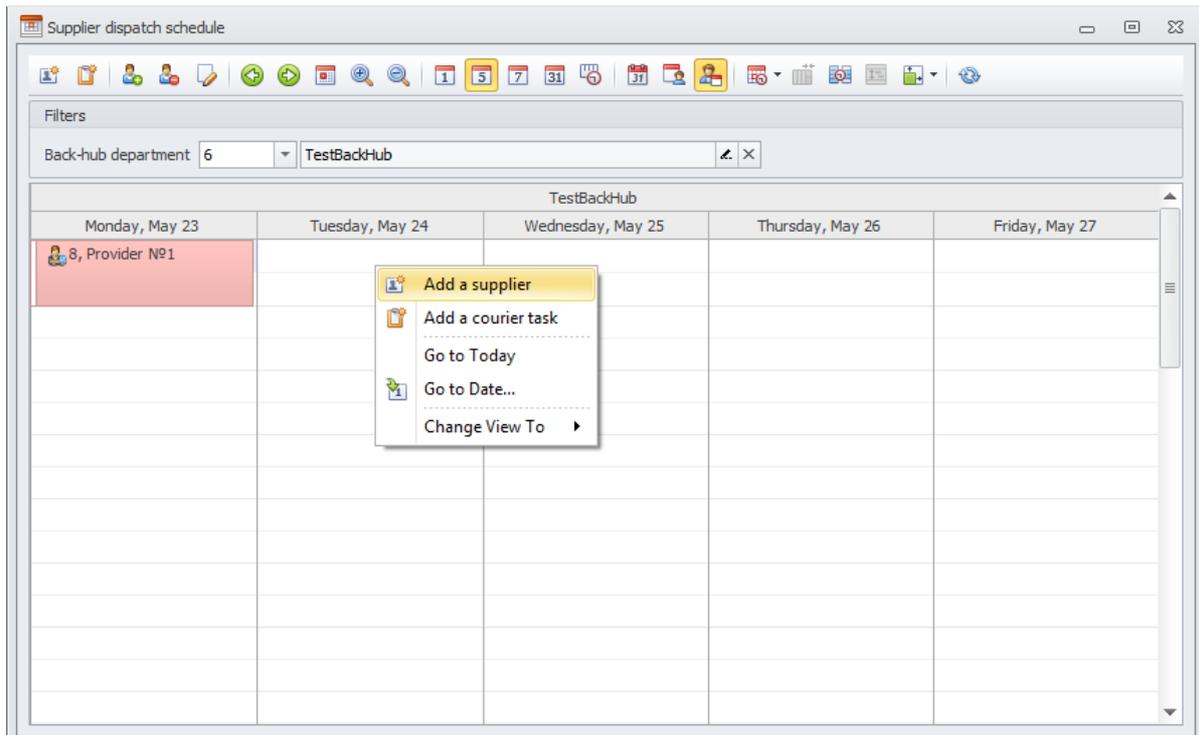
- delivery to suppliers ([Warranty release to deliveries](#) documents);
- Back-hub release to suppliers ([Warranty release to suppliers](#) documents);
- courier task ([Courier tasks](#) documents, *Pick up claims from supplier* task).

Tasks are color highlighted (depends on status):

- **red** – new tasks;
- **gray** – inactive tasks, documents for which have been already created;
- **blue** – claim deliveries and courier tasks that came up for routing;
- **green** – tasks accepted for processing, incl. those already accomplished;
- **yellow** – tasks accepted for processing, but left unaccomplished.

When hovering the cursor over a task, a popup hint with additional information appears.

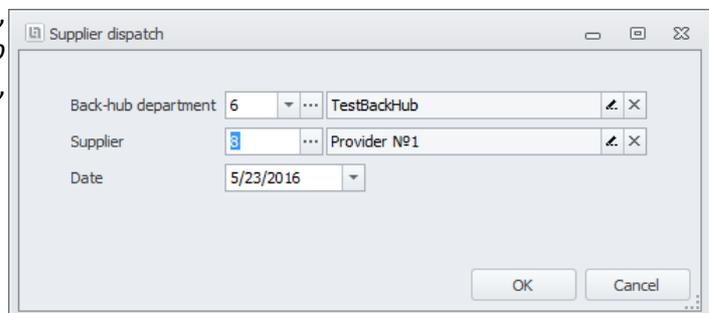
To make the *Suppliers dispatch schedule*, choose a date (you may select any date as of the current day) and add a supplier, which is ready to accept the claims:



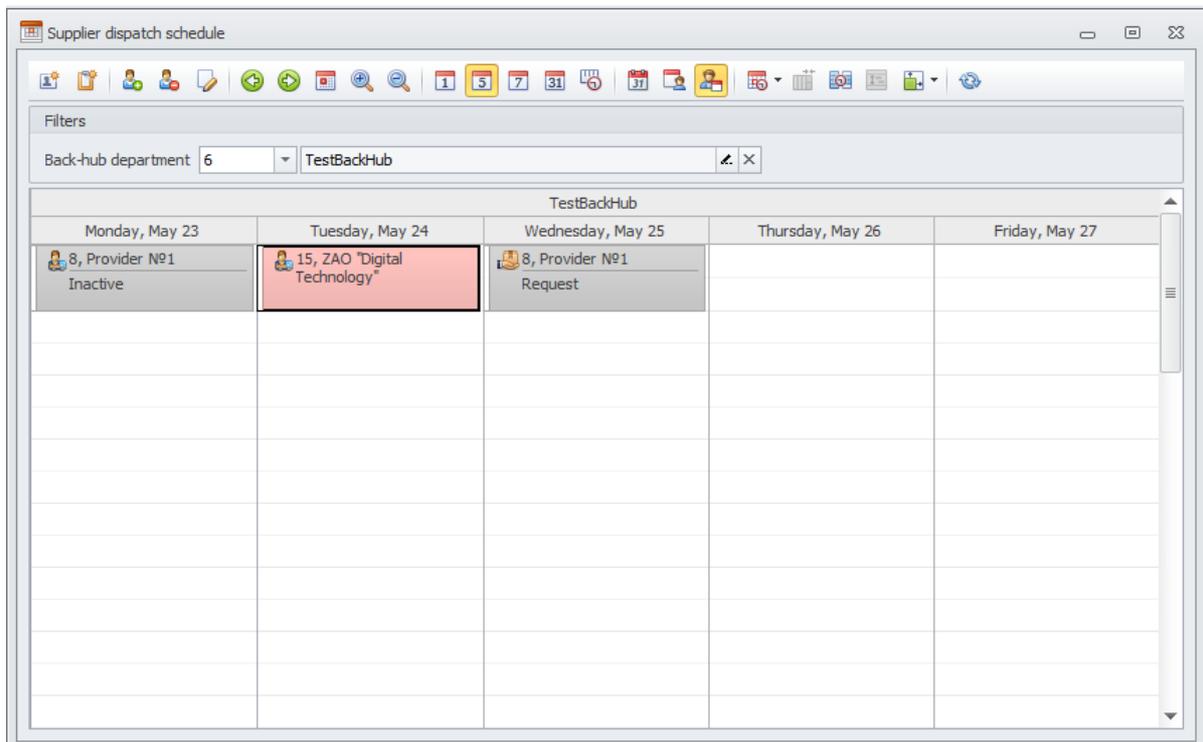
To add a shipping to a supplier:

- hover the cursor over the desired date, click right mouse button and select the *Add supplier* item of the context menu,
- or by clicking the button  in the form's tool bar.

A form titled *Supplier dispatch* will open, where a *Supplier* shall be selected. *Back-hub department* is defined according to the filter, while *Date* according to the schedule.

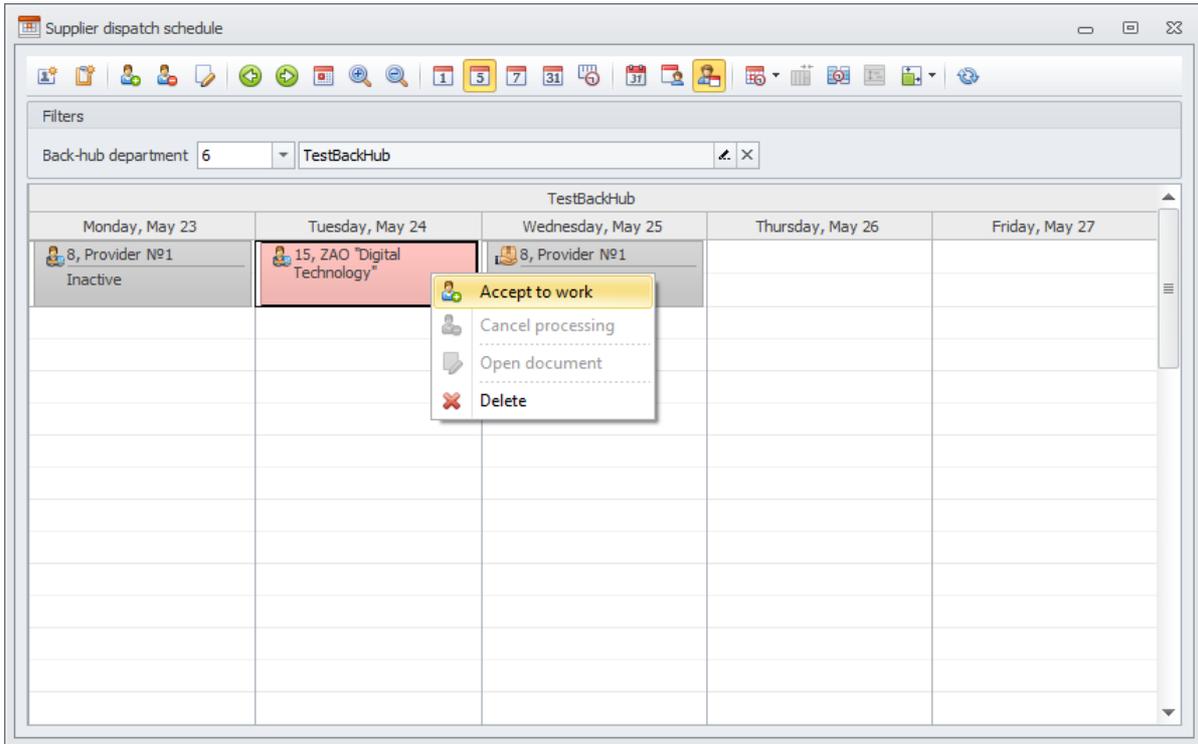


Clicking the OK button will create a task (not a document!), where the *Supplier* selected will be shown. The newly created task is highlighted in red:



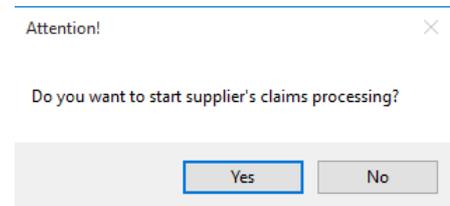
A shipping method (delivery or self-delivery) shall be defined automatically according to the [agent's](#) data (when using the *Suppliers dispatch schedule*). If the supplier has *Can pickup claims* flag checked (*Warranty* properties group of the supplier's card), this means that the supplier can pickup claims from the Back-hub on his own. If another delivery method needs be selected, the respective document shall be manually created in the Document Journal. The newly created document will be displayed in the *Shipping to suppliers schedule* form. Only one shipping to supplier document can be created per day.

Claims that are to be shipped on the following working day shall be processed by a special Back-hub employee on a daily basis. To do this, open the *Shipping to suppliers schedule*, select a shipping to supplier and accept it for processing:

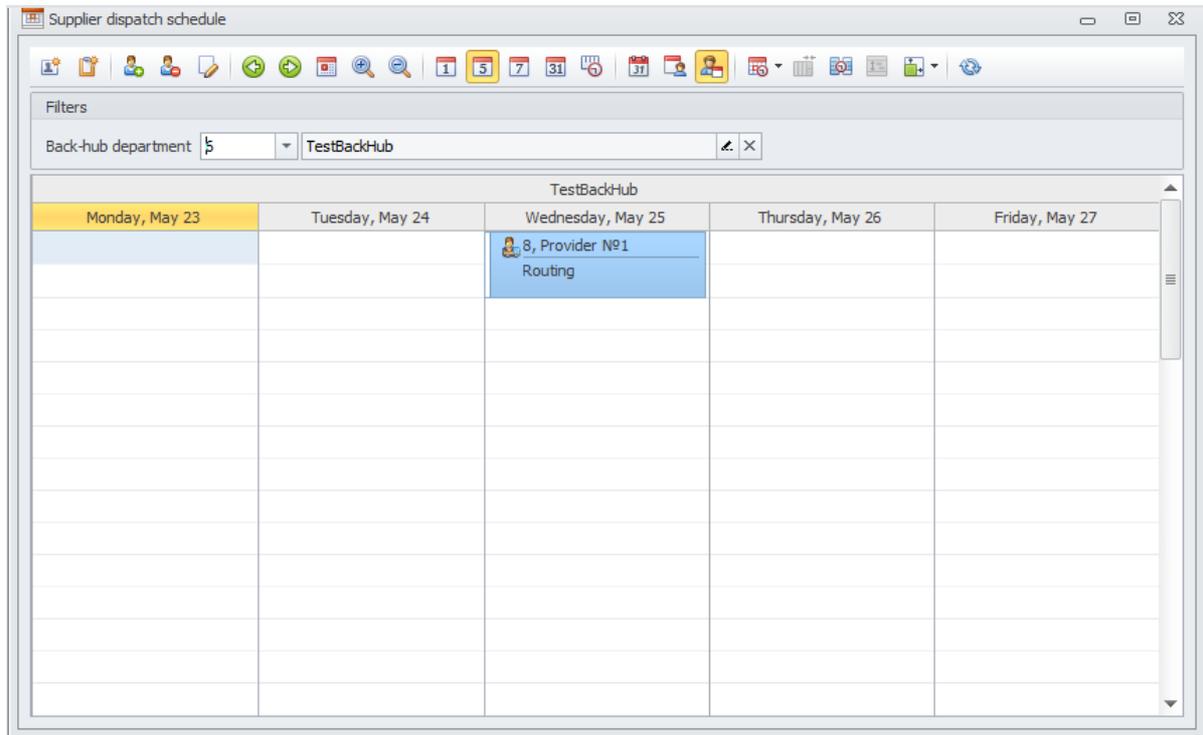


This can be performed by:

- double clicking left mouse button on a desired shipping;
- or hovering the cursor over the desired shipping and clicking right mouse button and selecting the *Accept to work* item of the context menu;
- or by clicking the button  in the form's tool bar.



When clicking the "Yes" button, you will be shown a document corresponding with the shipping method for the supplier. After the document is edited, the shipping you accepted for processing gets highlighted in the respective color:



The employee takes the claims out of the cell that relates to the supplier selected and brings them to his work place (PC) for the following documenting. All claims that were placed in the supplier's cell must be processed and prepared to be shipped on the date specified.

Functions of the *Supplier dispatch schedule* form allow the employee to perform the following actions:

- in addition to shipping tasks, to create [courier tasks](#) for the selected date by clicking the button  in the tool bar. this can also be done by clicking right mouse button over the date and selecting the *Add courier request* item of the context menu;
- to cancel the processing of the task by clicking the button  in the tool bar. In doing so, the document that was created when accepting the task for processing will be removed, while the task itself will remain **inactive** in the schedule. This can also be done by clicking right mouse button over the task and selecting the *Cancel processing* item of the context menu, or by double clicking left mouse button over the task;
- to edit the task that was selected in the schedule and accepted for processing by clicking the button  in the tool bar. This can also be done by clicking right mouse button over the task and selecting the *Open document* item of the context menu;
- to delete the task selected in the schedule by clicking right mouse button over the task and selecting the *Delete* item of the context menu. If the task was already accepted for processing, the associated document will also be deleted.
- to scroll the schedule timeline by clicking the button   in the tool bar;
- to alter the time range displayed in the schedule by clicking the button  in the tool bar. To the buttons in order from left to right correspond the following time ranges: day, five working days (not counting weekends), week, month, continuous timeline. This can also be done by clicking right mouse button over the date and selecting the *Change view* item of the context menu;
- to alter groups of tasks displayed in the schedule by clicking the button    in the tool bar. To the buttons in order from left to right correspond the following groups: no groups, groups by date, groups by Back-hub;

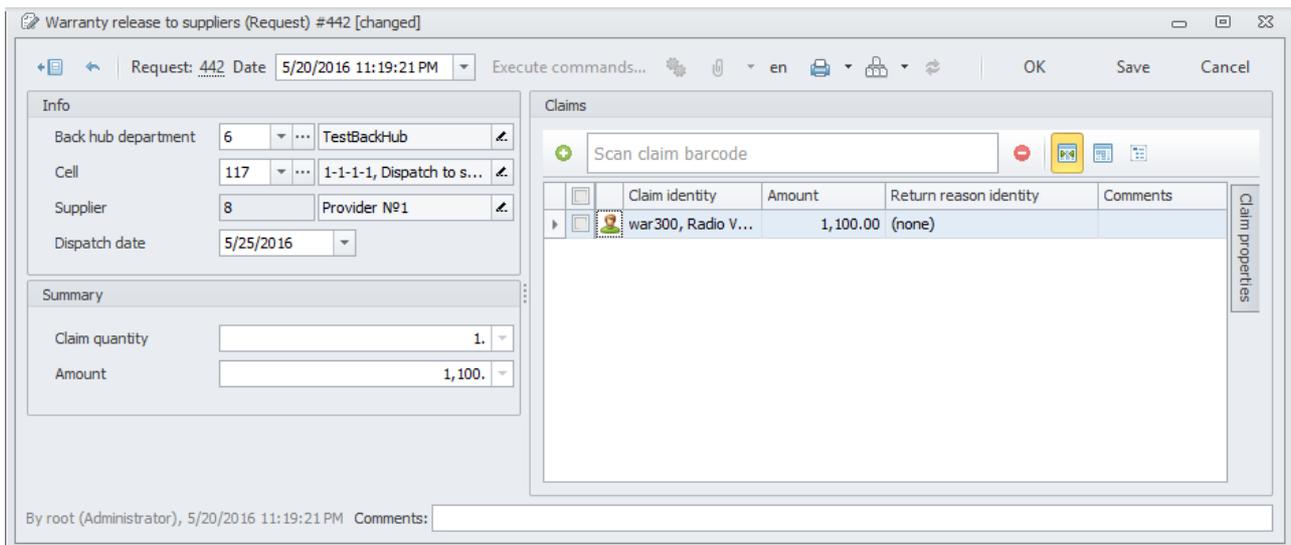
- To update the schedule by clicking the button  in the tool bar. This can also be done by clicking the hot key **F5**.

Release to suppliers

Process of Back-hub release to suppliers can be divided into four steps:

- preparations for delivery; e.g., the day before the visit of a supplier's representative, the claims get packaged and placed at the release area;
- release of the prepared claims to the supplier.

Back-hub release to suppliers shall be registered via [Warranty Release to suppliers](#) documents. The document assigned *Request* subtype can be created either directly in the register or by using the [Sending to supplier](#) tool:



Warranty release to suppliers (Request) #442 [changed]

Request: 442 Date: 5/20/2016 11:19:21 PM

Execute commands... OK Save Cancel

Info

Back hub department: 6 TestBackHub

Cell: 117 1-1-1-1, Dispatch to s...

Supplier: 8 Provider №1

Dispatch date: 5/25/2016

Summary

Claim quantity: 1

Amount: 1,100.

Claims

Scan claim barcode

Claim identity	Amount	Return reason identity	Comments
war300, Radio V...	1,100.00	(none)	

Claim properties

By root (Administrator), 5/20/2016 11:19:21 PM Comments:

The document's header shall contain the following:

- *Back-hub department* – defined automatically, if a Back-hub is specified in the employee's card;;
- *Supplier* – defined automatically, when creating the document from the *Shipping to suppliers schedule* form;

Then scan serial numbers of supplier cell's claims. Before scanning, set the character cursor in the *Scan claim barcode* field of the table part control panel. Having this done, put the claims into a proper packaging. The *Claims properties* unit displays detailed information on each claim that was selected in the table part:

Claim identity	Amount	Return reason identity	Comments
war300, Radio ...	1,100.00	(none)	

Claim properties	
Rejection	
Reason	Incorrect description of the defect
Comment	
Properties	
Creation date	5/6/2016
Serial number	52 war300
Claimant	15 ZAO "Digital Technology"
Article	6 Radio VEGA
Outcome document	103 Sales (R... 1100 P
Income document	90 Purch... 1000 P
Supplier	8 Provider №1
Amount	1100 P
Description	
Appearance	Q
Completeness	W
Defect description	E

In this instance, problem claims can be handled: returned to the front office or their supplier can be changed. This is described in [Back-hub release problems](#) section. Such claims should be formed in separate groups for the following transfer to new cells; upon completion of collecting claims for release to supplier, problem claims shall be separated from the *Shipping to supplier* document to an individual document by executing *Separate problem claims* command.

Then the document shall move to *Release ready* subtype by executing the command of the same name (there shall remain no problem claim in the document). In the process, the claims collected get written-off from the storage area balance and credited to the release area balance. The newly created document is also printed out automatically:

Warranty release to supplier № 442	
Department Back-hub:	6, TestBackHub
Supplier:	8, Provider №1
Cell:	1-1-1-1, Dispatch to supplier
Date:	5/20/2016 11:19:21 PM
Claim	
30, war300, Radio VEGA	
Appearance: Q. Completeness: W.	
Defect: E	
Released: _____ /Yury Alekseyevich Gagain/	Accepted: _____ / _____ /
Claim quantity: 1	

The printout shall be attached to the container with claims to be shipped; the container shall be placed at the release area.

When shipping claims, the supplier's representative may reject to accept some of the claims. In this case, such claims' properties group titled *Return* shall be filled in with the following:

- *Reason* for rejection (a [Warranty return reasons](#) Dictionary record);
- as an option, a *Comments* to the reason can be added in free form.

Reason	Incorrect description of the defect
Comments	With such description does not accept on warranty

Rejected claims shall be formed into a separate group for the following return to the storage area.

For claims accepted by the supplier, receipts shall be issued (one receipt per claim). The receipts are attested by the supplier's representative.

After the document handling is finished, *Ship* command shall be executed. The command will write-off the claims from the release area balance to the supplier and move the document from *Shipping ready* subtype to:

- *Rejection* subtype, if the supplier has rejected the acceptance of all document's claims (all claims are problem);
- *Shipped* subtype, if the document contains non-problem claims that were shipped to the supplier.

In the process, the system creates and opens a [Warranty supplier pickup rejections](#) document for all rejected claims irrespective of the document's subtype. Such claims shall be transferred to the storage area and placed in a cell of an employee responsible for handling of claims rejected by the given supplier:

Warranty supplier pickup rejection № 546



Department Back-hub: 6, TestBackHub

Supplier: 8, Provider №1

Release document: Warranty release to suppliers (Rejection) #545, 6/23/2016

Cell: 2-2-2-2, Supplierrejection

Date: 6/23/2016 11:40:08 PM

Claim	Amount
79, war611, Radio VEGA Return reason: Broken warranty seal (stamp) Comment: Broken warranty stamp	1100

Issued: _____ /Yury Alekseyevich Gagain/

Handling of such claims is described in [Warranty supplier rejections](#) section.

Release to deliveries

Process of release to suppliers can be divided into four steps:

- preparations for delivery; e.g., the day before shipping, the claims get packaged and placed at the release area;
- delivery routing is normally carried out by the respective department, without participation of the Back-hub. In the course of the routing, it is determined which delivery means shall perform the delivery;
- shipping of prepared claims to the driver of the delivery means selected;
- upon returning, the driver reports on the delivery or hands in the claims to the Back-hub, if the delivery was not accomplished.

Delivery of claims to suppliers shall be registered via [Warranty Release to deliveries](#) documents. The document assigned *Request* subtype can be created either directly in the register or by using the [Sending to supplier](#) tool:

The document's header shall contain the following:

- *Back-hub department* – defined automatically, if a Back-hub is specified in the employee's card;;
- *Supplier* – defined automatically, when creating the document from the *Shipping to suppliers schedule* form;
- address, date, and time interval for delivery shall be specified in the *Delivery* tab. To apply the delivery, it must be calculated. Detailed information on drawing up of deliveries is given in the [respective section](#).

Then scan serial numbers of supplier cell's claims. Before scanning, set the character cursor in the *Scan claim's barcode* field of the table part control panel. Having this done, put the claims into a proper packaging.

The system keeps records of the number of pack items prepared for shipping, e.g., boxes. Driver receives pack items without counting claims—this allows to speed up release and facilitates search for a right claim. *Cargo Item number* – table part's first column. By default, its value is 1. When the first box is full, a claim placed first in the next box is manually assigned the number of *Item* increased by one. After that, when adding another claim to the table part, this claim will automatically be assigned the new item number.

The *Claim properties* unit displays detailed information on each claim that was selected in the table part:

The screenshot shows a 'Claim properties' window with the following sections:

- Rejection:** Reason: 'Incorrect description of the defect', Comments: 'With such description does not take on the warranty'.
- Properties:** Creation date: 5/6/2016; Serial number: 51 (war200); Claimant: 15 (ZAO "Digital Technology"); Article: 6 (Radio VEGA); Outcome document: 103 (Sales (Released) #103, 4/14/2016, 1100 P); Income document: 90 (Purchases (Took on charge) #90, 4/12/2016, 1000 P); Supplier: 8 (Provider №1); Amount: 1100 P.
- Description:** Appearance: K; Completeness: L; Defect description: J.
- Return reason:** Return reason: (empty).

In this instance, problem claims can be handled: returned to the front office or their supplier can be changed. This is described in [Back-hub release problems](#) section. Such claims should be formed in separate groups for the following transfer to new cells; upon completion of collecting claims for delivery, problem claims shall be separated from the *Shipping to supplier* document to an individual document by executing *Separate problem claims* command.

After the claims have been added, the document shall move to *Delivery ready* subtype by executing the command of the same name (there shall remain no problem claim in the document). In the process, the claims collected get written-off from the storage area balance and credited to the release area balance. The newly created document is also printed out automatically:

Warranty release to delivery № 419



Department	6, TestBackHub	Delivery mean:	
Back-hub:	8, Provider №1	Driver:	
Supplier:	5/20/2016 1:09:43 AM	Delivery date:	5/23/2016 12:00:00 AM
Date:	1, Yury Alekseyevich Gagarin	Places	1
Picked up:	Claim		
Place № 1			
29, war200, Radio VEGA			

Released: _____ / _____ / _____ Accept 1 places: _____ / _____ / _____

The printout shall be attached to the container with claims to be released; the container shall be placed at the release area. In addition, you can print out a *way bill*.

 However, there are situations when a supplier requires his claims to be accompanied with a special document package. In this case, *print forms* required by the supplier and their quantity to be printed can

be defined in his [agent](#) card. Such documents will be printed automatically: partly (those that relate to the claims Dictionary) while adding the claims to the *Warranty release to deliveries* document's table part; the rest will be printed while moving the document to *Delivery ready* subtype.

Then the document goes for [delivery routing](#), where it gets assigned a delivery means. After the routing is finished, the document automatically moves to *Shipping ready* subtype.

After the claims to be delivered have been shipped to the driver, the document shall move to *Shipped to driver* subtype by executing the command of the same name. In doing so, the claims get written-off from the release area balance and credited to the delivery means.

If the driver didn't pickup claims for delivery, or the delivery was canceled, the document shall move to *Not executed* subtype by executing the command of the same name. In the process, a [Warranty delivery rejections](#) document is automatically created and printed out for all claims shown in the table part. In accordance with this document, the claims shall be transferred back to the storage area and placed in the respective cell:

Warranty delivery rejection № 544



Department Back-hub: 6, TestBackHub
Delivery document: Warranty release to deliveries (Not completed) #543, 6/23/2016
Date: 6/23/2016 11:27:53 PM

Claim	Amount
1-1-1-1, Dispatch to supplier	
78, war511, Radio VEGA	1100

Issued: _____ /Yury Alekseyevich Gagainv

Upon returning, [Delivery reports on the delivery that he has accomplished](#) or hands in the claims to the Back-hub, if the delivery was not accomplished.

Release problems

Claim self-delivery shippings are performed by using [Release to suppliers](#) documents, while shippings with deliveries by using [Release to deliveries](#) documents. The right side of the *Claims* table part of these documents (*Claims properties*) displays detailed information on each claim to be shipped: defect description, article state, package content, supplier, etc.

In the course of collecting of claims to be shipped, each claim shall be examined for the purpose of diagnosing whether or not it is damaged and if the package content is complete. Claims that don't meet acceptance criteria (damages, such as scratches or chips, are revealed or the package content is not complete) can be returned to the front office by the employee. To do this, the claim's properties group titled *Return* shall be filled in with the following:

- Reason for return (a [Warranty return reasons](#) Dictionary record);
- as an option, a *Comments* to the reason can be added in free form.

Reason	Incorrect description of the defect
Comments	With such description does not accept on warranty

In addition, the employee collecting claims to be shipped can decide on replacement of the supplier. For example, the article has marks (a sticker, a label, a hologram), which belong to another supplier. So, it is unreasonable to ship such claim to the current supplier. To replace the supplier, select another *Income document*, via which the article was purchased, by clicking the button  at the right of the current *Income document* shown in the claim's *Properties* group:

Creation date	5/6/2016		
Serial number	51	war200	
Claimant	15	ZAO "Digital Technology"	
Article	6	Radio VEGA	
Outcome document	103	Sales (Released) #103, 4/14/2016	1100 P
Income document	90	Purchases (Took on charge) #90, 4/12/2016	1000 P
Supplier	8	Provider №1	
Amount	1100 P		

A form titled *Document selection* will open, where will be defined all documents, under which the claim's article was purchased by the company. The list specifies the document's data (*ID* and *Description*), *Office* that performed purchasing, *Supplier*, and purchase *Price*:

ID	Description	Office	Supplier	Price
220	Purchases (Took on charge) #220, 5/7/2016	1, Office №1	8, Provider №1	1000
162	Purchases (Took on charge) #162, 5/5/2016	1, Office №1	16, JCS "AIST"	1000
150	Purchases (Took on charge) #150, 4/29/2016	3, TestSimpleOffice	16, JCS "AIST"	1000
97	Purchases (Took on charge) #97, 4/13/2016	1, Office №1	8, Provider №1	1000
90	Purchases (Took on charge) #90, 4/12/2016	1, Office №1	8, Provider №1	1000

Select

To select a *Outcome document*, double click left mouse button in the list or select a document and click the button "Select" in the form's bottom left corner. When selecting another supplier's document, it is needed to write a comment describing the reason for change.

Comments	
Describe what caused the change of supplier	<input type="text"/>
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

In the course of collecting of claims to be shipped, each problem claim is automatically assigned a new cell at the storage area, where the claim should be placed in. Claims with a reason for return specified get assigned a return cell at the front office division that sent them to the Back-hub. The rest of claims get assigned cells of the respective new suppliers. Such claims get immediately divided into batches in accordance with the storage cells they are assigned.

Upon completion of picking up claims, it is needed to separate problem claims from the main document by executing *Separate problem claims* command. As a result of the command execution, problem claims that have *Return reason* specified, or *Supplier* changed, get removed from the original document and added to a [Warranty inter cell transfers](#) document, which sets new storing places (cells) for the claims. The newly created document is printed out automatically:

Warranty inter cell transfer № 446	
Department	6, TestBackHub
Back-hub:	6, TestBackHub
Date:	5/21/2016 12:01:12 AM
	
Claim	
Cell source: 1-1-1-1, Dispatch to supplier	
30, war300, Radio VEGA	
destination cell: 1-1-2-1	
Finished: _____ /Yury Alekseyevich Gagain/	

There remains to place the problem claims into the new storage cells specified.

Deliveries reports

After the delivery of claims to a supplier is carried out, the driver comes back to the Back-hub to report on the effect. He hands in claim receipts that he has got from the supplier, as well as claims rejected by the supplier.



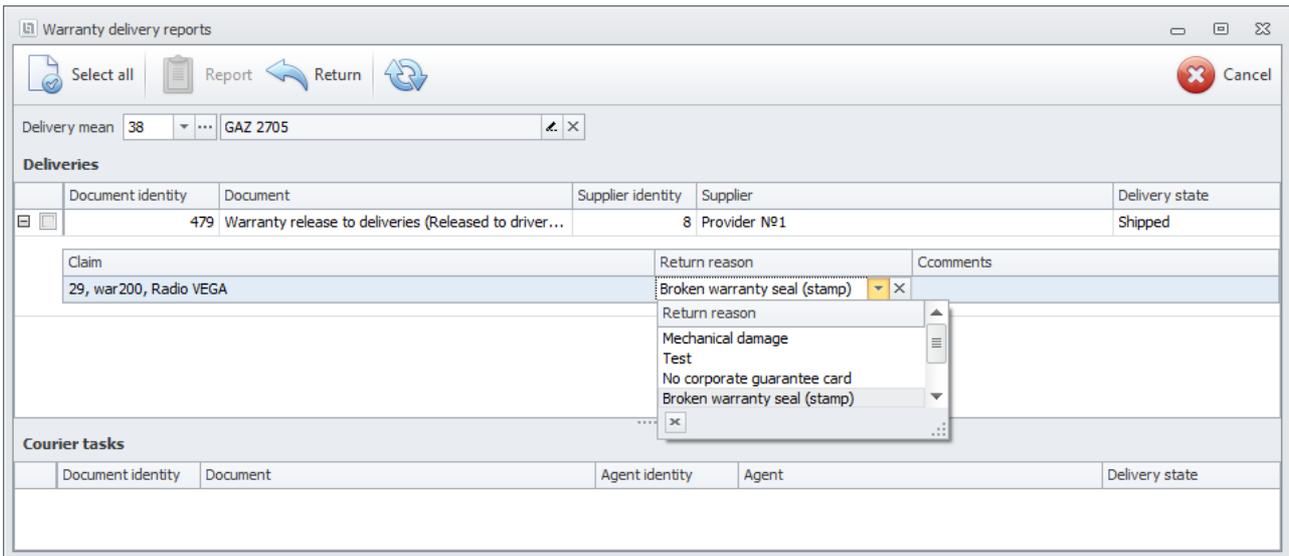
These operations shall be recorded by using the *Warranty delivery reports* form:

Warranty delivery reports					
Select all		Report	Return	Cancel	
Delivery mean	38	GAZ 2705			
Deliveries					
Document identity	Document	Supplier identity	Supplier	Delivery state	
+	479 Warranty release to deliveries (Released to driver...	8	Provider №1	Shipped	
Claim	Return reason	Comments			
29, war200, Radio VEGA					
Courier tasks					
Document identity	Document	Agent identity	Agent	Delivery state	

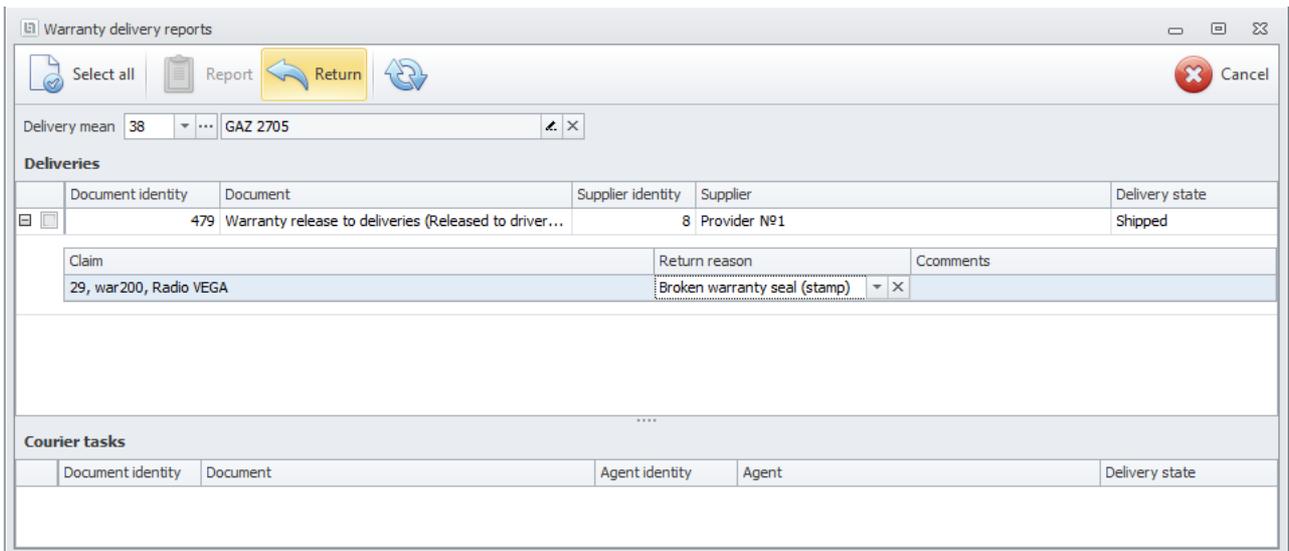
At the start, it is needed to select a *Delivery mean* that is associated with the driver, who gives the report. To update the list, click the button  in the tool bar.

The *Delivery* list that relates to the delivery means selected defines all [Warranty release to deliveries Document](#), which were issued to the given delivery means and have not been yet reported by the driver. Clicking the left mouse button on the “+” sign will expand the *Claims* list.

At first, it is needed to draw up the return for each document rejected by the supplier. The required information is a *Return reason* and optionally a *Comments* of the supplier:



Return of claims with the *Return reason* specified is performed by clicking the “Return” button in the tool bar:



For each document that includes claims to be returned, the system creates and prints out a Warranty supplier return document. In the process, claims rejected get written-off from the delivery means and credited to the division’s balance sheet:

Warranty supplier return № 531



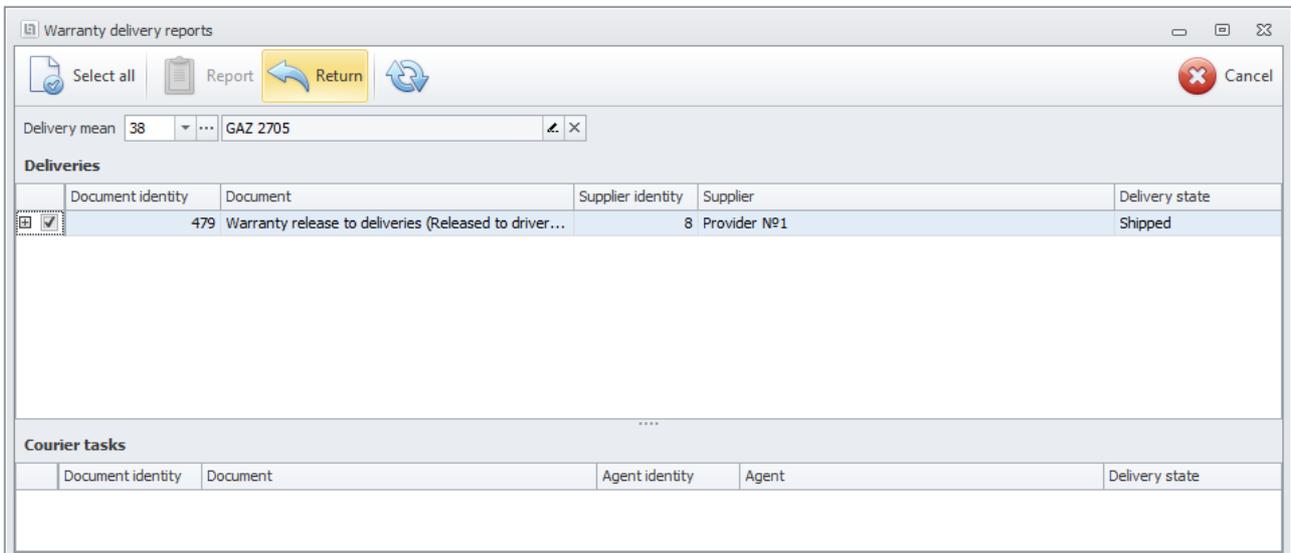
Department Back-hub: 6, TestBackHub
Supplier: 8, Provider №1
Delivery document: Warranty release to deliveries (Released to driver) #526, 6/22/2016
Delivery mean: 38, GAZ 2705
Cell: 2-2-2-2, Supplierrejection
Date: 6/22/2016 11:27:58 PM

Claim	Amount
73, warr114, Radio VEGA Return reason: Broken warranty seal (stamp) Comment:	1100

Made: _____ /Yury Alekseyevich Gagain/

Further, these claims are grouped by supplier for the following placement at the storage area’s rejection cells relating to the respective manager.

If the driver has documents that he failed to deliver to the supplier (due to heavy traffic or lack of time), a return from driver shall be drawn up, since the date of the next trip to the supplier is not known. In addition, it is not practical to keep such documents at the release area. To do this, check such documents with flags at the leftmost column of the list and click the “Return” button in the tool bar:



For each claim to be returned, the system creates and prints out a [Warranty delivery return](#) document (one document per each document being returned). In the process, claims being returned get written-off from the delivery means and credited to the division’s balance sheet:

Warranty delivery return № 567



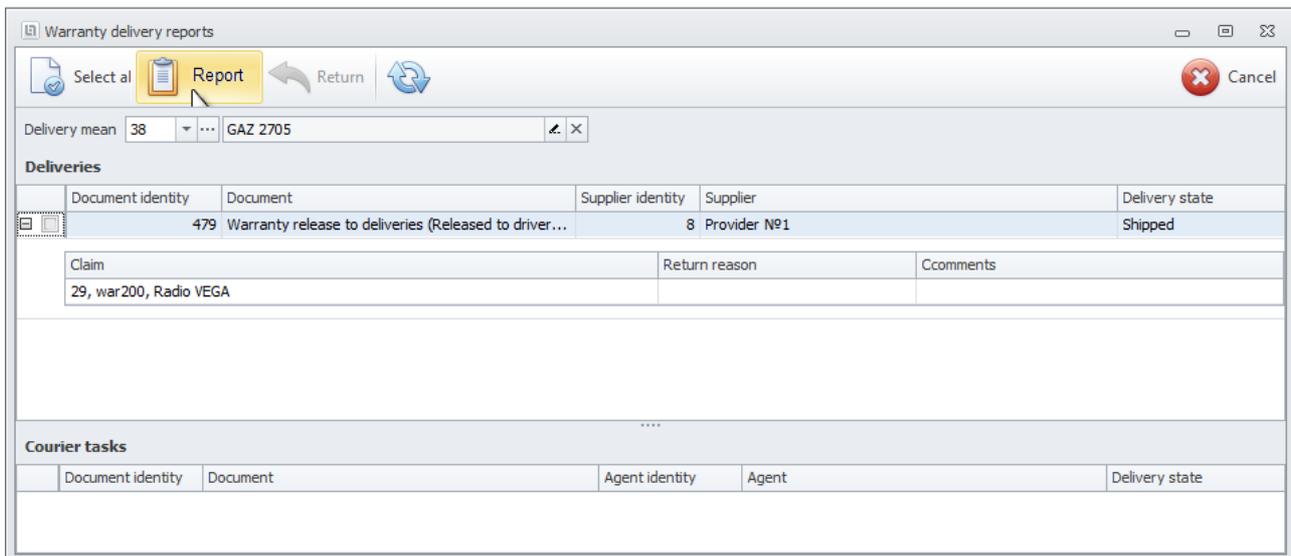
Department Back-hub: 6, TestBackHub
Delivery document: Warranty release to deliveries (Released to driver) #565, 6/27/2016
Delivery mean: 38, GAZ 2705
Date: 6/27/2016 11:26:33 PM

Claim	Amount
2-2-2-2, Supplier rejection	
85, war811, Lamp	1000

Issued: _____ /Yury Alekseyevich Gagainv

Further, these claims are grouped by supplier for the following placement at the storage area’s supplier cells to be sent later.

Receipts issued by the supplier to the driver in exchange for the claims that the supplier accepted shall be given to a Back-hub employee for the following archiving according to the division’s regulations. The documents themselves shall be reported on. To do this, check such documents with flags at the leftmost column of the list (to select all of the documents, click “Select all” button) and click the “Report” button in the tool bar:

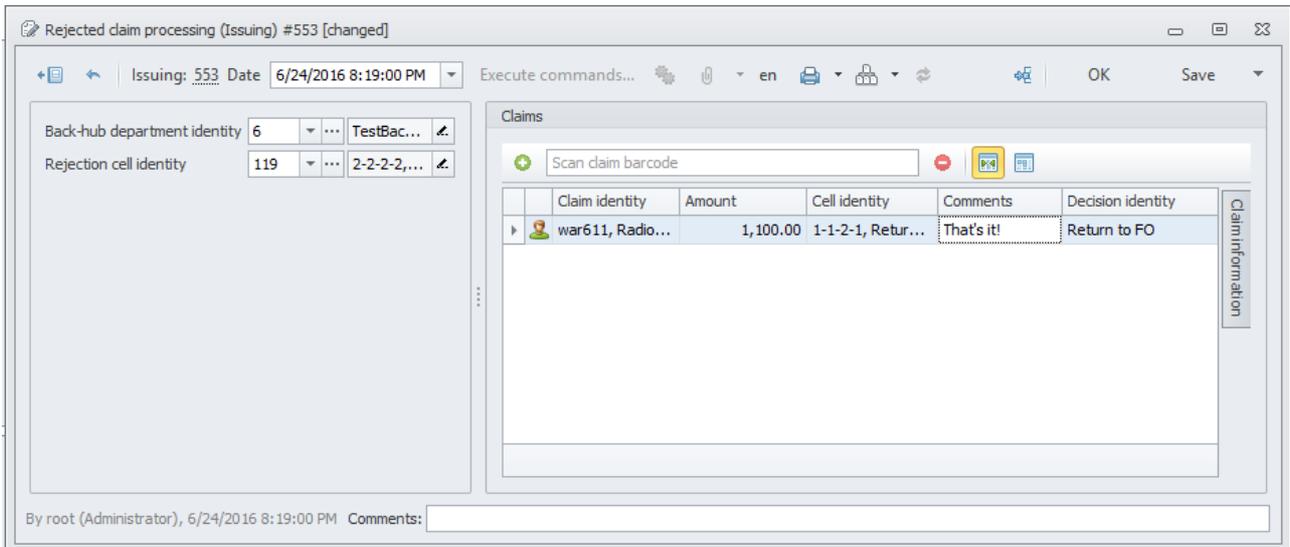


For each claim of the documents to be reported on, the system creates [Warranty delivery report](#) documents (one document per each document to be reported on). In the process, the claims get written-off from the delivery means and credited to the supplier’s balance sheet.

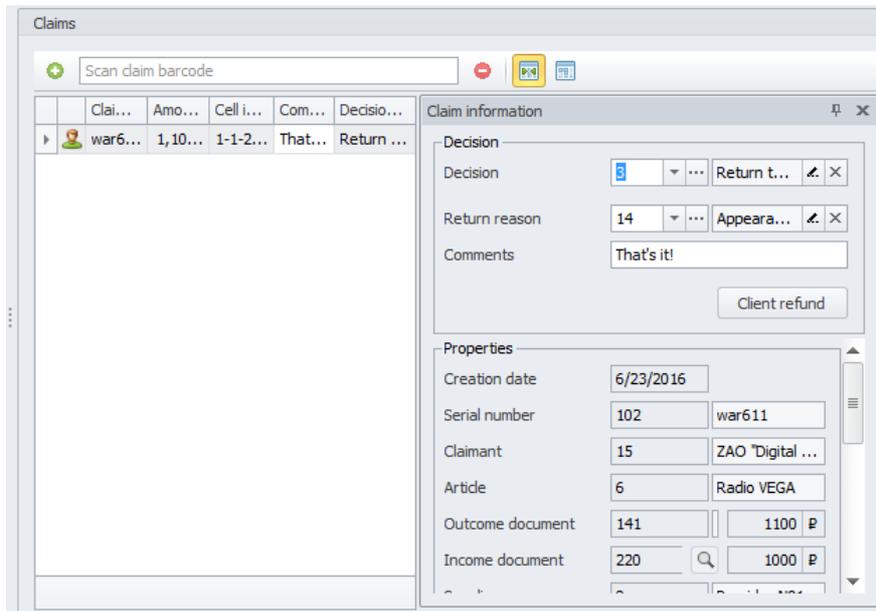
Supplier rejections

Claims that a supplier rejected to accept shall be handled by a special employee. List of suppliers, whose rejections he handles, is defined in the *Warranty* tab in his [card](#). When a supplier from the list rejects claims, such claims shall be automatically assigned a new cell at the Back-hub's storage area, where rejections by the given supplier are to be stored.

The employee takes all claims placed in this cell for the following processing on his PC. The processing itself shall be carried out by using a [Rejected claim processing](#) document, which can be created straight in the register and assigned *Issuing* subtype:



In the process, the claims are added to the document's table part by scanning their serial numbers. Before scanning, set the character cursor in the *Scan claim barcode* field of the table part control panel. The employee shall take a decision on each claim. This decision determines the scenario of the following processing. The decision taken shall be recorded in *Claim information*, which is displayed at the right part of the document's table part for the claim selected (in the unit titled *Decision*):



The following *Decision* are available for client claims (marked with the icon 

- if the supplier rejected to perform warranty services, a claim refund can be made by clicking the button "Client refund". In the sequel, the claimant will be paid money, and the claim will become company's property:

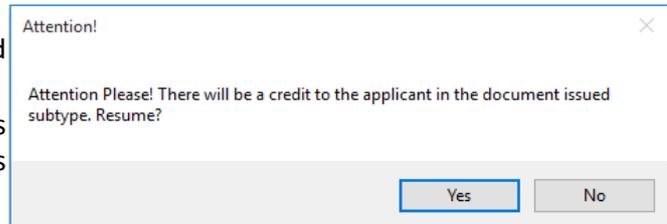


The option is available for client claims only.

The icon of the claim refunded will be changed



Then it is needed to select a *Decision* for this claim in the same document and options accompanying the decision selected.



- *Decision* – this decision shall be taken if the supplier specified in the claim rejected to accept the articles under warranty, because he had no concern with the articles (no stickers or holograms, etc.). This decision then shall be used to proceed with the warranty service by another supplier:

Decision: 1 Change provider document

Income document: 97 Purchases (Took on charge) #97...

Supplier: 8 Provider №1

Comments: Former provider is no longer working with this brand

Client refund

To replace the supplier, select a *Income document*, under which the document was purchased by the company (a [Purchases](#) register document), and click the button at the right. A form titled *Document selection* will open, where will be defined all *Purchases* documents, under which the claim's *Article* was purchased by the company:

ID	Description	Office	Supplier	Price
220	Purchases (Took on charge) #220, 5/7/2016	1, Office №1	8, Provider №1	1000
162	Purchases (Took on charge) #162, 5/5/2016	1, Office №1	16, JCS "AIST"	1000
150	Purchases (Took on charge) #150, 4/29/2016	3, TestSimpleOffice	16, JCS "AIST"	1000
97	Purchases (Took on charge) #97, 4/13/2016	1, Office №1	8, Provider №1	1000
90	Purchases (Took on charge) #90, 4/12/2016	1, Office №1	8, Provider №1	1000

Select

- *ID* and *Description* – information on the Outcome document;
- *Office* – an office that bought the article (an [Offices](#) Dictionary record);
- *Supplier* – an [Agents](#) Dictionary record;
- *Price* – *Article's* purchase price.

To select a Outcome document, double click left mouse button in the list or select a document and click "Select" button in the form's bottom left corner. Information on supplier change will also be recorded in the *Supplier change history* tab of the claim's card;

- *Resend to supplier* – this decision shall be taken if the supplier rejected to accept the articles under warranty, but the employee has prepared additional documents and fulfilled the requirements of the supplier that he defined in the rejection reason or as a comment. This allows to proceed with the warranty service by the same supplier;
- *Return to front office* – used when returning the claim to the front office to rectify the supplier's complaint or to take another decision:

Decision: β Return to FO

Return reason: 12 No corporate guarantee card

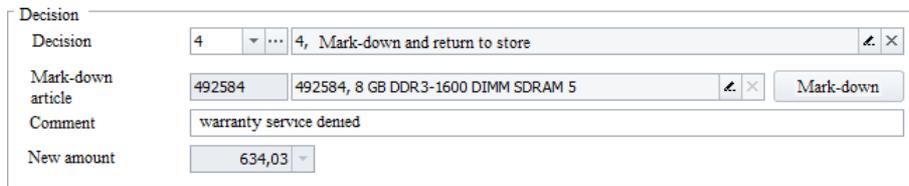
Comments: the buyer has provided a guarantee seller

Client refund

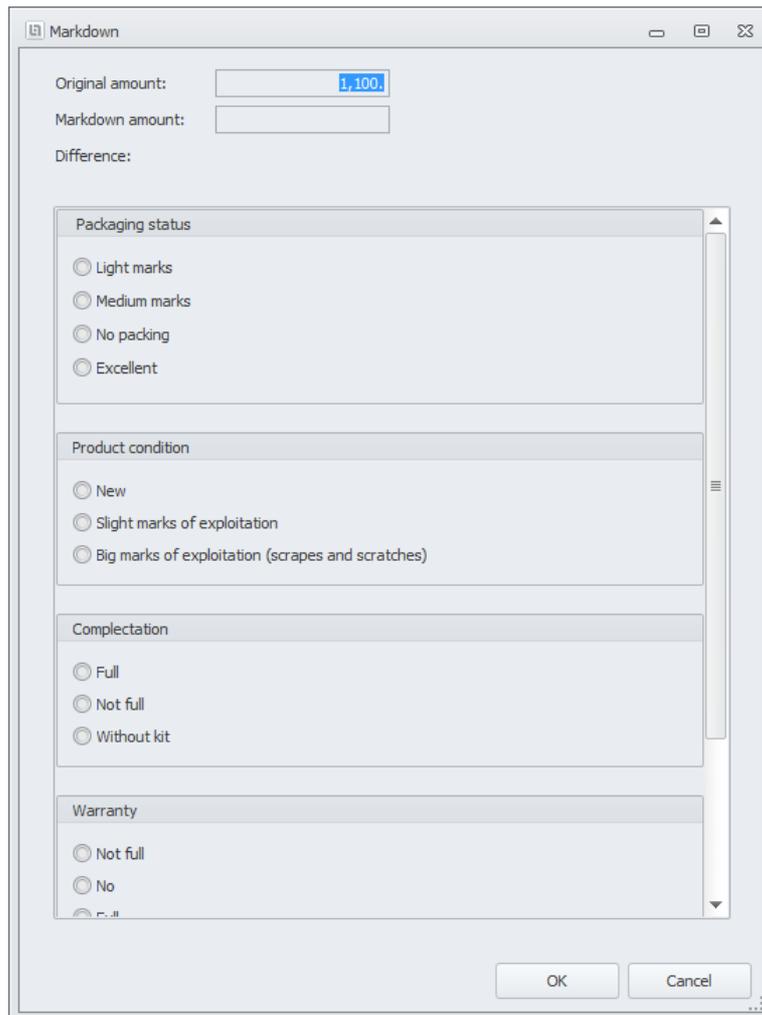
If this decision is selected, it is also needed to specify a *Return reason* (a [Warranty return reasons](#) Dictionary record).

For store claims—defect articles (not marked with the icon ) , or client claims refunded (marked with the icon ) , in addition to the above mentioned decisions, the following *Decision* are available:

- *Mark-down and return to store* – used when the claim is to be marked down and returned to the store for the following realization, e.g., for client claims that were refunded:



To mark down, click the "Markdown" button:



After each assessment criterion is defined (i.e., one of several values for each criterion group is selected), *Markdown amount* and *Difference* between it and *Reference amount* are calculated. After clicking the OK button, *Markdown amount* gets added to the *New amount* field of the claim, while the article marked down gets entered in the *Markdown article* field;

- *To store* – used when returning claim's article to the store for the following realization.

Based on the decision taken, a *Cell* shall be specified in the table part for the claim. After the claim is processed, it shall be placed in the cell specified. After the claim processing is finished, the document gets printed out. The hard copy of the document defines claims grouped by cells, where they should be placed under the decisions taken:

Rejected claim processing № 553



Department Back-hub: 6, TestBackHub
Cell: 2-2-2-2, Supplier rejection
Employee: 1, Yury Alekseyevich Gagarin
Date: 6/24/2016 8:19:00 PM

Claim	Amount
1-1-2-1, Return to Front-office	
79, war611, Radio VEGA	1100

Issued: _____ /Yury Alekseyevich Gagarin

Thereupon, if the document's table part contains no claims without a *Decision*, the document gets assigned *Executed* subtype by launching the *Execute* command. In the process:

- for each client claim with the refund decision taken, a [Claim refunds](#) daughter document of *Drawing up* subtype shall be created;
- for each client claim marked down, a [Warranty markdowns](#) daughter document shall be created;
- information on replacing of supplier, markdown, or return to front office gets recorded in the cards of the respective claims;
- the claims get written-off from the employee's rejection cell and credited to new storage cells.

Supplier settlements

Once the warranty services have been rendered, the supplier returns the claims and/or claim replacements, and a special employee accepts them from the driver, who performed the delivery. To document the acceptance, the employee shall use a [Warranty supplier settlements](#) document, which can be created directly in the register and assigned *Completed* subtype:

Warranty supplier settlements (Completed) #500 [changed]

Completed: 500 Date: 6/17/2016 11:14:59 PM

Back Hub department: 3 TestBackHub

Supplier: 8 Provider №1

Warranty agent: ID

Expenses:

- Office: 5 Office 2
- FRC: 9 Warranty Back Hub
- Cost item: 10 Markdown warranty...
- Project: 1 None
- Budget period: 1 Autodetect
- Budget item: 1 Undefined

Clai...	Amount	Sup...	C...
1 war...	866.21	Repair	
2 war...	1,100.00	Reject	
3 war...	1,100.00		

Decision: ID

Properties:

- Creation date: 6/17/2016
- Serial number: 99 warr113
- Claimant: 19 ChP Petrov
- Article: 6 Radio VEGA
- Outcome document: 487 1100 P
- Income document: 97 1000 P
- Supplier: 8 Provider №1
- Amount: 1100 P

Description:

- Appearance: No power plug
- Completeness: Full
- Defect description: No power plug

By root (Administrator), 6/17/2016 10:59:03 PM Comments:

The header shall be filled in with a *Back-hub department* (filled in automatically, if a Back-hub is specified in the employee's card) and a *Supplier*, who returned the claims.

The claims can be added to the table part by clicking the button in the control panel; only claims that are accounted for the *Supplier's* balance are shown in the list:

Warranty supplier settlements (Completed) #500 [changed]

Completed: 500 Date: 6/17/2016 11:14:59 PM

Claims

Group nu...	Claim identity	Amount	Supplier decision identity	Comments
1	war200, Radio VEGA	866.21	Repair	
2	warr 112, Radio VEGA	1,100.00	Reject	
3	warr113, Radio VEGA	1,100.00	Repair	

Decision: 1 Reject

Return reason: 2 Mechanical da...

Cell: 118 1-1-2-1, Retu...

Comments:

Client refund

Properties:

- Creation date: 6/17/2016
- Serial number: 98 warr112
- Claimant: 19 ChP Petrov
- Article: 6 Radio VEGA
- Outcome document: 487 1100 P
- Income document: 90 1000 P
- Supplier: 8 Provider №1

By root (Administrator), 6/17/2016 10:59:03 PM Comments:

At the right side of the table part, properties of the claims selected are displayed. In the same place, a decision taken by the supplier under the warranty service shall be specified:

- **Reject** – this shall be selected, if the supplier rejected to perform warranty services and returned the claim:

Decision	1	...	Reject	↕
Return reason	8	...	Broken warranty seal (stamp)	↕ ×
Cell	118	...	1-1-2-1, Return to Front-office TestFrontOf...	↕ ×
Comments	Broken warranty stamp			
Client refund				

Such decision shall be accompanied with a *Return reason* and optionally a *Comments*.

Considering client claims (marked with the icon ) , the employee can take a decision on refunding of money to the claimant and perform a refund by clicking the "Client refund" button. The icon of the claim refunded will be changed to .

- **Repair** – this shall be selected, if the supplier repaired articles of the claim:

Decision	2	...	Repair	↕
Cell	118	...	1-1-2-1, Return to Front-office TestFrontOf...	↕ ×
Comments				

Repaired client claims shall be returned to the claimant, while store claims (not marked with the icon ) shall be first marked down by clicking the "Markdown" button (unavailable for client claims):

Markdown

Original amount:

Markdown amount:

Difference:

Packaging status

Light marks

Medium marks

No packing

Excellent

Product condition

New

Slight marks of exploitation

Big marks of exploitation (scrapes and scratches)

Complectation

Full

Not full

Without kit

Warranty

Not full

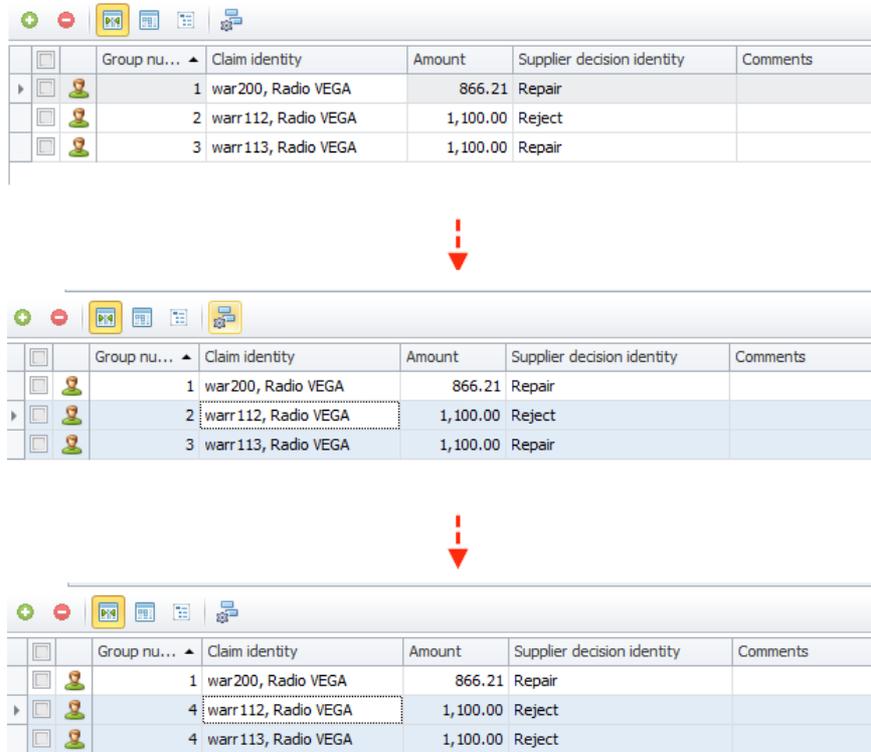
No

Full

After each assessment criterion is defined (i.e., one of several values for each criterion group is selected), *Markdown amount* and *Difference* between it and *Reference amount* are calculated. Clicking the OK button will add the *Markdown amount* to the *Markdown amount* field of the claim; the article marked down gets entered in the *Markdown article* field;

- **Replace** – this shall be selected, if the supplier replaced the claim's article with a new one. Each replacement shall be agreed by negotiation between the supplier and a company's representative (a warranty manager or a purchasing manager). There are a number of replacement scenarios:
 - one claim – one article. This can be an article with the same nomenclature number or a new article with a different nomenclature number;
 - several claims – one article. The supplier decided to return a single article as a replacement for several claims, which may include either different or, more frequently, identical defective articles. For example, the warranty division sent to a supplier several defective USB storage devices. The supplier confirmed the defect and returned one USB storage device of a greater capacity;
 - one claim – several articles. The supplier returned several new articles as a replacement for one claim. For example, several cheap graphics cards in exchange for an expensive one.
 - several claims – several articles. This can be several claims with identical or different articles, or several new articles with identical or different nomenclature numbers. In addition, the number of claims may not match the number of articles.

If the supplier performed a replacement for several claims, the claims must first be merged into one group in the table part (the group with a single number). Then the replacement can be documented. *Group number* – an auxiliary column; its value increases automatically by one as each new claim gets added to the table part. This means that, by default, each claim added is placed in a separate group. To merge claims into a group, select the claims by holding **Ctrl** and click the button  in the table part's tool bar. Lines with claims selected will be colored, while their *Group number* will be assigned a new succeeding value common for the claims selected:



To document a replacement for a group of claims (with a single *Group number*), just select any claim from the group—the replacement will be applied to all claims from the group. At the same time, only one decision – *Replacement* can be taken on claims merged in a group (if the group contains more than one claim):

The screenshot shows a form for documenting a replacement. The fields are: Decision (3), Cell (120), Comments (model is out of production and out of stock), Article (6), Scanned quantity (0), and Serial number (empty). Below the form is a toolbar with icons for undo, redo, print, and a group-by icon. At the bottom, there is a section for grouping columns, with 'Group nu...' and 'Article identity' selected.

An article that was offered by the supplier in replacement for a claim (a group of claims) selected in the table part shall be specified in the *Article* field; its barcode shall be entered in the *Serial number* field; having this done, click the button **Enter**. If several article units are handled, enter the following serial numbers. An article having a different nomenclature number shall be selected in the *Article* field, and its barcode shall be scanned.

Articles and their barcodes entered in this way get added to the list below the *Serial number* field. The *Group number* column displays the group of the table part claims, which are being replaced with the articles listed.

A claim will be automatically created for each article added. Claims' refund amount shall be calculated in the following way: the refund amount for original claims is divided by the number of articles offered by the supplier in replacement for the claims. If dividing leaves a remainder, it is randomly added to one of the new claims.

If the supplier made a replacement under a client claim, it shall be transferred to the store to be sold later, since the new article shall not be returned to the client. To such claims a refund is automatically applied, and the icon in the table part will be changed to 🛠️;

- *Offset* – this shall be selected, if the supplier performed a refund for the claim:

Decision ... ↕

Refund amount

Comments

The *refund amount* given by the supplier shall also be specified. The icon of the client claim in the table part will be changed to 🛠️. If the refund amount is less than the claim amount, the difference shall be recorded to the warranty department's costs.

Based on the decision taken by the supplier, a Cell shall be specified for each claim. After the claim is accepted, it shall be placed in the cell specified. After the claim acceptance is finished, the document gets printed out. The hard copy of the document defines claims grouped by cells, where they should be placed under the decisions taken:

Warranty supplier settlement № 500



Department Back-hub: 6, TestBackHub
Supplier: 8, Provider №1
Created: 1, Yury Alekseyevich Gagarn
Date: 6/17/2016 11:14:59 PM

Claim	Amount
1-1-2-1, Return to Front-office	
72, warr112, Radio VEGA	1100
29, war200, Radio VEGA	866.21
74, warr113, Radio VEGA	1100

Laid by: _____ /Yury Alekseyevich Gagarn/

Thereupon, if the document's table part contains no claims without a *Decision* taken, the document gets assigned *Executed* subtype by launching the *Finish* command. In the process:

- for each client claim, to which *Refund* or *Replace* decisions were adopted, as well as client claims refunded under the *Reject* decision adopted, a [Claim refunds](#) daughter document of *Drawing up* subtype will be created;
- for each client claim marked down, a [Warranty markdowns](#) daughter document will be created;
- for each article received from the supplier as a replacement for claim, a [Claims](#) Dictionary record will be created. The total refund amount of the claims created shall be equal to the refund amount of claims replaced.
- information on markdown or return to front office gets recorded in the cards of the respective claims;
- the claims get written-off from the supplier's balance and credited to the front office's balance and placed in cells specified.

When documenting a receipt of an article from a supplier, a situation may occur when the article returned is not found in the system (i.e., it was never purchased). Such article shall be returned to the supplier. A Back-hub employee shall contact the supplier and negotiate all issues on the return, having prepared accompanying forms in free form. Such article shall not be entered into the system.

Courier tasks

Claims can be picked up from suppliers in two ways: [in the course of release to deliver claims](#), or, if no delivery is planned on the agreed date, by assigning an additional task. Such task can be created via a [Courier tasks](#) document. The newly created document assigned *Issuing* subtype can be created either directly in the register or by using the [Sending to supplier](#) tool:

The document's header shall contain the following:

- **Agent** – a supplier that the courier is being sent to;
- **Task** – type of the task that the courier is supposed to execute:
 - *Pick up claims from supplier* – used in respective situations. This type is assigned automatically in the process of creation of the document using the *Shipping to suppliers schedule* form;
 - *Drive documents* – used when it is needed to deliver documents to a supplier. This type is not displayed in the *Delivery to suppliers schedule* form;
- address, date, and time interval for delivery shall be specified in the *Delivery* tab. To apply the delivery, it must be calculated. Detailed information on drawing up of deliveries is given in the [respective section](#).

Then the document goes for [delivery routing](#), where it gets assigned a courier. After the routing is finished, the document automatically moves to *Executing* subtype.

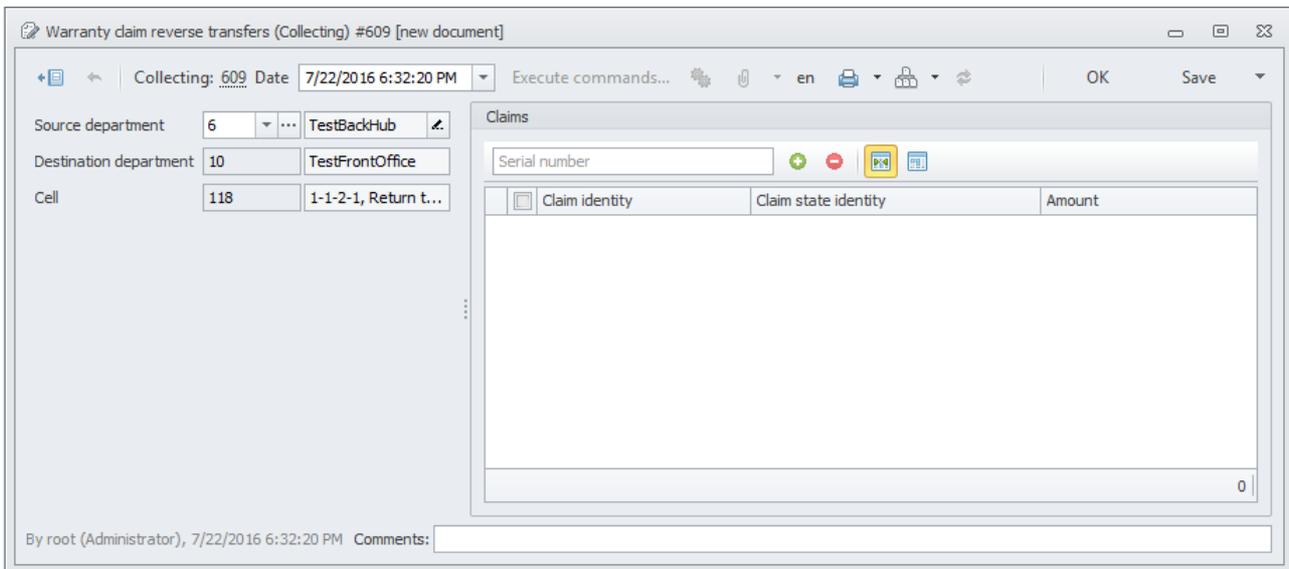
Depending on the task type, the Back-hub gives the courier documents to deliver to the supplier or receipts to receive claims.

After the task is done, the courier comes to the Back-hub to report on the effect. If the courier succeeded in execution of the task, the Back-hub employee shall execute the *Execute* command in the document that will assign the document *Executed* subtype. Otherwise, to execute *Not executed* command that will assign the document the respective subtype. Claims picked up from the supplier shall be [recorded](#) in the system via the [Warranty supplier settlements](#) register. In the process, all documents including nonused receipts received from the supplier shall be returned by the courier to the Back-hub employee.

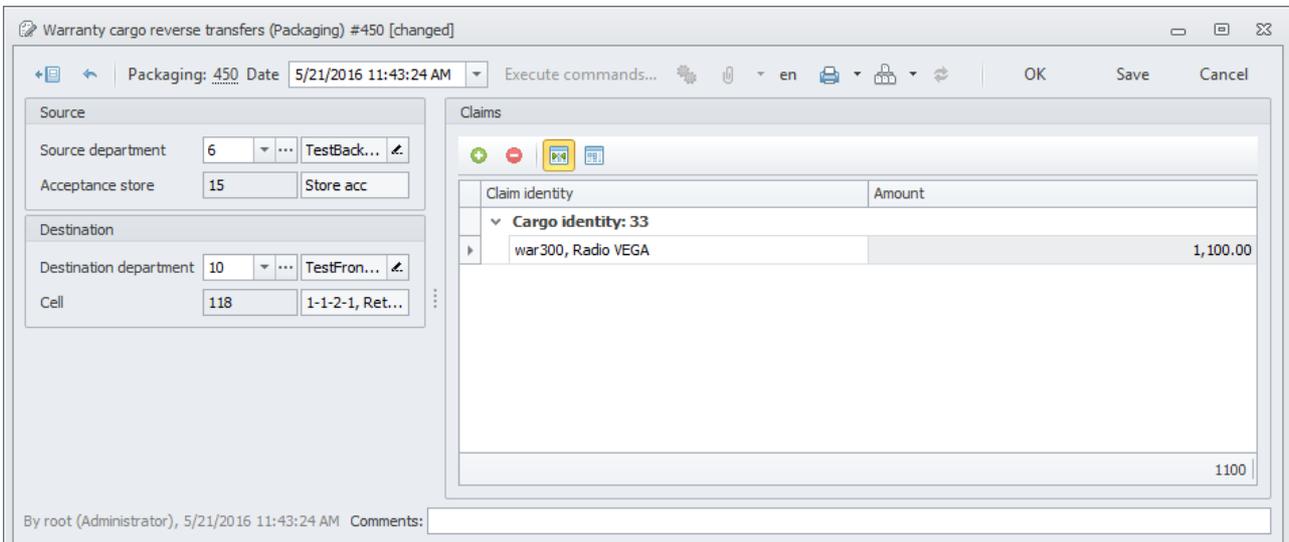
Return to Front office

Claims placed in a return-to-front-office cell are to be sent to the respective division.

If a front office division is located within the same building (office or premises) as a Back-hub, and transfer between them is carried out without off-site assistance, the [Claim returns](#) register shall be used to ship claims. The document can be created straight in the register and is assigned *Collecting* subtype. After the claims arrived to the front office, *Received* command shall be applied to the document. The command moves the document to the subtype of the same name, which shall write-off the claims from the Back-hub balance and credit them to the front office:



If the Back-hub and the front office are located in separate buildings, the claims shall be registered as a logistic cargo (a labeled package, or a box containing claims), which shall be handled by the logistic department. In this case, [Warranty cargo reverse transfers](#) register documents shall be used:



Create a document of *Packing* subtype; add the claims to the document's table part by using the *Claim package* form, which allows to form cargoes:

Identity	Serial number identity	Supplier identity	Defect	Completeness	Diagnostics end date	Amount
30	war300	Provider №1	E	W	5/27/2016	1,100.00

While adding claims to the container (of a cargo), scan their serial numbers. Before you add a claim, ensure that it is accounted for the balance of the Back-hub division selected in the *Source department* field and kept in the *Cell* you specified. After the container is filled, click "Create cargo" button. In doing so, a new record gets created in the [Cargoes](#) Dictionary, and an information sticker gets printed out. The container shall be sealed and marked with the sticker.



CargoID33

Source: 6, TestBackHub. Lenina str. 58
 Destinee: 10, TestFrontOffice. Moscow, Leninradskoe h., 16
 Document №: 450
 Claim quantity: 1
 Cargo amount: 1100 P



Then the cargoes shall go to the store's acceptance zone. In the process, *Accepting at store* command shall be applied to the document. The command shall move the document to the subtype of the same name and start the acceptance process. Handling of cargoes at stores and the logistic organization described in [Logistic](#) section.

Return to store

Claims placed in return-to-store cells are to be returned to a store. To do this, create a document of *Picking up* subtype in the [Warranty store transfers](#) register. Claims to be transferred shall be added to the document; this can also be done by scanning claims' serial numbers and adding them to the *Serial number* field of the table part. After a container with claims has been formed and delivered to a store, *Accepting at store* command shall be applied to the document. This will move the document to the subtype of the same name and start the acceptance of the claims by the store:

Warranty store transfers (Collecting) #502

Collecting: 502 Date: 6/17/2016 11:21:02 PM

Back-hub department: 6 TestBackHub

Destination store: 15 Store acc

Cell: 120 3-3-3-3, Return to store St...

Claims

Serial number	Claim identity	Article identity	Amount
	war200, Radio VEGA	[Low-price] Radio VEGA	866.21

By root (Administrator), 6/17/2016 11:21:02 PM Comments:

Inspections

Buck hub inspections shall be carried out according to the company's schedule or when necessary, e.g., if there is a discrepancy between system data and actual stock. In the process of inspection, no claim movements in a cell shall be executed. This matter is to be determined by the administration. To commence the inspection, create a [Warranty stock inspections](#) document of *Counting* subtype (one document per each cell):

Warranty stock inspections (Counting) #451 [changed]

Counting: 451 Date: 5/21/2016 11:53:31 AM

Back-hub department: 6 TestBackHub

Cell: 118 1-1-2-1, Return to F...

Stocktaking agent: 9 TestAgent

Budget item: ID

Firm: 1 Firm №1

Shortage amount: 0

Overage amount: 0

Claims

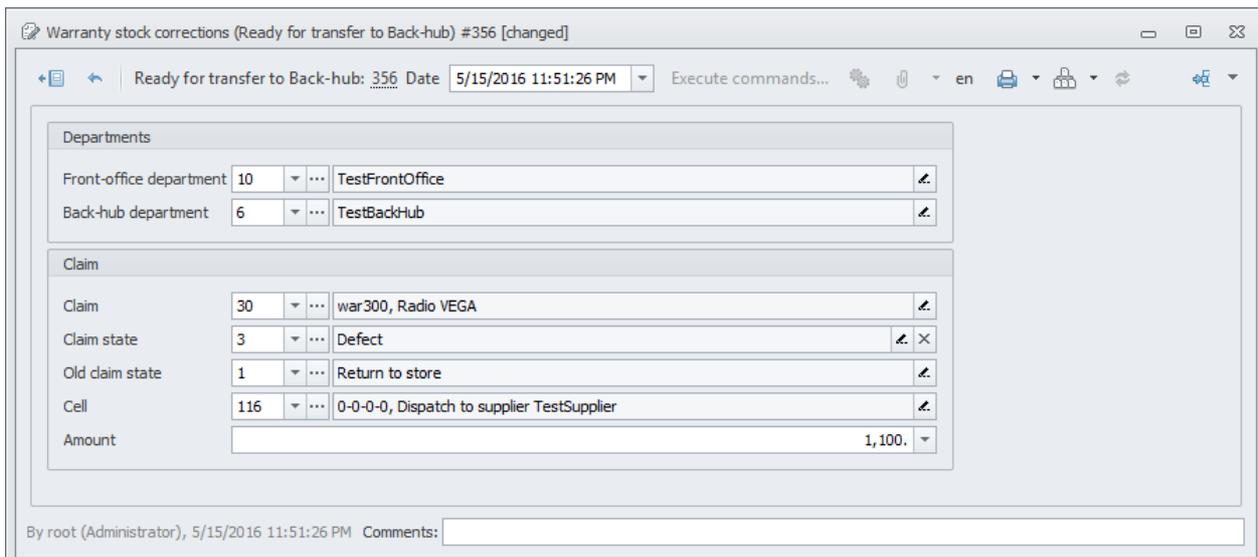
Claim identity	Amount	Overage	Shortage	Refund document identity
war300, Radio VEGA	1,100.00			(none)

By root (Administrator), 5/21/2016 11:53:31 AM Comments:

Thereupon, the document shall be assigned *Executed* terminal subtype by launching the *Calculate* command. In the process:

- claims found short get written-off from the *Division's* balance and removed from the *Cell*. In doing so, for client claims (marked with the icon ) , [Claim refunds](#) register documents (*Drawing up* subtype) are generated in order that the claimant could receive money, since an article under warranty being in such states is owned by the client. For each claim, the system creates a separate document that is defined in the *Claim refund* column of the table part.;
- claims found Overage are credited to the *Division's* balance to the *Cell*.

When dealing with problem claims, it is possible to use Warranty stock corrections documents of *Ready for transfer to Back-hub* and *Front office transport ready* subtypes. These allow to write-off a claim from the Back-hub's balance, if such claim was to be credited to the front office balance (with proper acknowledgment of the front office), and vice versa:



The screenshot shows a software window titled "Warranty stock corrections (Ready for transfer to Back-hub) #356 [changed]". The window contains a form with the following fields:

Departments	
Front-office department	10 TestFrontOffice
Back-hub department	6 TestBackHub

Claim	
Claim	30 war300, Radio VEGA
Claim state	3 Defect
Old claim state	1 Return to store
Cell	116 0-0-0-0, Dispatch to supplier TestSupplier
Amount	1,100.

At the bottom of the window, there is a text field: "By root (Administrator), 5/15/2016 11:51:26 PM Comments:"

Let's consider an example, where Overage claims were revealed during inspection. The employee, who found the Overage, identifies a front office, where the claim was issued. Then he contacts the front office and finds out that the claim is to be accounted for the front office (according to the system), but is not available there. If so, the employee shall create a Warranty stock corrections document of *Ready for transfer to Back-hub* subtype. This document, when being moved to *transferred to Back-hub* subtype (upon the *transferred* command execution), will write-off the claim from the front office and credit it to the Back-hub to the cell specified. In the same way, a shortage can be processed with the help of *Ready for transfer to Back-hub* subtype.

Delivery

Articles and cargoes purchased from suppliers, sold to buyers, or transferred by the company between stores are delivered with the help of delivery functions. Delivery is performed by [Delivery means](#) within the bounds of a certain [Delivery service](#).

Each delivery is assigned a *Status*, which changes in the course of a delivery round in the following way:

- *Inactive* – initial status of a delivery arranged for. When [arranging for a delivery](#), the delivery address, date and time are specified by an operator. In addition, a *Delivery service* in accordance with [delivery settings](#), and its *Price* in accordance with [cost settings](#) are defined automatically;
- *To be routed* – the delivery is pending to be routed; the status is assigned after the document moves to the respective subtype. In the course of delivery routing, a manager shall assign a *Delivery means*, by which the delivery will be performed;
- *Routed* – the delivery has been distributed among *Delivery means* in the course of routing;

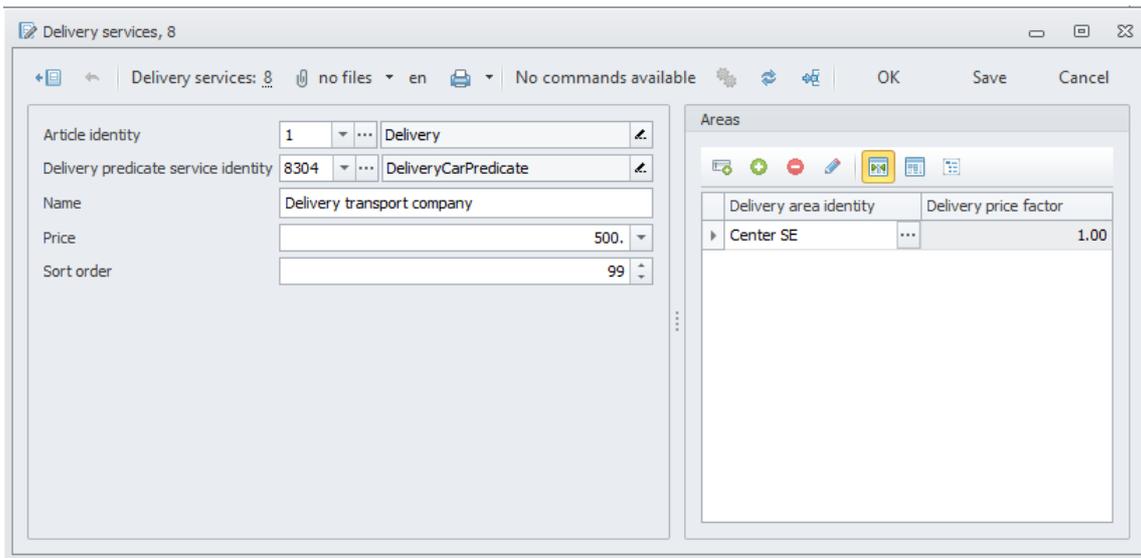
- *Shipped* – articles/cargoes to be delivered have been shipped from a store (relevant to sales or internal transfers);
- *Delivered* – the delivery has been accomplished, and the drivers [have reported on the effect](#).

Delivery settings

Delivery service

Delivery is carried out within a certain [Service](#). For example, it can be "Courier delivery", "Delivery by passenger car", "Delivery by truck", etc.

The choice of service is carried out automatically in process of [Delivery wizard](#) in accordance with its – *Delivery services* – settings:



For the service in which it is performed the list of [Areas](#), is clearly established.

When making delivery, depending on *Sector*, which it is carried out (automatically determined by the [Delivery address](#)), a list of available *Delivery services* is created. *Services* are sorted in the list according to *Sorting order* (it can have an integer ≥ 0). The smaller the value of *Sorting order* is, the higher *Service* will be in the created list. For example, the *Service* with *Order 1* will go before the *Service* with *Order 2*.

Then alternately to the delivery and in sorting order of *Services* certain *Services of delivery predicate* are applied to them in the list. *Service of delivery predicate service* – it is a script that checks the delivery for compliance to a certain set of parameters. For example, it can be volume, weight, price and other delivery parameters essential for the company. Sets of these conditions is formed by representatives of logistics department of the company, and *Services* by themselves are realized on their base by the application-oriented developer.

As a result the first *Service* will be applied to the delivery from the list, *Service* which will return a positive response to its suitability for a given delivery.



Let's consider how it works with an example.

We have a delivery in weight 3,5 kilograms and capacity of 0,15*1,25*0,20 meters. In sector, which the delivery address belongs to, the following services of delivery are executed (services are ordered in the list according to sorting order):

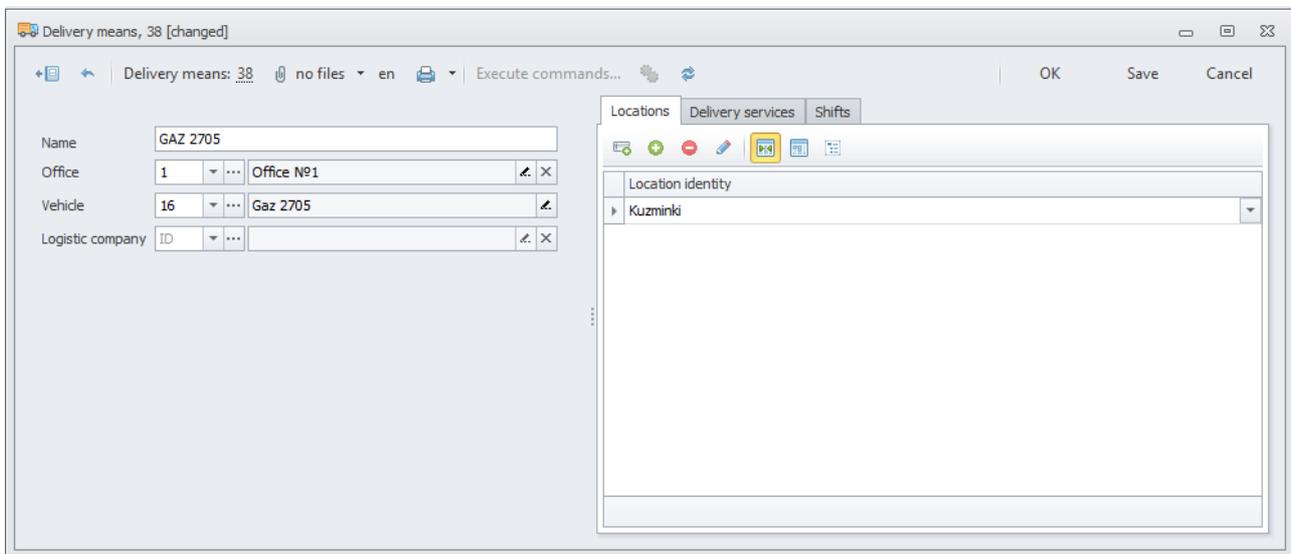
- by courier;
- by passenger car;
- by truck.

The services of predicates are applied alternately to the delivery:

- the service of predicate "Courier delivery" is performed as first according to sequence. It checks the weight of the delivery, which shall not exceed 5 kilograms, and size - the total volume in three dimensions shall not exceed 1.2 meters. Service returns a negative response, as delivery size does not meet the predicate conditions, and the system passes to the next predicate service;
- the service of a predicate "Delivery by passenger car" performed as second. It checks the weight of the delivery, which shall not exceed 35 kilograms, and size - the total volume in three dimensions shall not exceed 2.2 meters, while the length of the larger of the dimensions should also not exceed 1.5 meters. Service returns a positive response, as service meets all conditions, and the system uses this service for it.

Delivery means

Each delivery is carried out by [Delivery means](#), which is set by the manager in the process of routing.



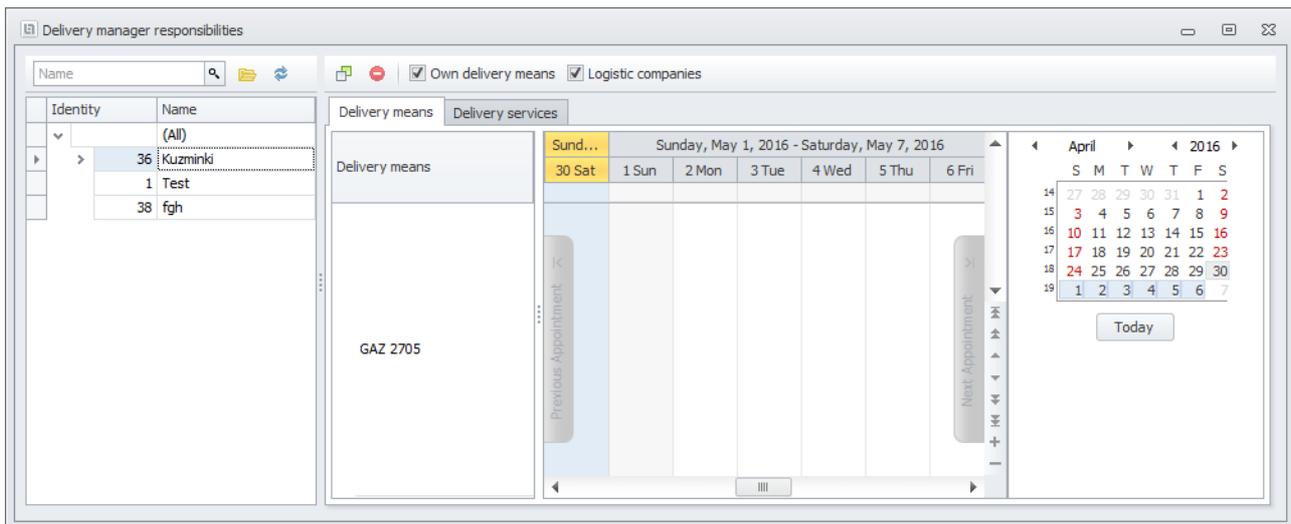
Delivery means can be:

- own [Vehicle](#) of the company – in this case *Vehicle* is bound to particular [Office](#) and can provide for it a list of set [Delivery Services](#) delivery in the listed objects of [Locations](#);
- by foot courier – it is set up similarly, but as *Vehicle* a certain official record is selected;
- by the third-party Logistic companies – it is set up similarly, but *Logistic company* is selected additionally. As *Vehicle* a certain official record is selected.

Delivery manager responsibilities

Dispatchers (managers) of delivery – are company's employees who engaged in process of Delivery router. In fact these are ordinary employees (in Dictionary [Delivery manager responsibilities](#) it is possible to select only [Employee](#)) empowered to distribute deliveries of certain *Services* among *Delivery means*. For example, one manager distributes deliveries on the service "Express Deliveries" among couriers on foot, and the other – "Deliveries by passenger car" among park of the passenger cars assigned to the office.

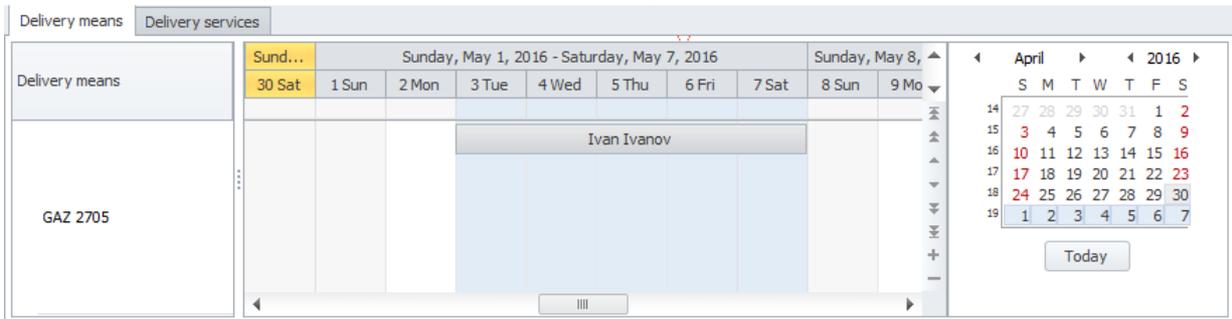
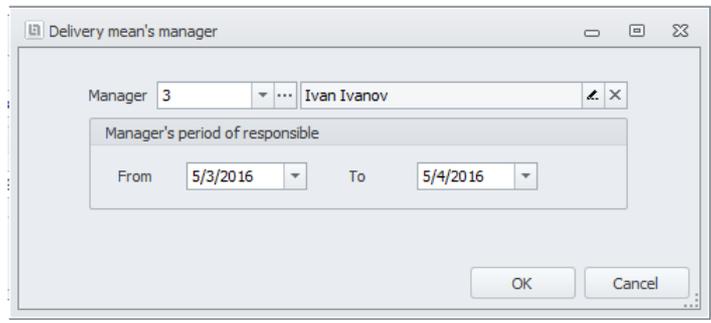
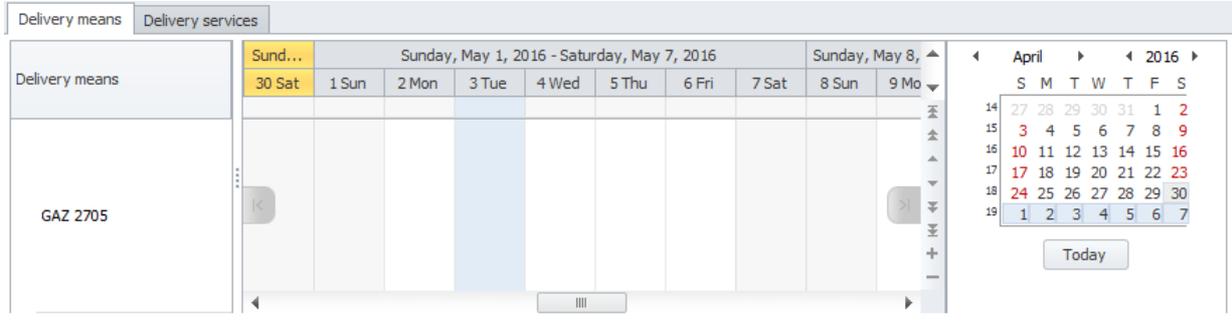
Responsibility area of delivery managers – delivery of what *Services*, in which *Delivery means* and between what *Means* he can distribute – it is set up in the form of *Delivery manager responsibilities*:



The form is divided into three parts:

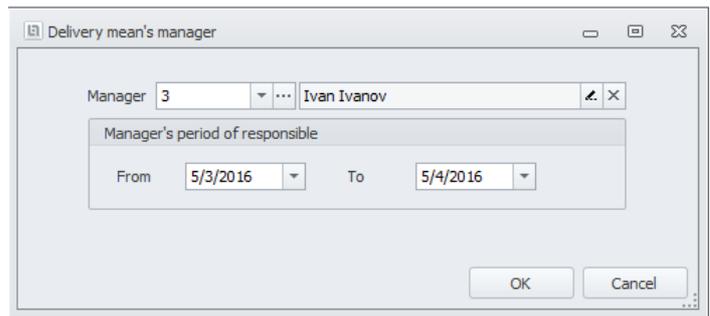
- on the left the tree of objects of [Locations](#), deliveries settings for which it is necessary to set. Object can be filtered by *Name*;
- at the center – a time line on which depending on the selected tab distribution between managers of [Means](#) and [Delivery services](#) for selected object of [Locations](#) from the left:
 - time line dates will be grouped in weeks;
 - except the slider below the time line it is possible to scroll it by rotating the mouse wheel;
 - if the period of manager responsibility does not fit entirely at the displayed time line, from the edge of the scale the arLine is displayed and the date, from which or until which the period extends, is signed;
 - displayed *Delivery means* can be filtered by the appropriate flags in the tool bar, displaying in the list by setting the flag (and hiding it by deleting) *Own delivery means* of the company and the third-party *Logistic companies*;
- on the right – a calendar for a fast selection of the displayed time line in the center:
 - the day selected on a calendar is displayed at the beginning of a scale on the left;
 - all the days displayed in the center of the period are lighted on the calendar.

At the tab *Delivery means* distribution between managers of *Delivery means* is made. The list shows only those *Means*, which can realize delivery in the selected regional object. Adding to the time line *Delivery means* of area of manager responsibility is carried out by left-double clicking of a time line. From the opened form *Delivery means' manager* it is necessary to select *Manager* (Dictionary record *Delivery manager responsibilities*) and to set the *Manager's period of responsible* by two dates *from* and *to* (typed in the field *to* date is not included in the added period):



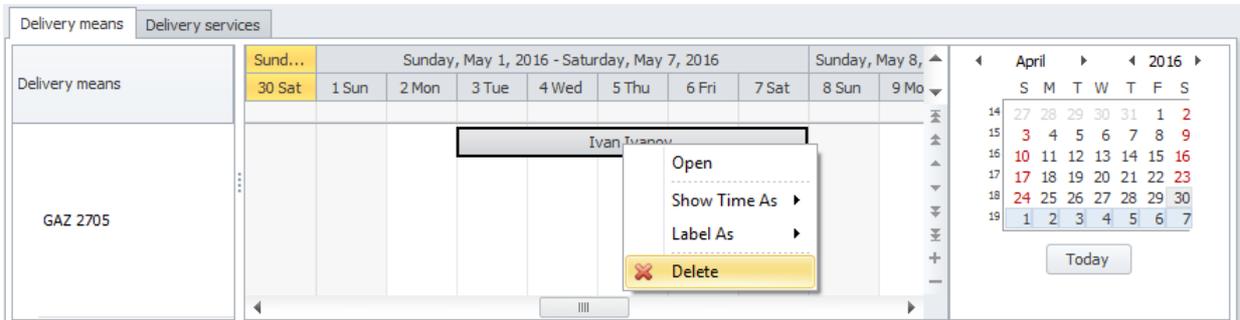
In the given example the specified manager will be able to distribute deliveries to a Delivery mean "GAZ 2705" during the period from May 3 to May 7 (when setting *Manager's period of responsible* the interval period was set from May 1 until May 8, date *to* – May 8 – was not included in the interval).

By left double clicking of the button on the period of manager responsibility, the form *Delivery Mean's manager* is opened, where it is possible to edit properties of the period.



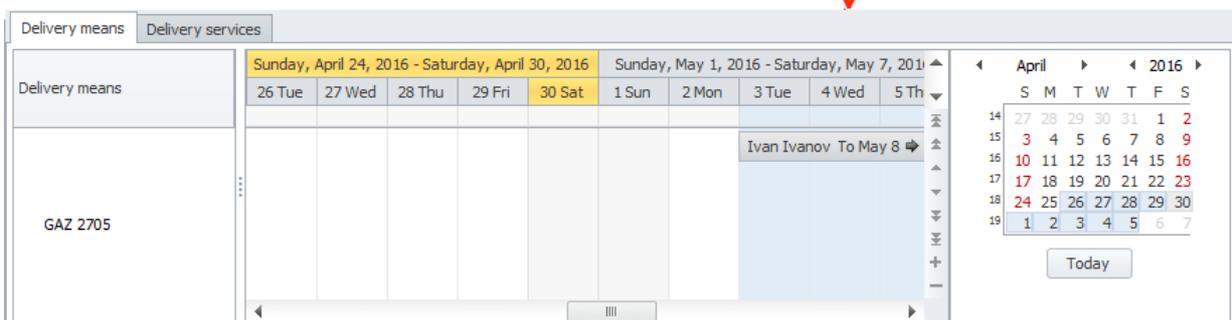
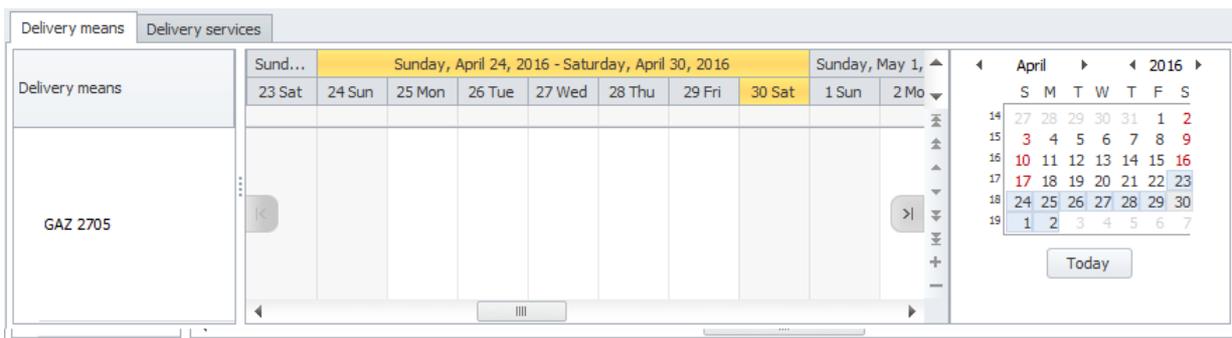
Deleting of the selected responsibility period is carried out:

- by clicking the button of the  tool bar;
- by pressing the key `Delete`;
- by choosing the point *Delete* of the context menu, which is available by right-click of the button on the period:

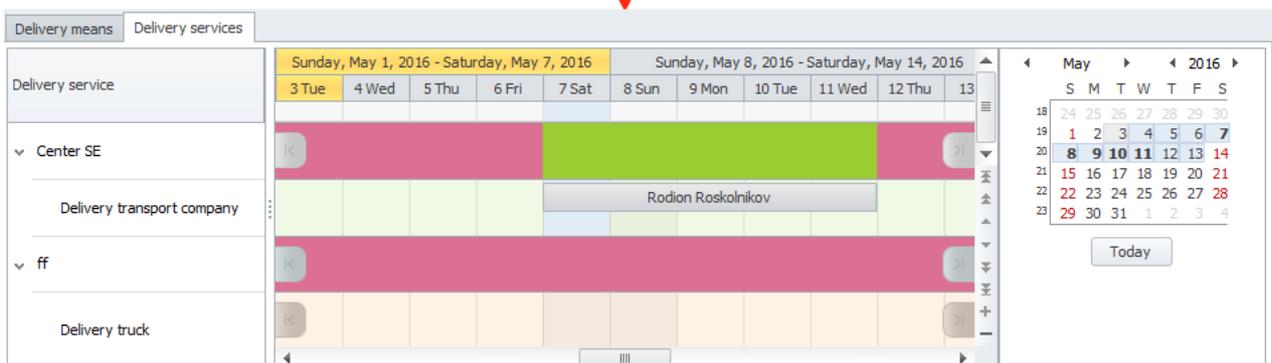
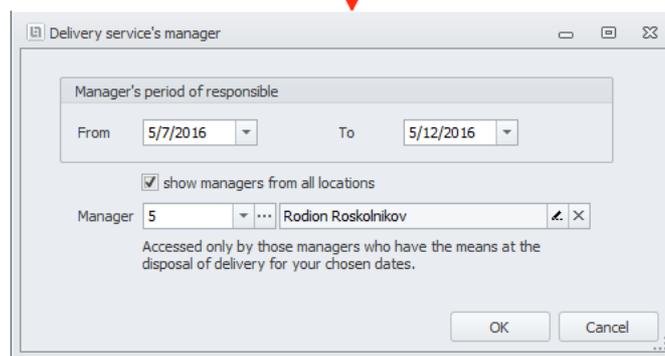
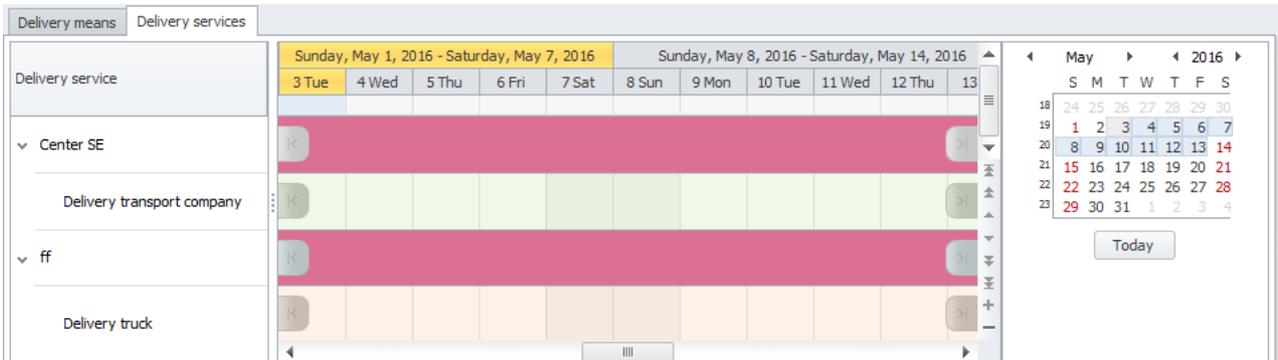


While holding period of responsibility by left-clicked button, it is possible to drag it on a time line and from one *Delivery means* to another.

If for *Delivery means* the time line does not show any manager, which was fixed the responsibility for this *Means*, but at the same time in any past or future time period such responsibility is distributed, the active buttons with Lines “<” and “>” on the edges of the time line it is informed about existence of such a distribution. When left-click on them the time line will be set at the beginning of the next distributed period:



At the tab *Delivery services* distribution between managers of *Delivery services* is made. In the list *Services* are grouped in *Delivery areas*, in which they are available (the same *Service* will be displayed in each *Sector*, in which it is available). Thus only those *Sectors* are displayed, which belong to the selected regional object. Adding to the time line *Delivery services* of area of manager responsibility is also carried out by left-double clicking of a time line. From the opened form *Delivery means' manager* it is necessary to select *Manager* (Dictionary record *Delivery manager responsibilities*) and to set the *Manager's period of responsible* by two dates *from* and *to* (typed in the field *until* the date is not included in the added period):

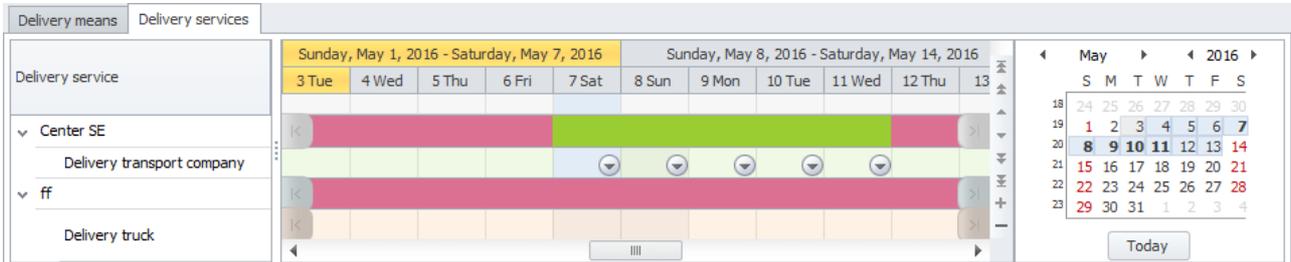


In the given example the specified manager will be able to distribute deliveries to a delivery service "Delivery transport company" during the period from May 7 until May 11 (when setting *Manager's period of responsible* the interval period was set from May 7 until May 12, date *to* – May 12 – was not included in the interval).

When adding the period of responsibility in the form *Delivery Service Manager* for selection only those *Managers* are available who have *Delivery means* for the selected intervals of dates, and at the same time these *Delivery means* can provide *Service*, for which the period is added. Flag setting *to show managers from all locations* allows not to filter dispatchers on geographical binding.

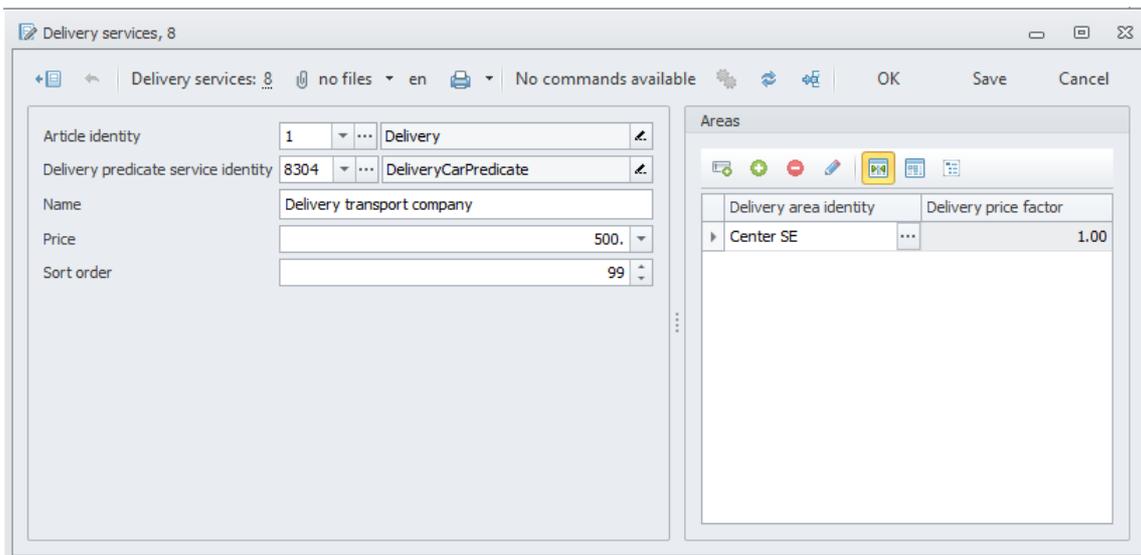
Editing and deleting of the responsibility period are made similar to *Delivery means*.

The time line of *Sectors*, which contain at least one *Delivery service*, is highlighted in purple, but at the same time those intervals in which responsibility is distributed at least for one *Service*, highlighted in yellow. If the scale of the time line does not allow to display period of responsibility, the cell of the scale, which are included in the period, they contain an icon ☺:



Delivery cost setting

Delivery cost is determined by the cost of the [Service](#), automatically selected for it in the process of [Registration](#). In its turn the cost of *Service* consists of its base *Price* multiplied by *Delivery price factor*, specified individually for each [Area](#), in which *Delivery service* is carried out:



For example, the delivery service by car with a base price of 300 rubles is considered for addresses that are in the "Moscow" sector with coefficient cost 1, which is 300 rubles. For addresses of the Moscow region with coefficient 1,5 the delivery cost is already 450 rubles.

Delivery wizard

Delivery wizard is carried out after confirmation of delivery in documents (*Article purchases*, *Article sales* and so forth) by means of the master of delivery issued on a separate tab of a table part *Delivery (No)*.

The title of the tab informs on availability (*Available*) or absence (*No*) of delivery for saved document. The tab is divided into two parts: on the left there is a master of delivery, on the right – the list of added deliveries with its help:

Master of delivery allows to realize a quick choice of delivery options. By clicking the button "Recount" the list of deliveries is updated according to the selected options on the right. Selective edit options of deliveries is available only for users with appropriate rights. An ordinary employee (without these rights) can change deliveries only by means of the master of deliveries – by clicking the button "Recount" new deliveries data will be overwritten instead of old ones.

The system supports three standard scenarios of delivery:

- delivery by own service of the company – a flag *Delivery type* is fixed into the value *Own delivery* and the following is set: *Delivery address* (Dictionary record [Delivery addresses](#)), *Delivery date* and *Delivery time range* (Dictionary record [Delivery time ranges](#));
- delivery by the third-party logistic company, which picks up the articles (from the store of the company in case of sale, from the supplier in case of purchase, etc.) – a flag *Delivery type* is set in the value *Logistic company* and in addition the following is set:
 - *Delivery mean* – a delivery mean of the logistic company, which realizes the delivery (Dictionary record [Delivery Means](#));
 - *Cargo name* – a text description of the delivered articles/cargoes;
 - *Logistics company price* – delivery cost, set manually;
- delivery by the third-party logistic company, which is carried out from the terminal, it is necessary to deliver articles to this terminal by forces of own delivery service of the company – a flag *Delivery type* is set in the value *Logistic company*, and also the next flag is set *Requires delivery to a terminal* and *Terminal address* of the of the logistic company is set, to which it is necessary to deliver the cargo by forces of own delivery service (Dictionary record [Delivery addresses](#)).

The delivery list includes deliveries according to the document on the left, added by means of the wizard:

	Delivery order	State ide...	Delivery service i...	Delivery me...	Source addr...	Destination address identity	Delivery date	Delivery ti...	Delivery price
	0	Inactive	Delivery truck	GAZ 2705	Griboedova ...	Moscow, 3rd Pavlovsky street 1b57	5/12/2016	Morning	145.00

- *Delivery order* – shows sequence of performance of delivery stages (it can be an integer ≥ 0). The smaller the value of *Sorting order*, is the sooner this delivery stage will be performed. Deliveries are sorted in the list in order of performance;
- *State identity* – the current delivery state, which automatically changed in the process of its

implementation:

- *Inactive* – the initial state of added delivery;
- *For routing* – the delivery expects routing;
- *Routed* – delivery is distributed on delivery methods;
- *Shipped* – articles/cargoes on delivery are shipped from the store (actual for sales or internal transfers);
- *Delivered* – delivery is executed;
- *Delivery service identity* – Dictionary record [Delivery services](#);
- *Delivery mean* – Dictionary record [Delivery means](#);
- *Source Address* – the address from where delivery is carried out from;
- *Destination address identity* – the address where delivery is carried out to;
- *Delivery date* – delivery date;
- *Delivery time* – Dictionary record [Delivery time ranges](#);
- *Delivery price* – delivery cost.

Selective edit options of added delivery is possible only in the availability of the appropriate rights. In this case options of the selected delivery are displayed below the list of deliveries:

Del...	State identity	Delivery service identity	Delivery means identity	Source a...	Destination...	Delivery date	Delivery time range identity	Delivery price
0	Routed	Delivery passenger ve...	GAZ 2705	Leningra...	Lavochkina...	5/19/2016	Morning	300.00

Delivery order	0
Delivery service	3 Delivery passenger vehicle
Delivery date	5/19/2016
Delivery time	6 Morning
Store	ID
Delivery means	38 GAZ 2705
Source address	352 Leningradskoe highway, 51-198
Destination address	356 Lavochkina str, 24

Price	300.
State	Routed
Packed volume, m3	0.
Volume, m3	0.
Weight, kg	0.

Delivery router



Registered deliveries need to be distributed between [Delivery means](#). This operation is carried out by [Delivery Managers](#) in the form of *Delivery router*:

The screenshot shows the 'Delivery router' application window. At the top, there are 'Save' and 'Cancel' buttons, and a 'Reload' button on the right. Below these are two dropdown menus: 'Delivery manager' (set to '3' and 'Ivan Ivanov') and 'Delivery date' (set to '5/25/2016' and 'Morning').

The main area is divided into four tables:

- Delivery means:** A table with columns: Delivery M..., Name, Weight, kg, Volume, cu..., Packed volume. It contains one row: 38, GAZ 2705, 0, 0.
- Distributed deliveries:** A table with columns: Document i..., Transactio..., Source add..., Destination..., Delivery se..., Delivery date, Delivery ti... It is currently empty.
- Areas:** A table with columns: Delivery Ar..., Name, Weight, kg, Volume, cu..., Packed volume. It contains two rows: 1279, Center, 20, 0.003120, 0.; and 1269, Center SE, 10, 0.001560, 0.
- Deliveries:** A table with columns: Document i..., Transactio..., Source add..., Destination..., Delivery se..., Delivery m..., Delivery date, De... It contains one row: 480, 5/23/2016, Moscow, 3r..., Russia, Mo..., Delivery truck, (none), 5/25/2016, M...

For operation with deliveries in the upper part of the form the manager has to specify *Delivery manager* (Dictionary record *Delivery managers*) and *Delivery date*. It is possible to reduce the list of the displayed deliveries, selecting in addition delivery time (Dictionary record [Delivery time ranges](#)) in the field, after *Date*.

If the selected *Delivery manager* for the specified *Date* in the field of responsibility has no services or delivery means, in the upper right corner of a control element of the *Delivery manager* the icon is displayed , by pointing the mouse cursor which displays the corresponding hint:

This close-up shows the 'Delivery manager' dropdown menu. The selected value is '3' and 'Ivan Ivanov'. A warning icon (a red circle with an exclamation mark) is visible in the top right corner of the dropdown. A tooltip message is displayed over the icon: 'You need to check the area of responsibility of delivery managers.'

It is possible to check areas of responsibility in the form *Delivery manager responsibilities*, described in Section *Delivery managers*.

Contents of the form *Delivery router* is divided into four tables:

- *Delivery means* – the list available to the selected *Manager* delivery means, on which he can distribute these deliveries;
- *Distributed deliveries* – already distributed deliveries for which delivery means were selected. The list is filtered by the selected *Delivery means* on the left;
- *Areas* – the list available to the selected *Manager* areas in which deliveries are carried out, with summary information on not yet distributed deliveries;
- *Deliveries* – not yet distributed deliveries for which it is necessary to select delivery means. The list is filtered by the selected *Sector* on the left.

The task of the manager is distribution of *Deliveries* of the selected *Sector* on *Delivery means*. After distribution *Deliveries* move to *Distributed deliveries*.

In a tool bar of the form the following buttons are located:

- *Reload* – update lists of a router;
- *Save* – save typed into deliveries changes (distributions on *Delivery means*);

- **Cancel** – cancel changes made in deliveries and close the form.

 In the list *Areas* summary information on not yet distributed deliveries is displayed. Here it is possible to select one *Delivery mean* directly for all deliveries of the selected *Areas*:

Areas							
Delivery Ar...	Name	Weight, kg	Volume, cu...	Packed vol...	Address Co...	Delivery Me...	
1279	Center	0	0	0	0	(none)	
1269	Center SE	10	0.001560	0.001716	1	ID	Name
						38	GAZ 2705

- *ID* and *Name*, in which deliveries are carried out;
- *Weight, kg* – total weight in kilograms of deliveries in the sector;
- *Volume, cube. m.* – total volume in cubic meters of deliveries in the sector. Delivery volume for each of the documents consists of the sum of the article volumes of this delivery. The volume of one unit of article may not be less than the minimum value, set by the constant *PackedVolumeMinValue* (if it is less, volume is equal to the minimum value);
- *Packed volume, cube. m.* – total volume in cubic meters of packed deliveries in a sector. It is equal to *Volume* of deliveries increased by the coefficient, set by the constant *PackedVolumeCoefficient*;
- *Addresses* – quantity of addresses of not yet distributed deliveries in a sector;
- **Delivery means** – delivery means selected for documents delivery. As the list shows information about the deliveries that have not yet been distributed, as field value it is displayed (*no*). Selected *Delivery means* here after clicking of the button “Save” will be assigned to all not distributed deliveries of the *Sector*.

 In the list of *Deliveries* documents, with not distributed deliveries of the selected from the left *Sector*, for which it is possible to select *Delivery means* are displayed. After saving, the routed deliveries transfer from this list to the *Distributed deliveries*:

Deliveries										
Document i...	Transactio...	Source add...	Destination...	Delivery se...	Delivery m...	Delivery date	Delivery ti...	Delivery price	Volume, cu...	Weight, k
480	5/23/2016	Moscow, 3r...	Russia, Mo...	Delivery truck	(none)	5/25/2016	Morning	500	0.003120	
					ID	Name				
					38	GAZ 2705				

- *Document ID* and *Transaction Date* of the document with delivery;
- *Source address* and *Delivery address* delivery is carried out to;
- *Service* – the delivery service automatically selected in case of registration for this document;
- **Delivery means** – delivery means selected for document delivery. As the list shows information about the documents that have not yet been distributed, as field value it is displayed (*no*). Here it is possible to select *Delivery means*, which will be assigned for the document after clicking the button “Save”;
- *Delivery date* and *time*;
- *Delivery price* – delivery service cost;
- *Document amount* – total amount of the document (including *Price* of delivery);
- *Volume, cube. m.* – total delivery volume in cubic meters. *Volume* consists of sum of volumes of delivery articles. The volume of one unit of article may not be less than the minimum value, set by the constant *PackedVolumeMinValue* (if it is less, volume is equal to the minimum value);
- *Packed volume* – of delivery packed volume in cubic meters. It is equal to *Volume* of delivery increased by the coefficient, set by the constant *PackedVolumeCoefficient*;
- *Weight, kg* – total weight of delivery in kilograms;
- *Driver*, performing the delivery (displayed only for the distributed delivery);
- *ID* and *Agent name*, to whom delivery is carried out;
- *State identity* of delivery – deliveries of the list have the state *For routing*;

- *ID* and *user login*, who changed the *State* of delivery, and *Time of state change*;
- *Document* – a description of the document delivery;
- *Cargo name* – for transport company.

In the list *Distributed deliveries* already routed deliveries selected from the left *Delivery means* are displayed :

actio...	Source add...	Destination...	Delivery se...	Delivery date	Delivery ti...	Delivery price	Volume, cu...	Delivery m...	Weight, kg	Driver	Agent iden...	State ide
2016	Moscow, 3r...	Russia, Mo...	Delivery truck	5/25/2016	Morning	500	0.003120	GAZ ...	20		19	Routed

The list of displayed properties of *Distributed deliveries* repeats the property list of *Deliveries*. The state of deliveries of this list – *Routed*. *Delivery means* for already distributed delivery if necessary can be changed (the made changes also require saving).

Deliveries, which for any reason can not be transported by selected *Means*, highlighted in the list **in red**. When hovering the mouse cursor over such delivery a problem message will be shown:

Document i...	Transactio...	Source add...	Destination...	Delivery se...	Delivery date	Delivery ti...	Delivery price	Volume, cu...	Weight, kg	Driver	Agent iden...
483	5/23/2016	Moscow, 3r...	Russia, Mo...	Delivery truck	5/25/2016	Morning	500	1.56	20000		19

One of article dimension is more vehicle dimension.

In the list *Delivery means are displayed* delivery means on which documents are distributed:

Delivery M...	Name	Weight, kg	Volume, cu...	Packed vol...	Address Co...	Body volum...	Carrying ca...	Gross lade...	Max cargo ...
38	GAZ 2705	20000	1.56	1.7160	1	9.9522	1500	2500	50

- *Delivery Mean ID* and *Name*, to which deliveries are carried out;
- *Weight, kg* – total weight in kilograms distributed on *Means* of deliveries. *Weight* should not exceed *Loading capacity* of *Delivery means*;
- *Volume, cube. m.* – total volume in cubic meters distributed on *Means* of deliveries. Delivery volume for each of the documents consists of the sum of the article volumes of this delivery. The volume of one unit of article may not be less than the minimum value, set by the constant *PackedVolumeMinValue* (if it is less, volume is equal to the minimum value);
- *Packed volume* – total volume in cubic meters of packed deliveries distributed on *Means*. It is equal to *Volume* of deliveries increased by the coefficient, set by the constant *PackedVolumeCoefficient*. *Packed volume* should not exceed *Body capacity* of *Delivery means*;
- *Addresses Code* – quantity of addresses distributed on *Means* of deliveries;
- *Body volume* – maximum volume in cubic meters, which the *Delivery means* can transport;
- *Cargo capacity* – maximum cargo weight is in kilograms, which *Delivery means* can transport;
- *Gross lader* of the vehicle, used as *Delivery means*;
- *Max cargo size* – maximum size (length, width or height) of delivered articles, which does not pass the size into the delivery means.

Delivery means, which for any reason can not be executed the assigned deliveries, highlighted in the list **in red**. When hovering the mouse cursor over such *Delivery means* a problem message will be shown:

Document i...	Transactio...	Source add...	Destination...	Delivery se...	Delivery date	Delivery ti...	Delivery price	Volume, cu...	Weight, kg	Driver
483	5/23/2016	Moscow, 3r...	Russia, Mo...	Delivery truck	5/25/2016	Morning	500	1.56	20000	

Delivery means, loaded more than 85 percent, are marked in the list **in yellow**. When hovering the mouse cursor over such *Delivery means* an appropriate message will be shown:

Delivery M...	Name	Weight, kg	Volume, cu...	Packed vol...	Address Co...	Body volum...	Carrying ca...	Gross lade...	Max cargo ...
38	GAZ 2705	20000	1.56	1.7160	1	9.9522	1500	2500	50

Delivery means, loaded more than 85 percent.

Delivery printing

Registration of accompanying documentation sets for delivery it is carried out by means of the form *Delivery printing*:

Delivery means id	Delivery means	Driver	Driver phone	Weight	Volume	Packed volume	Addresses count
38	GAZ 2705			0	0	0	1

Document id	Document description	Document comments	Store id	Store	Destination address	Delivery service	Delivery state	Phones	Delivery means
398	Sales (Reserve) #398...				Russia, Moscow, ...	Delivery passen...	Routing		GAZ 2705

To start the printing it is necessary to select *Delivery date*, *Location*, where delivery is performed (Dictionary record [Locations](#)) and optionally Change (Dictionary record *Delivery managers*).

The form contains two tables:

- upper one – the list of delivery means;
- lower one – the list of documents which is filtered according to the marked by flags in the upper list by delivery means.

For documents printing it is necessary to mark them by flags in the lower list. After clicking "Print" button the printer choice dialog will open.

On each of the selected documents depending on its type the complete set of relevant accompanying documents will be printed. For example, for the document [Sales](#) the following documents are printed:

- for the document paid with a Cashless method:
 - *Invoice*;
 - *Trade consignment note (CMR note)* – 2 pieces;
 - one *Act of delivery* with the summary cost of all deliveries (if delivery was selected in account as separate service) – 2 pieces;
- for document paid in cash:
 - *Sales draft*;

- Act of delivery – 2 pieces.

In addition, *Route chart* of the delivery means with a map and the list of addresses according to the printed documents is printed:

Business Services
 +7 495 5005050
 141008, Moscow, Shipok str. 18c1

Delivery list#7 Nvember 2014 Time: 18:40 (GAZ 2105)

Client	Name	Phone	Num	Article	Deliver	Take from client	Balance	Weight	Volume	Box volume
627	K.Sidorov K.Konstantin	+74955552345	95751	603,48	300	903,48	0,00	0,40	0,18	0,20

Delivery address: Moscow, Red Square 3

Places: Cargo Name:

Took rub. Change rub

608	COOO Ultima Trading	+79031657761	95820	353,50	300	353,50	0,00	0,10	0,08	0,15
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Delivery address: Moscow, Shipok 3

Places: Cargo Name:

Took rub. Change rub

Total in rout chart:	956,98	600	1256,98	0,50	0,26	0,35
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Delivery reports

Driver who made the delivery, reports them to the manager of deliveries as follows:

- if delivery was carried out by the driver to the client:
 1. articles from which the client rejectiond when receiving delivery, if there are any, are returned to the store from which the delivery was sent;
 2. the driver reports about the delivery performing fact to the manager who reporting delivered document;
 3. money received for delivery, if there is any, transferred by the driver to the cashier and is fixed in the system by means of the document [Delivery cash payments](#);
- if delivery was carried out by the driver to transport company:
 1. the driver reports about the delivery performing fact to the manager who reporting delivered document;
 2. responsibility for the delivery is shifted from the driver to a delivery means of transport company;
- if the transport company confirmed delivery to the client:
 1. articles from which the client rejectiond when receiving delivery, if there are any, are returned to the store from which the delivery was sent;
 2. manager of deliveries reporting the delivered document;
 3. money received for delivery by transport company, usually is fixed in system by means of the document [Wire payments for deliveries](#) as a result of [Account statement import](#).

The account of performed deliveries by manager is carried out by means of the form *Delivery reports*:

Report	Article debts	Money debts	Amount	Document ID	Document	Agent ID	Agent name	State	Store ID	Store name
	-	-	9300	487	Sales (Released delivery) #487, ...	19	ChP Petrov	Shipped		

Debt: -344000 RUB

To start operation it is necessary to select *Delivery means* (Dictionary record [Delivery means](#)), the driver (or transport company) of which reports on their performance. After that, the form displays all deliveries on the selected *Means* with marketed or monetary debts. *State* of such deliveries – *Shipped*.

In addition to the document, the Delivery price and the recipient, the list also displays the information about the availability of *Article debts* and *Money debts* of the driver. Values of this field inform on their existence " - " (debt) or or absence " ✓ " (no debts).

Direct transfer of articles and/or money when reporting on deliveries by drivers is not produced. Drivers transfer the articles in a set way to the store of the company, and money to checkout or the terminal.

The lower part of the form displays already existing at the time of the report money debt of the driver of the *Means*, as well as the amount of the selected deliveries to the report, marked in the list by flags in the column *Report* (after the report this amount will be summarized with *Debt*).

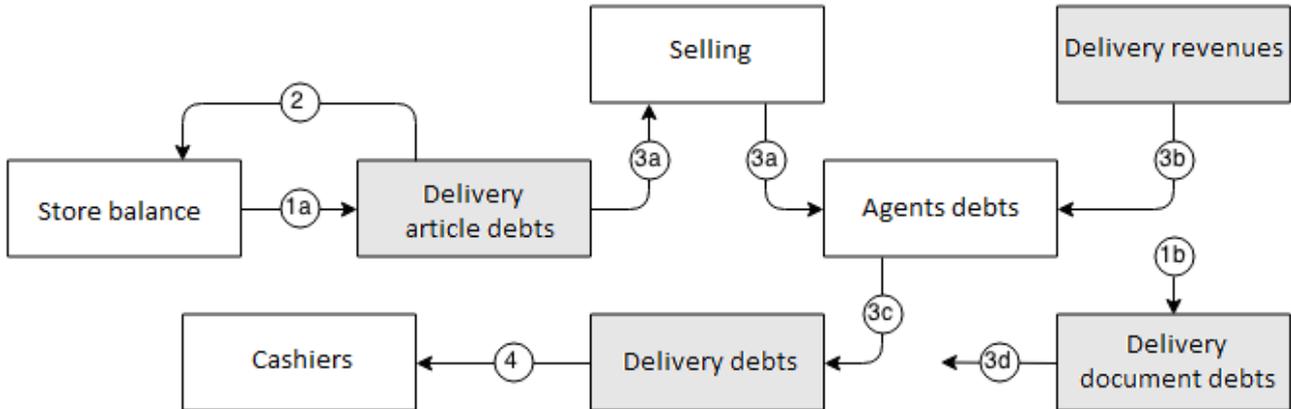
When clicking "Report" button of the selected deliveries (marked in the list by flags *Report*) will be transferred to the state *Delivered* and will be gone from the list. At the same time for each of them the document [Delivery report](#) will be created.

Article movement

Article and cash movements in the course of delivery are accounted by the following totals:

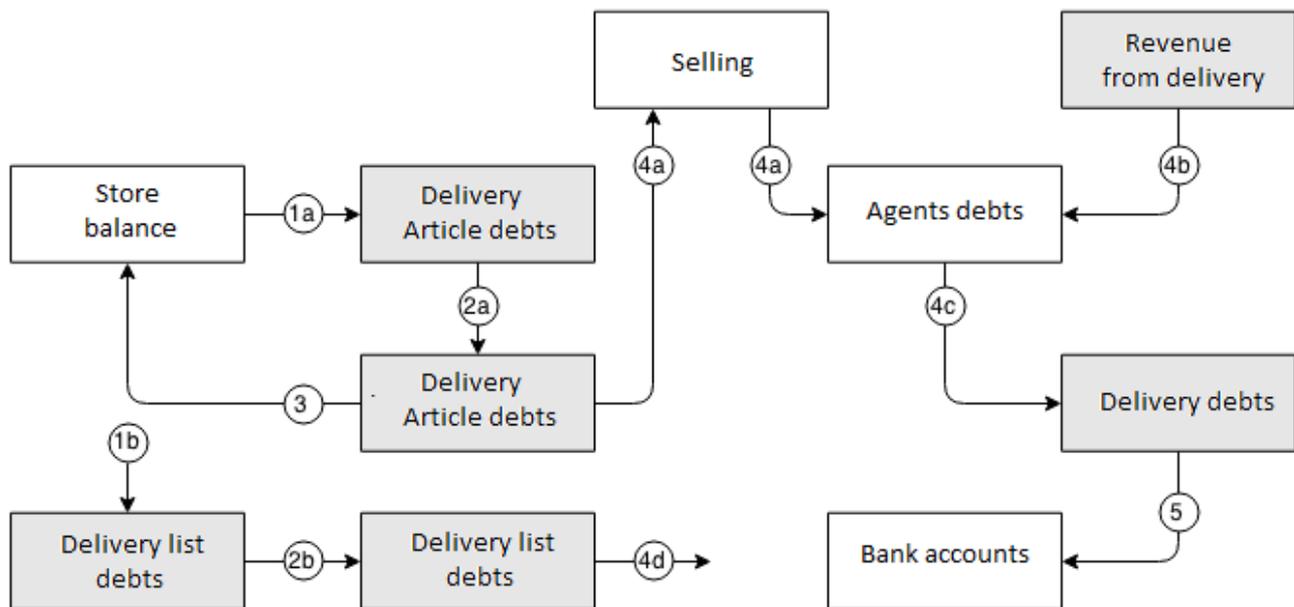
- [Delivery article debts](#) – used for accounting of articles transported by delivery means;
- [Delivery debts](#) – used for accounting of money received by a delivery means while performing deliveries;
- [Delivery document debts](#) – used for accounting of delivery documents relating to delivery means;
- [Delivery revenues](#) – used for accounting of revenues earned from delivery services.

Movements of articles/funds reflected in totals within the bounds of an ordinary delivery of articles to a client can be outlined in the following way:



- Articles are released from a store to a driver under a delivery document:
 - the articles are written-off from the store and credited to a delivery means;
 - the delivery document is credited to the delivery means.
- After the delivery is accomplished, the driver gives a report on articles rejected by the client. The articles are returned to the initial store. The articles are written-off from the delivery means and credited to the store.
- The driver gives a report on delivery:
 - articles except those returned (see par.2) are written-off from the delivery means at the sale price and credited to the client;
 - delivery cost is credited to the client as well;
 - total amount of client delivery debt is written-off from the client to the delivery means;
 - the delivery document is written-off from the delivery means.
- After that, the driver gives a report on money earned from deliveries. The amount reported by the driver is written-off from his delivery means.

Movements of articles/funds reflected in totals within the bounds of a delivery of articles to a transport company and, afterwards, by the transport company can be outlined in the following way:



1. Articles are released from a store to a driver under a delivery document:
 - a. the articles are written-off from the store and credited to a delivery means;
 - b. the delivery document is credited to the delivery means.
2. After the delivery is accomplished, the driver gives a report on delivery to a transport company:
 - a. articles are written-off from the driver's delivery means to the transport company's delivery means;
 - b. the delivery document is also written-off from the driver's delivery means to a transport company's delivery means;
3. After the delivery is accomplished, the transport company gives a report on articles rejected by the client. The articles are returned to the initial store. The articles are written-off from the transport company's delivery means and credited to the store.
4. The transport company gives a report on delivery:
 - a. articles except those returned (see par.3) are written-off from the transport company's delivery means at the sale price and credited to the client;
 - b. combined delivery cost is credited to the client as well;
 - c. total amount of client delivery debt is written-off from the client to the delivery means;
 - d. the delivery document is written-off from the delivery means.
5. After money for the delivery performed by the transport company comes to the company's Bank account (information on receipt on account enters to the system by account statement import), the amount reported by the transport company is written-off from the delivery means of the transport company.

Transport

Enter topic text here.

Way Bill

Accounting of mileage and fuel consumption of company vehicles (hereinafter Vehicle) is carried out by means of way bills in the journal Way bills. Manager performs the account separately for each Vehicle. For this purpose, at the beginning of work shift a way bill, in which during the trip he makes marks, is

given to the vehicle driver. At the end of the work shift the way bill is passed from the driver to the manager. Being guided by the filled way bill the manager adds data on vehicle mileage and filled fuel into the system.

To close the way bill manager should:

- find in the journal *Way bills* for driver's vehicle *Opened way bill*;
- add into it the data gotten from the driver on mileage and filled fuel;
- close the way bill, by running the command *Close the way bill*.

Further, manager should open a new way bill. For this purpose it is necessary to create a new document *Way bills (Unclosed waybill)*:

Way bills (Unclosed waybill) #11 [changed]

Unclosed waybill: 11 Date 3/19/2016 11:51:54 PM Execute commands... OK Save Cancel

Driver identity 2 Driver 1

Fuel added 35

Fuel rate 25

Fuel spent 35

Gas before 20

Mileage 250

Mileage before 1640

Vehicle identity 16 Gaz 2705

Winter coefficient

By root (Administrator), 3/19/2016 11:51:54 PM Comments:

From the document *Vehicle identity* and *Driver identity* are selected. During the winter period (from November 1 till March 31) in case of the accounting of fuel consumption the raising fuel consumption coefficient is automatically applied (the flag *Winter coefficient* is set, if necessary, it can be removed). When saving the document the following is put down automatically:

- *Mileage before* – is calculated according to the last *Closed way bill* for selected *Vehicle* using a formula: $Mileage\ before + Mileage$;
- *Gas before* – is calculated according to the last *Closed way bill* for selected *Vehicle* using a formula: $Gas\ before - Fuel\ spent + Fuel\ added$;
- *Fuel consumption by the norm* – is put down based on the consumption specified for this *Vehicle* in the Dictionary [Vehicles](#).



To create a new way bill is possible only for *Vehicle*, on which all previous way bills were closed.

Product credit

Product credit function is used for providing of payment deferment to a client. Credit's basic parameters are duration and depth.

Product credit duration determines how long a payment can be deferred for each order. E.g., if credit duration is 1 month, and the client made two orders dated January 1 and January 15, then the first shall be paid not later February 1, the second - February 15 respectively. Product credit depth determines how big a credit can be, or: an amount of all orders being unpaid.

Product credit parameters are specified in the *Customer Supply Contracts Dictionary*:

To use a credit, it is needed to state a contract in the sale document:

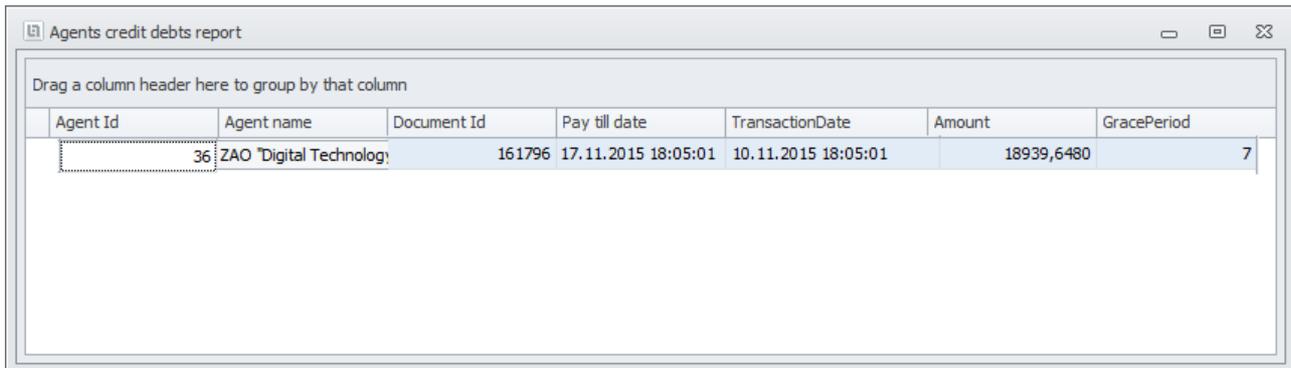
When moving the sale document to *Pickup ready* subtype, the system checks for fulfillment of product credit conditions, i.e. ensures that no Overage amount and duration for payment takes place. The check is considered successful, if at least one condition is fulfilled:

- *Amount* of document + *Price* for delivery + amount of [Agent debt](#) \geq total *Amount* of all sale documents in *Pickup ready* state for this *Agent* - *Prices* of deliveries (if any) according to the documents.
- A client may be granted with product credit, and the credit's amount \geq actual document's amount + amount of other documents in pickup ready state + debt amount - delivery amount shown in the actual document and other documents; also, no overdue payment document takes place.

Overdue payments

To control overdue payments and the current state of product credits, use the "Agent credit debts record" command. Launching the command will show the parameters form:

A folder for search is specified in the *Agent group* field. Without specifying a folder, the system will search among all agents, and it can take more time;



Agents credit debts report

Drag a column header here to group by that column

Agent Id	Agent name	Document Id	Pay till date	TransactionDate	Amount	GracePeriod
36	ZAO Digital Technolog	161796	17.11.2015 18:05:01	10.11.2015 18:05:01	18939,6480	7

As a result, the system shows all documents with product credit option active and duration and depth conditions violated.