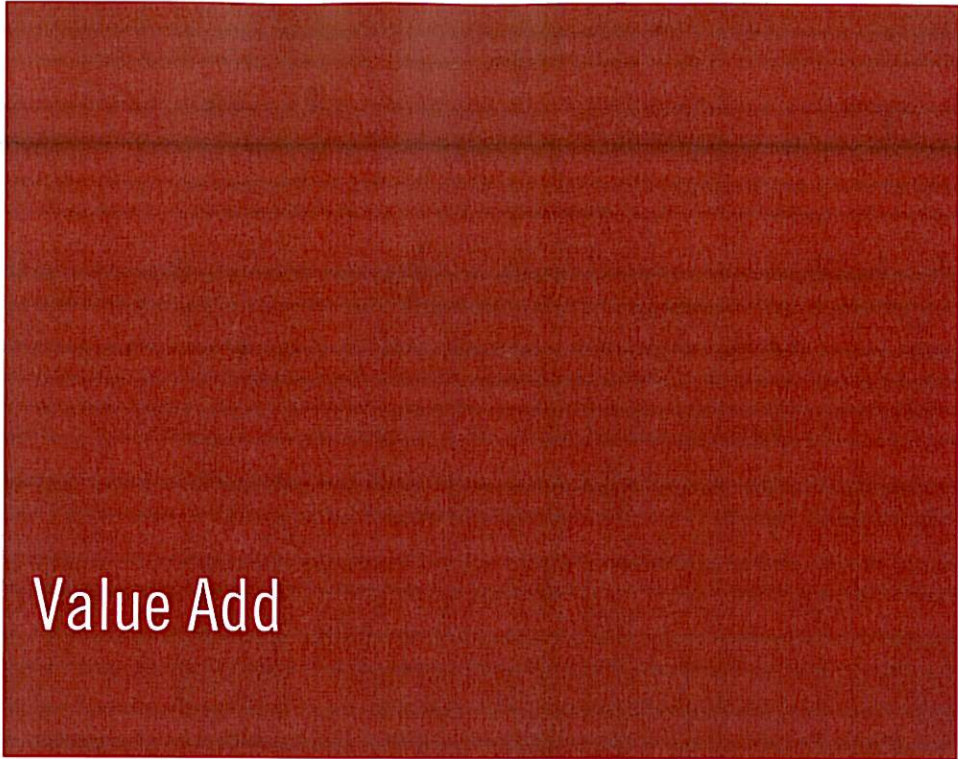
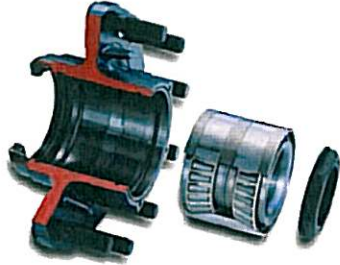




focus on essentials

| distribution essentials



➔ **solutions:**
Distribution Essentials
Enterprise, SX.enterprise

Good customer service can set your business apart from your competitors.

Good customer service can set your business apart from your competitors. It can result in increased sales from existing customers and bring you new customers through positive word of mouth. Often, customer service functions are implemented to resolve problems. A good response to a problem can help you keep a customer, but there are other, more proactive strategies you can employ to provide additional customer services.

These services may be labeled as "Value Add" processes. The Value Add process may take on many forms, such as product knowledge and services, packaging, customer required additions, additional product refinement, or finishing per specifications. The Value Add module (VA) provides features for creating and managing these kinds of transactions. The Value Add module centers around processes performed by the wholesale distributor, with an emphasis on activities involved in the handling of inventory and costs associated with the fabrication of a finished product.

Value Add Transactions

Inventory and costs associated with the fabrication process are tracked via a transaction entry screen. This screen allows you to create and maintain the Value Add orders used to manage the fabrication process. Each Value Add order can contain "sections" of information in any combination.

Value Add Transactions, Continued...

➔ **BUSINESS OBJECTIVES:**

Create, manage and track Value Add processes.

➔ **BENEFITS:**

Provide the best customer service and set your business apart from your competitors.

There are six possible section types:

- 1) SP - Specification/Instructions
- 2) IN -Inventory components (raw material)
- 3) EX - External Processes
- 4) T - Internal Processes
- 5) IS - Inspection
- 6) II - Inventory In (surplus inventory)

Each section type, except SP, can contain line items. The line items define the inventory products (components) and other costs (labor products) within that section. The sections define the overall steps that will occur to fabricate the finished product.

Creation of Value Add Orders:

A Value Add order can be created from three locations within SX.enterprise:

1. From Value Add Transaction Entry
2. From Order Entry
3. From Value Add Recommended Replenishment Action Report

Value Add Order Ties

Because each Value Add order is used to manage the process of fabricating a finished product, it can be tied to other Infor Distribution Essentials Enterprise orders. This relationship is useful if the finished product is to be immediately sold or shipped to customers or other branches. Users can tie a Value Add order to:

- Order Entry line item
- Warehouse Transfer line item
- Order Entry Build on Demand Kit component
- A line item on another Value Add order (similar to multi-level bill of materials)

Inventory Component Line Items

Each Value Add order contains an Inventory Component section where the list of raw material is specified. The line items may contain Stock, Non-Stock or Special Order products. Non-Stock and Special Order products will be selected on the appropriate Purchase Order or Warehouse Transfer replenishment reports. Users have the ability to create Purchase Orders or Warehouse Transfers to acquire the inventory for any given line item. The Value Add Pick Ticket function prints a picking document to pull any inventory products from stock.

Work in Process General Ledger

A General Ledger account (Work In Process - WIP) is included. This asset account is used to track all of the inventory and costs associated with each Value Add order. As each section on a Value Add order is completed, the costs will be reflected in the WIP account(s). A WIP Trial Balance Report audits this new asset and provides a detailed breakdown of the Value Add orders that are in process.

Features Include:

- Users can pre-define information for a known finished product through a setup function. This information will be used whenever a Value Add order is created for that finished product.
- A table setup function allows definition of the various user-defined codes for each Value Add section.
- In addition to the WIP Trial Balance, the following reports are also available:
 - Value Add Status Report to easily identify all existing active Value Add orders
 - Value Add Master Report
- A Value Add Lookup Orders Inquiry to locate Value Add orders based on a variety of selection criteria
- A Value Add Order Inquiry to use when a given Value Add order number is known
- A Value Add Internal Print function directs the fabrication work for an internal processing department.
- A specialized internal labor/time entry function is also provided for the Internal Processing Department.
- Functions within Purchase Order, Order Entry, and Warehouse Transfer provide quick access to tied orders.
 - a function key allows users to quickly drill down to a tied order while accessing a given line item.

An investment in the Value Add module is an investment in good customer service. Customer Service is an ongoing process, and the Value Add module will help you optimize this important component of your business.

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