

Release Highlights ARA 1.0 – March 2008

Alliant Route Accounting 1.0

Operations

- New options have been added to limit the number of days out a special and/or credit may be dated. In addition, an option has been added to limit the number of days out an invoice may be redated in the office or on the handheld. Sometimes, dates for invoices, credits and redated invoices are accidentally entered incorrectly and this feature will provide tighter controls. The new options may be setup on the Report Option 1 tab of Plant Control Maintenance. (Case 9377)
- When creating special invoices and credit memos, the system can automatically assign the special and/or credit number. To have the system automatically assign special and credit numbers, select the “Auto Assign Special Number” from the Report Options 1 tab of Plant Control Maintenance. Subsequently, when the user enters an “S” or a “C” in the invoice number field of the Special Invoice/Credit screen and presses enter (or tab), the special invoice or credit memo number is automatically assigned. Users that do not have the system assign invoice numbers and credit memo numbers would sometimes encounter an error if the special invoice and/or credit memo number entered already exists. This has been corrected. (Case 9543)
- When adding a line to a special invoice, the system provides a list of available transaction codes for the invoice line. The system would permit the user to enter an invalid transaction code by keying it into the transaction code field and then clicking in the next field. This has been corrected so only valid transaction codes may be entered. (Case 9676)
- In the Special Invoice screen, there is a “Charge” button. Pressing this button will apply the same miscellaneous charges to the invoice that are typically charged for that customer on pre-billed invoices. If the lines are added to the invoice, then the “Charges” button is selected, then one of the invoice lines is deleted, the tax is not calculated correctly. This has been corrected. (Case 9989)
- The soil count posting report prints in account order. An enhancement has been made so that it now prints in account and SKU order. (Case 10507)

Reports

- An enhancement has been made to the Contract Expiration List. A “one line per account” option has been added where only one line per account will print on the contract expiration report rather than listing each department separately. If the contract begin and end dates are not the same for all departments, a message will appear on the report stating "Dates differ across departments". (Case 7546)
- The Abused/Lost Replacement report summarizes abuse and loss charges for any range of dates and may be run by route, by customer and even by transaction code (i.e. print all billable replacements for route 7 last week). A new option has been added to display the employee number on the report. (Case 9524)
- On the SKU Group Analysis Report, the pieces served column has been increased to display totals up to 9,999,999. (Case 9533)
- On the Period Delivery Recap, the branch summary would only display totals for the last branch when printing for more than a single branch. This has been corrected. (Case 9534)
- On the Report Option 1 tab of Plant Control Maintenance, there is an option that identifies if the user would like production totals for bundled SKU's to be calculated at either the route or the customer level. For example, if an item's bundle quantity is 25 and there are two customers on a given route/day that are each being delivered 35 pieces of the item, the production requirements report will display a total of two bundles of 25 plus a residual

Release Highlights (Continued)

bundle of 20 if the option is selected to bundle at the route level. If the option is selected to not bundle at the route level, the production requirements report will display a total of two bundles of 25 plus two residual bundles of 10 for each customer. Regardless of how the option was configured in Plant Control Maintenance, bundling was being calculated at the customer level. This has been corrected. (Case 9665)

- A new option has been added to the Redated Invoice Report. A filter has been added to display only redated invoices that have the “add to production” option selected. This will provide the ability to distinguish those redates that need to be re-loaded versus those redates that merely need to be presented to the customer for payment. In addition, it can also provide visibility on redates that need to be re-loaded for customers delivered multiple times per week or every day of the week. In many cases, if an invoice is redated on the route for the next day, it can be difficult to communicate this information to production in time to have the product loaded again. This report filter will simplify this scenario. (Case 10536).
- An option is available in the system to identify a “Soil only” stop, where a soil ticket is generated but an invoice is not. To use this option, select the “Enable Soil Stops” from the Processing 2 tab of Plant Control Maintenance. Subsequently, when setting up customers, there is a “Soil only” checkbox option for each day for the customer. The customer listing report would previously display all days as delivery days, even if some of those days were soil stops only. A change has been made to exclude soil stop days as delivery days on the customer listing report. (Case 10692)

Maintenance

- Previously, an error message would occur when entering new contacts that contained an apostrophe in a contact's name. New contacts can now be added with an apostrophe in the name field on both the Customer Info and the A/R tabs on the Customer Maintenance screen. (Case 9652)
- A change has been made to the price type 17 grid. Price type 17 is a shelf-stocking price type that allows users to enter unique shelf quantities and load quantities for the same item for different days of the week. Additionally, this price type provides a true pickup and delivery history by item by customer as it tracks deliveries versus soil counts and clean returns. A “requested” field is also available for customers that would like to make special delivery requests up to four weeks in advance. To accommodate delivery requests up to four weeks out, users can scroll through the grid and enter requested amounts on the grid. A change has been made to simplify data entry. A checkbox has been added to the on demand grid to copy changes made to all weeks when changing a value for one week. This will only change weeks that have the same original value. (Case 10326)
- When doing a search in the SKU field in the employee item maintenance screen on the first item of an account/department, and the item is a price type 17 item, an error message would display. This has been corrected. (Case 10418)
- The Account/Employee Transfer screen is used to change account/department numbers and move employees from one account/department to another account/department. The “existing” information is first keyed on the left side of the screen. If using the ‘Tab’ key or ‘Enter’ to move to the right side of the screen, the system will automatically populate the branch field with the existing branch, which may then be changed by the user if desired. However, if the user first enters the existing information on the right side and then clicks in the “account” field on the right side, the branch field is left with a value of ‘0’. If the user does not enter any value in the branch field, the system will execute the transfer to a branch 0. This has been corrected. When clicking on the account field on the right side of the screen, the system will populate the field with the same branch entered on the left side of the screen. This field may be changed, but only values within the branch range will be accepted. (Case 10619)
- In Transaction Code Maintenance, if the user enters a new transaction code and does not enter a description for the new transaction code, a message is displayed that says “Description is required.” If the user clicks OK to the message and tries to enter a new transaction code rather than enter a description for the first transaction code, another message will appear that says “Description is required.” If the user clicks OK to that message, an error occurs. This has been corrected. (Case 10975)

Release Highlights (Continued)

- A new feature has been added where individual miscellaneous charges may be identified as taxable or not taxable by customer. In Plant Control Maintenance -> Customer 2 tab there are new options to identify defaults for which miscellaneous charges are taxable. When setting up a new customer, these defaults will be used, although they may then be edited by account/department. (Case 12112)

Customer Service Module

- Service types are user-defined fields used in conjunction with the Customer Service Module. These service types display in drop-down menus when entering service incidents in the Customer Service Module and when entering Service Notes on the handheld. New functionality has been added to identify if an individual service type should appear only in the Customer Service Module, only on the handheld, or both. This will allow users to create a unique set of service types for service issues that originate on the handheld versus originating in the office, and vice versa. (Case 9391)
- When viewing/printing by "All Types" (service types) on the Customer Service Listing report, the service type and sub-type display. Previously, the service type and sub-type only displayed when a specific type was selected. (Case 10189)
- The customer service listing report (Reports -> Customer -> Customer Service Listing) provides a summary of customer service records. The report may be printed for service records that are open, closed or both open and closed. Additional features allow the report to be printed by route, by service representative as well as other options. A new option has been added to print service details that are recorded in the "Problem" and "Follow Up" fields. To print with this information, simply select the "Include Problem/Follow Up" box when printing or viewing the report. (Case 8305)

ABC Textile Rental		Customer Service Listing				Page: 1	
Report Date: 04/03/2008		Customer 3-68980-00000					
		Route: 35					
Customer	Name	Description	Service ID	Record Date	Closed Date	Scheduled Date	
3-68980-00000	JOE'S BAKERY	Received no delivery today	000000000031308	04/03/2008	04/03/2008	04/03/2008	
Service Rep: JOHN ROGERS		Action: CONTACT CUSTOMER		Type: SERVICE		Sub Type: NO DELIVERY	
Problem 04/03/2008 02:43:42 PM. Logged by: JOHN		Follow Up 04/03/2008 02:45:37 PM. Logged by: ROBERT					
Joe Smith called - they normally receive delivery today but no one has showed up yet. He would like a call back this afternoon.		I called Joe and reminded him that we changed schedules and moved them from Thursday to Friday. I offered to keep him on Thursday if he wants and get the delivery to him today if he needs it. He said he now remembers the change. Tomorrow is fine.					
						Route: 35	

Utilities

- Under Utilities -> Export Customer Contact Information, the route and stop sequence fields have been added to the export for both billing and customer information. This will allow the export to be used by customers that are using the export for purposes of importing into 3rd party re-routing applications. (Case 11959)

Alliant Work Orders

- Previously, the system looked at the emblem field first and then the first and last name when putting names on work orders. Now, work orders will display the first and last names regardless of what is in the emblem field. (Case 10214)
- The ancillary charge quantity for emblems will now be displayed on work orders. (Case 10323)

Alliant Stockroom

Release Highlights (Continued)

- An option has been added to be able to run the Productivity Report (Stockroom -> Reports -> Productivity) for a date range. Previously, you could only print for one date. (Case 10265)
- Occasionally, garments are mended on the plant floor as the damage is noticed. When this happens, users must first scan the garment as “Mend”, select the mend that was done, then re-scan the garment as “Out Clean” to clear out the mend flag so the garment will not be pulled later. A new scan status will be added to the drop-down on the count station screen called “On-Line Mend” (type 'Y'). When a garment is scanned as on-line mend, the mend type will be asked for, and a record will be written to the scan history table, but the current status of the garment will not be changed. This enhancement will save time when a user simply wants to identify that an item has been mended. These on-line mend scans will subsequently appear on the wearer history tab of the inquiry screen. (Case 12043)
- On the Work Order Assignment screen there is a box for “Auto Assign” that provides a shortcut for filling work orders. Pressing the “Auto-Assign” button will set the “Assigned” quantity equal to the “Ordered” quantity. Users find this option helpful when filling orders if they are not using bar-codes and/or RFID chips to identify individual garments. If using the Stockroom module to identify each piece, the “Auto Assign” button only appears when filling work orders for customers flagged as NOT bar-coded (the bar-code flag is located in the Customer Information tab of Customer Maintenance). Some users are using the Stockroom module but also use the Work Order module to fill some flat good items that are not bar-coded and/or chipped. A modification has been made to display the “Auto Assign” button for a customer that is bar-coded so long as all the items on the work order are NOT garments. This will allow users to save time when filling flat good orders. (Case 9793)
- In 2007, a “Wearer” tab was added to the “Inquiry” screen. This screen displays a detailed history of activity by wearer, including start date, pieces assigned, ancillary charges billed, etc. A new feature has been added to display mends if using the Stockroom module. The “Wearer” tab is available for all users, although the new functionality of displaying mends is only available to customers using the Stockroom module. (Case 12040)

Alliant Mobile 2.0

- If using route messages on the handheld, functionality has been added allowing the user to apply a message to all routes. The new option is located under Mobile -> Route Messaging Maintenance. If the user clicks on “Route Level” and then “Add Message”, there is a new checkbox that says “All Routes”. Selecting this option will automatically select all routes and the user will not have to select the route range from the drop down menus on the screen. (Case 8316)
- When entering route level messages, the screen defaults to the entire range of routes. Some users have reported they have intended to send out messages to a single route but accidentally sent the message to all routes due to the screen default. Route level messages will now not default to the entire range of routes to prevent accidents from occurring. (Case 10218)
- When emailing invoices or statements, an enhancement has been made allowing text to be sent with emails. Under Business -> System Options, there is a new tab called “Email Messages”. There are fields for entering an invoice email message and a statement email message. When emailing invoices from Alliant Mobile or from Invoice or Statement Central. The text entered in these fields will be sent as the body of the email. (Case 8307)

Release Highlights (Continued)

Invoice Email Message

Attached is a copy of your invoice. Please contact Alliant Systems with any questions at (888) 513-9293.

Statement Email Message

Attached is a copy of your statement. Please contact Alliant Systems with any questions at (888) 513-9293.

- Alliant Mobile 2.0 reporting has a “Print All” feature that allows users to identify which Mobile reports are printed when the “Print All” button is selected. Previously, when using the “Print All” button under Mobile -> Reporting, the Invoice Adjustment Report printed without the SKU description. A change has been made so the checkbox on the Invoice Adjustment Report screen that says “Show description/Adj. reason” is saved by user. That checkbox now determines if the SKU description prints when using the “Print All” button. (Case 9322)
- The prep program and premium prep program are programs that allow users to charge customers a specified amount on each invoice. In exchange, user-defined ancillary charges are billed out at \$0 rather than the typical price. For work orders that were entered on the handheld and subsequently released, ancillary charges were billing out even if flagged as being part of the prep and/or premium prep program. This has been corrected. (Case 10487)
- In the November 2007 release, a Route Audit Report was added which allows users to audit routes based on what was loaded versus what was delivered and clean returned. The route audit function requires use of handhelds. In the initial version of the route audit, totals from redated invoices and special invoices flagged for production were not included. A modification has been made to include those totals. (Case 9954)
- The On Demand History Report is available for customers that utilize price type 17. This report is located under Mobile -> Reporting -> On Demand History. Previously, the report displayed the invoice date, but not the invoice number. If an invoice was redated to a date that had another regular invoice, it was difficult to tell which invoice was which. The invoice number has been added to the report. If an invoice was redated, an asterisk will show to the left of the invoice date. (Case 10407)
- New functionality has been added for customers using price type 17 for on-demand inventory. When entering shelf stock/delivery quantities on the handheld, no invoice adjustment reason was being stored on the invoice line. A checkbox has been added to route maintenance to enable a default reason code for use on the handheld. The checkbox can be accessed by going to Business -> Routes, and then clicking on the Mobile tab. It is in the section entitled “Item Level” and says “Use default reason for price type 17 item changes”. The default reason can then be selected from a dropdown box to the right of the text. When the quantity is changed on the handheld, this reason code will be stored on the invoice line. When doing adjustments or credits, the reason code can be changed. If no reason is given, then the handheld will still use the default. (Case 10449)

Release Highlights (Continued)

- When using price type 17 with handhelds, the route service representative can enter the shelf quantity on the handheld and the handheld will then identify how much product to leave for the customer. The quantity left for the customer may be calculated as the difference between either (1) the “stock” quantity and the shelf count or (2) the “default” quantity and the shelf count. This option may be set by customer and is located under Customer Maintenance -> General Options 1-> “Calculate delivered qty from default qty for PT 17 Items”. A new option has been added in Plant Control Maintenance -> Customer 2 tab -> “Calculate delivered qty from default qty”. If this option is selected, price type 17 delivery quantities for new customers added will be calculated against the default quantity. If the option is not selected, price type 17 delivery quantities for new customers added will be calculated against the stock quantity. This option is only a default and may be changed at the department level. (Case 10342)

Mat Tracking

- Currently, mats are scanned as loaded (L) at the Load Station screen automatically when the mats are loaded. In addition, this screen automatically assigns mats to a branch/route combination. New functionality has been added to provide scan-in and out status of mats that are first sent to a depot location prior to being loaded on a route. Two new scan statuses have been added to identify the receipt of mats at the depot as well as their departure back to the processing facility. A status of “C” will represent that the mat has been received at the depot, and a status of “P” will represent that the mat is being sent back from the depot. Each day, as mats are received at the depot for distribution, each mat will be scanned “C” through the Count Station screen. This will indicate to the system that a specific mat was delivered to the depot for distribution. As mats are returned and scanned to soil at the end of the day at the depot, they will be scanned “P” before being sent back to the main processing facility. This will indicate that the product was indeed picked up from the customer site, and sent back to the main location. The above additions to the system will allow for several enhancements to the Mat Tracking Reconciliation Report. For any given date entered, the report will be able to identify, by route, mats that were rolled and assigned to the route at the processing facility versus what was received at the depot. In addition, the report will identify what was returned from the depot versus what should have been picked up that day from customers. The report will be able to be run in both summary (route level) and detail (stop detail) format, where individual mat RFIDs will be listed. (Case 10455)
- When loading mats in Mat Tracking, operators may be loading for a certain number of routes at a time due to space constraints. For example, the operator may be loading routes 1-4. Once complete, the operator plans on loading routes 5 and 6. The “set aside” feature allows the operator to flag the route as a “set aside” route. Any mats scanned that are required for the “set aside” routes will display a message to set the mat aside. Once the operator makes room to load the “set aside” routes, the mats that were set aside are scanned again and stickers are produced. (Case 9917)
- When loading mats in Mat Tracking, sometimes a mat is loaded and then is accidentally scanned a second time. The system correctly prompts the operator that it is a duplicate scan, but the operator may not remember where to place the mat. An enhancement has been made to display the mat assignment information (route or storage location) if there was a duplicate scan. (Case 9918)