Signature Service Manager Maintenance Contract Posting Flow Document
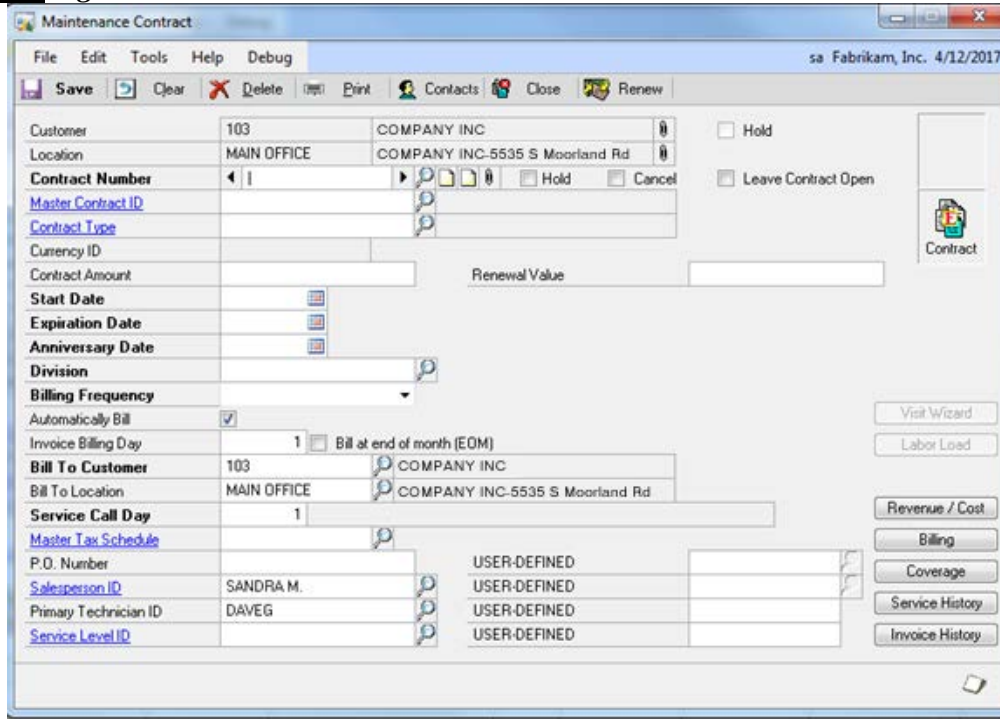
Contents

Section I Signature Maintenance Contract windows and Tables

The major tables used with the Maintenance Contract window in Signature Service Management are listed below.

Service Management Table Number	Table Name	Window or Button
SV00500	SV_Maint_MSTR	Maintenance Contract Window
SV00500 (Costs)	SV_Maint_MSTR	Revenue/Cost Window
SV00509 (Revenue)	SV_Contract_Revenue_Method2_MSTR	Revenue Entered Window
SV00510 (Billing)	SV_Contract_Billing_MSTR	Billing Button
SV00564 (Billing)	SV_Maint_Invoice_MSTR	Invoice History Button
SV00400	SV_Equipment_Master	Coverage Button
SV00403	SV_Equipment_Contract_Coverage_MSTR	Coverage Button
SV00300	SV_Service_MSTR	Service History
SV00200	SV_Location_MSTR	Location Window
SV00100	SV_Customer_MSTR	Service Manager Window

The discussion begins with the maintenance contract window below and the information from the 5 buttons in the bottom right corner of the window, saving the Coverage button for last. (The visit Wizard and Labor Load buttons are not discussed in this document).

Maintenance Contract Window:

SV00500 SV_Maint_Master: When a service maintenance contract is created a single record is created in the SV00500 table. The SV00500 holds the information seen on the Maintenance Contract Window above.

The primary key fields for the SV00500 table
CUSTNMBR, ADRSCODE, Contract_Number, WSCONTSQ

Revenue/CostsWindow:

SV00500 SV_Maint_Master: The Revenue Costs window is displaying the financial information from the SV00500 table; information for the contract billed, the contract revenue, the contract gross profit the contract actual, estimated and forecasted costs at the summary level.

The primary key fields for the SV00500 table:
CUSTNMBR, ADRSCODE, Contract_Number, WSCONTSQ

Revenue Schedule Window

The Revenue Entered Button on the Revenue/Costs window opens the Revenue Schedule Window

SV00509: SV_Contract_Revenue_Method2_MSTR: Holds a record for period for that contract and the amount of revenue recognized. If the Year and Period are 0 then, the revenue has not yet been recorded. In the screenshot above only period 1 of year 2009 has been posted to the GL.

The primary key fields for the SV00509 table:
CUSTNMBR, ADRSCODE, Contract_Number, WSCONTSQ, DATE1, SEQNUMBR

Billing Schedule Window

The Billing button on the Maintenance Contract Window opens the Billing Schedule Window.SV00510 SV_Contract_Billing_MSTR: The Billing Schedule window displays the information in the SV000510 table. The SV00510 table holds a record for each period and the dollar amount each period will be billed for the contract. The top portion of the window shows the contract amount and the total billing. In the data above, the customer will be billed every month beginning 1/1/2009. The date and period and the amount of the invoice posted are also shown.

The primary key fields for the SV00510 table:
CUSTNMBR, ADRSCODE, Contract_Number, WSCONTSQ, SEQNUMBR

Billing Verses Revenue Recognition with Revenue Schedule Method:

Revenue is <u>not</u> recognized at the time of billing when the Revenue Schedule method is chosen. See Section II for the accounting and posting flow discussion.

<u>Billing</u>: When a maintenance contract is billed, a Dynamics GP Receivable Transaction entry is created in the RM10301. The SV00510 table is read at the time that the Create Invoice routine is run and it creates the RM10301 record. The billing schedule window is viewed from Cards>Service Management>Service Manager>Choose Customer and Location>Contract> Billing Button. Section II of this document details the invoice creation routine.

<u>Revenue Recognition</u>: The Revenue Schedule method records revenue evenly over the life of the contract by dividing the contract amount by the number of months in the contract. SM creates this revenue schedule for each contract for each period. The revenue schedule can be viewed in the Revenue Schedule window by contract. Cards>Service Management>Service Manager>Choose Customer and Location>Contract> Revenue/Cost Button>Revenue Earned button. When the Recognize Revenue routine is run, the SV00509 table is read and a general ledger transaction is created for posting to the GL.

Maintenance Invoice Window:
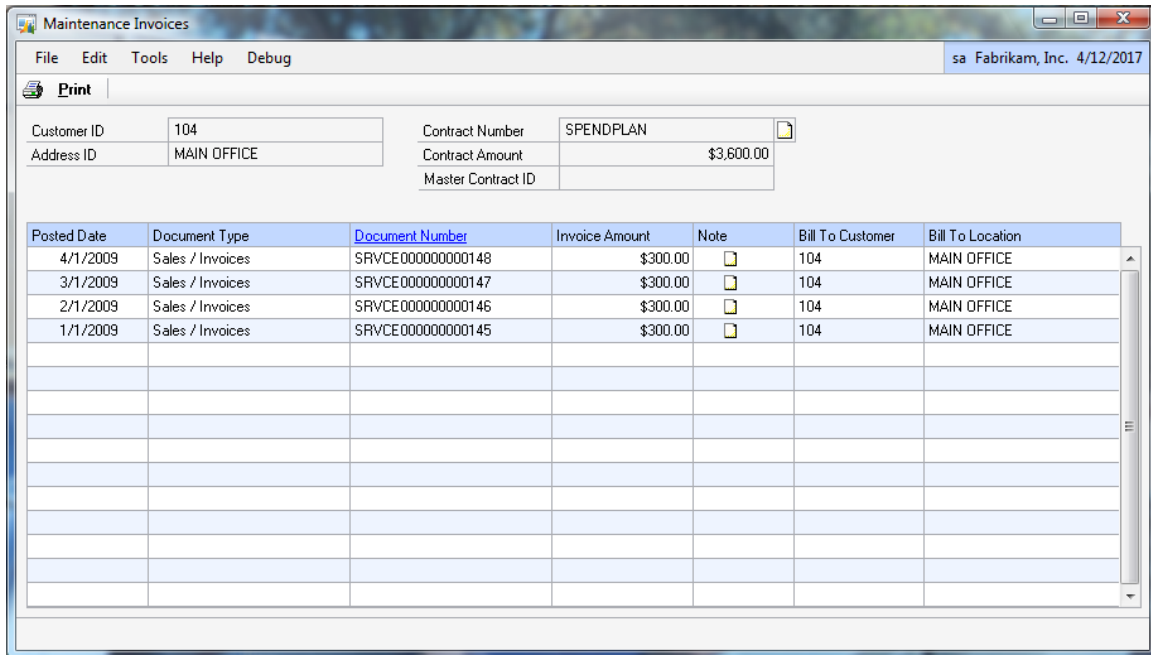
The maintenance invoice window is opened from the Invoice History button.

SV00564 SV_Maint_Invoice_MSTR: holds information for each invoice posted for the Maintenance Contract both current and historical. This table holds only the invoice information and no Service Call information for this billing.   The invoice number Source Document (SRVCE000000000147) can be drilled into from this window by drilling down on the Document Number for each invoice. This will drill into the Dynamics GP RM table Open or History depending on the status of the invoice in GP. We also display the bill to customer and bill to location for third party billing of contracts.

The primary key fields for the SV00564 table:
CUSTNMBR, ADRSCODE, Contract_Number, WSCONTSQ, DATE1, RMDNUMWK

Maintenance Service History Window

Maintenance Service History window holds the Service Call information and is opened from the Service History Button on the Maintenance Contract window or from the Equipment Master window. It is information from the SV00300 SV_Service_MSTR table.

SV00300: SV_Service_MSTR. The SV00300 contains a record for every service call generated for the customer and location. The service call can be drilled into from this window to open the service call window holding more detailed information about that call. (The service call window is not shown in this document).

The primary key field for the SV00300 table:
Service_Call_ID

Contract Coverage Window:

The Contract Coverage window is opened from the Coverage Button and is generated from the SV00401_SV_Equipment_MSTR_TEMP table. The top section holding the customer information is from the SV00500 table and the Equipment number 0000000105 is pulled from the SV00400 SV_Equipment_MSTR.   The tree view section of the Contract Coverage window can be expanded using the + and- buttons. This portion of the window uses the tasking tables SV00581, SV00582 explained in more detail in Section III. The contract coverage window will only contain data if an equipment record with tasks assigned to it as part of the contract. If the contract has no equipment assigned to it, then this window will be empty.

The primary key fields for the SV00401 table:
ADRSCODE, CUSTNMBR, Equipment_ID, USERID

Contract Coverage Maintenance Window
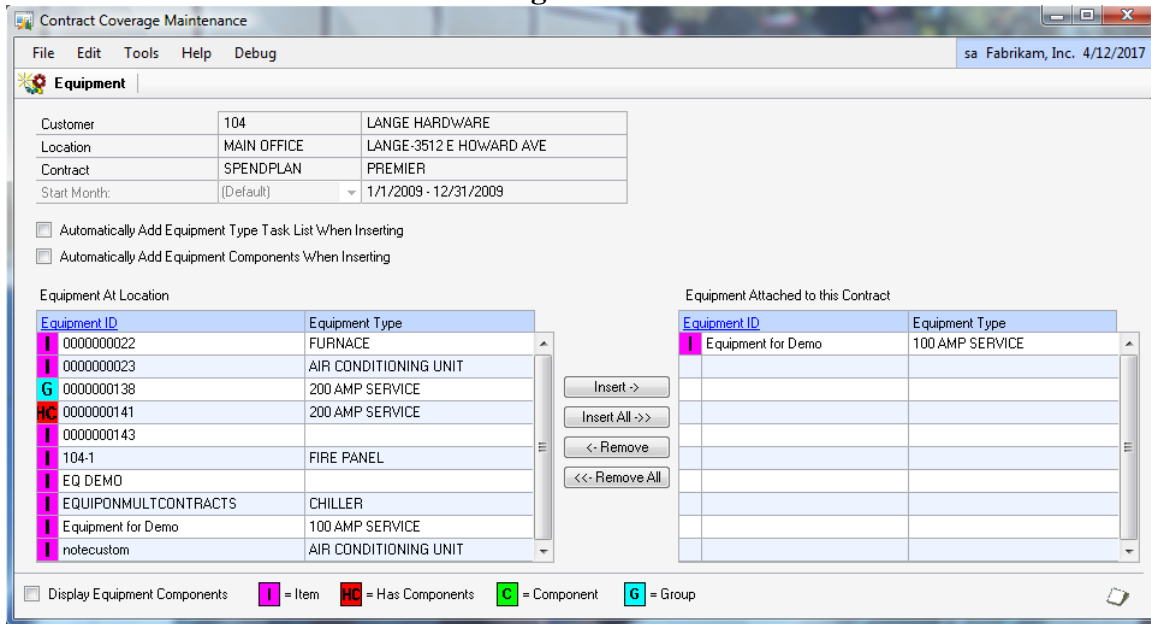
The Equipment Button from the contract coverage window opens the Contract Coverage Maintenance window which is also the SV00401 SV_Equipment_MSTR_Temp table. Notice that the column on the left holds all equipment records attached to the location and the column on the right contains all equipment that is part of the contract 0000000045.

The primary key fields for the SV00403 table:
 CUSTNMBR,ADRSCODE, Contract_Number , WSCONTSQ,Equipment_ID

Equipment Master Window

Equipment Master window is opened from the Equipment ID drill down in the Contract Coverage Maintenance window or from the Equipment button off the Service Manager window:
SV00400: SV Equipment_MSTR: holds a record for every piece of equipment created for this customer and location. If the equipment is on multiple contracts, we will display *multiple in the contract number field. The zoom on contract number in this case will open a new lookup window to select which contract you wish to zoom to.

The primary key fields for the SV00400 table:
ADRSCODE, CUSTNMBR, Equipment_ID, USERID

End Section I

Section II: Creating Invoices and Recognizing Revenue for Maintenance Contracts

Create Invoices: With the Revenue Schedule method, a routine must be run to create Maintenance Contract invoices. Routines>Service Management>Maintenance Contract>Create Invoices. When this routine is run, the SV00510 table is read for the date range and Customer (Contract Owner or Bill To Customer) or Branch Range selected.

For every record in the SV00510 SV_Contract_Billing_MSTR that falls within the date range, selected, an invoice is generated in the Dynamics GP Receivables Module (RM series). The invoice record can be viewed by going to the Transactions>Sales>Transaction Entry and finding the Sales/Invoice document number. The Dynamics GP work table is the RM10301. During the Create Invoice routine a receivables batch is created and saved. The Batch created is hard coded with the name MAINTENANCE ### with the ### field coming from the Period2 field in the SV00510 table. The invoices created are saved in a batch to be posted from Receivables Batches, or Sales Series Post or from Master Posting.

The primary key fields for the SV00510 table:
CUSTNMBR, ADRSCODE, Contract_Number,WSCONTSQ,SEQNUMBR

Maintenance Accounts Window
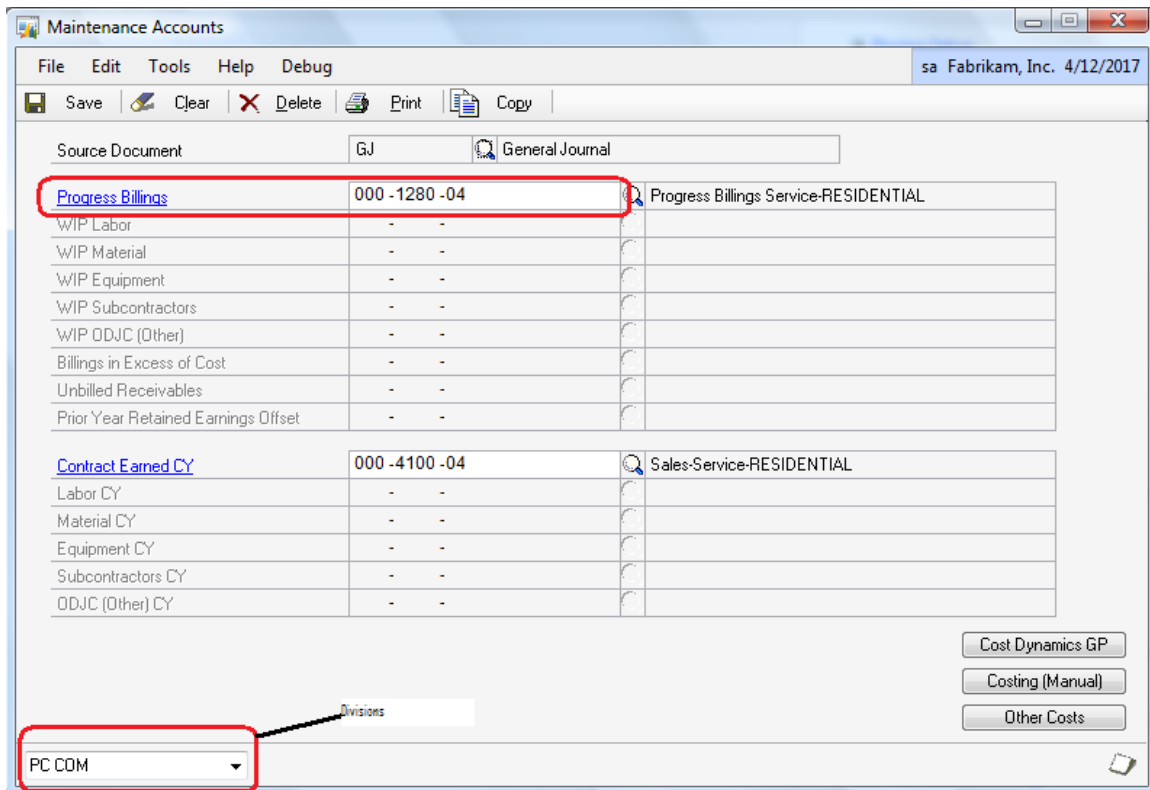
Billing Routine where do the accounts come from?:

SV00511: *Field:* WennSoft_Account_Index_1=the Progress Billings field in the screenshot above.

All accounts but the Sales account are pulled from the Customer Account Maintenance window under Cards>Sales>Customer>Accounts in Dynamics GP. The Sales account for the invoice is taken from the Progress Billings field from the division the Maintenance Contract is attached too. This can be seen in the Maintenance Accounts window for each division from Setup>Service Management>Maintenance Setup>Accounts.

The Primary Key field for the SV00511 table:
Divisions

Recognizing Revenue: With the Revenue Schedule option, a routine is run to recognize revenue for each contract separate from the billing of each contract.

Routines>Service Management>Maintenance Contract>Recognize Revenue.

For each record in the SV00509 SV_Contract_Revenue_Method2_MSTR table, a journal entry is created to record the sale for the period selected. A Financial batch called RECOGNITION is created and a record is inserted in the GL10000 GL_Transaction_Work. These transactions can be viewed in the Dynamics GP general journal entry window under Finance Transactions and entering the journal entry. They will have a posting date as of the last day of the month. The reference field will contain the contract number.

Revenue Recogniton routine, where do the accounts come from?: Only 2 accounts per division are used for the recognition account entry. The accounts for the RECOGNITION batch come from the same Service Management table that the billing routine looks to for the sale account.(SV00511 SV_Maintenance_Setup_MSTR) At recognition, the Progress Billings or deferred revenue account is reduced (debited) and the account in the Contract Earned CY field is increased (credited). Typical setup is to make the Progress Billings account a balance sheet current liability account and the Contract Earned CY account an income statement sales account. The accounts can be seen in the Maintenance Accounts window for each division from Setup>Service Management>Maintenance Setup>Accounts. (*Table:* SV00511 *Field:* WennSoft_Account_Index_10=Contract Earned CY in the Maintenance Accounts window).

End Section II

Section III: Creating MCC Calls for Maintenance Contracts

MCC Call Definition: In WennSoft Service Management, an MCC call is a special call type that is defined as a Maintenance Contract Computer-generated call. The call type MCC is hardcoded into the software and represents the service calls created for work to be performed for the Maintenance Contract.

Maintenance Contract needs Equipment and Equipment needs Tasking for MCC: A maintenance contract cannot be created without a customer and a location. Similarly, an equipment record cannot be created without a customer and a location. To use MCC functionality a piece of equipment must be linked to a maintenance contract. Further, a task schedule must be attached to the piece of equipment.   MCC calls can be generated if, a maintenance contract is created, and a piece of equipment with task codes is linked to the contract. Keep in mind, a customer/location record can have a maintenance contract and the same record can have a piece of equipment, however if the equipment and the contract are not linked together, then no MCC calls will be generated for that contract.

Tasking: Task codes are created and saved as stand- alone records. They can be viewed in the Task Code Setup window -not shown:
Tools>Setup>Service Management>Lookup Setup>>Tasks>Task Codes. Tasks can also be attached to a Task_List to attach a list of tasks to a piece of equipment.   Task lists can be viewed in the Task List Maintenance window –not shown- by going to:
Tools>Setup>Service Management>Lookup Setup>>Tasks>Task Lists

 Task codes are stored in the SV00560 SV_Task_Code_MSTR table.
Primary Key: Task_Code, SV_Lanquage_ID

Task_Lists are stored in the SV00584 SV_Task_List_Type_MSTR.
Primary Key: Task_List_Type

Tasks do not have to be assigned to a piece of equipment, but without a task code an MCC call will not be generated.

Create MCC Calls:
Routines>Service Management>Maintenance Contract>Create MCC calls.

The main table read during the creation of the MCC call is the SV00585 the SV_Contract_Task_Schedule explained further in the pages that follow.

Maintenance Tasks Window
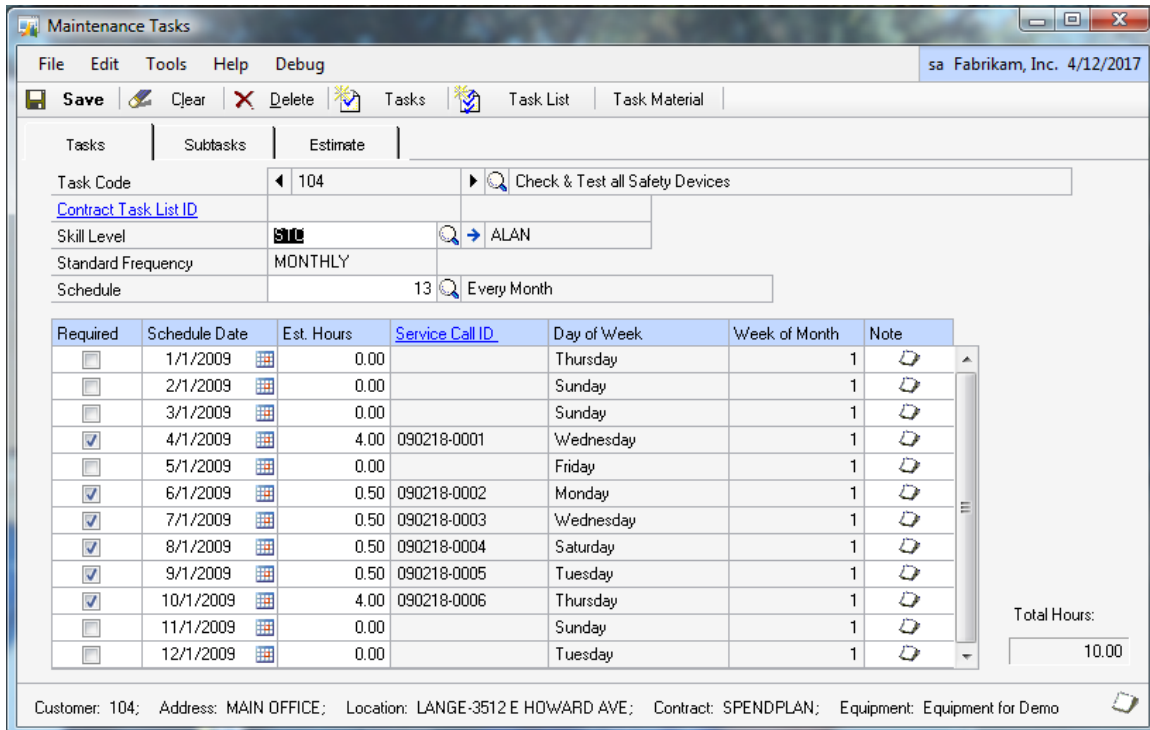
The Maintenance Tasks window displays information contained in the table:
 SV00585_SV_Contract_Task_Schedule.

The SV00585 is the main table read during the creation of the MCC call. This table is the complete list of the equipment, required visits, scheduled visit periods and tasks required per that equipment. As the MCC call is generated the Service Call is inserted into the SV00585 to create the relationship of the service call to and task.

The primary key fields for the SV00585 table:
CUSTNMBR, ADRSCODE, Contract_Number, WSCONTSQ, Equipment_ID, Task_Code, Contract_Task_List_ID, Schedule_Date

Navigation to the Maintenance Task Window is shown on the next page.

Contract Task Maintenance window

Users get to the Maintenance Tasks Window from the Contract Coverage window, then highlight a Task then hit the Tasks button, it opens the Contract Task Maintenance window above, then select the Task code(401 above) and drill into the Task Code.

Note: what table is shown here?

The Contract Task Maintenance window is the combination of 3 tables:

The SV00581:SV_Contract_Task_List_MSTR
The SV00582: SV_Contract_Task_MSTR
The SV00583: SV_Contract_Task_Sub_Task_MSTR

SV00581 table holds a record for every piece of equipment assigned to the contract, and the Task List ID assigned to that piece of equipment. The SV00581 is one record per equipment per contract. The Primary Key=CUSTNMBR, ADRSCODE,Contract_Number, WSCONTSQ, Equipment_ID, Contract_Task_List_ID.

SV00582 table holds a record for every task code assigned to the piece of equipment for that contract. The SV00582 holds the detail of the task hours, the frequency, the scheduled visit months and the technician the skill level. The Primary Key =CUSTNMBR, ADRSCODE,Contract_Number, WSCONTSQ, Equipment_ID, Contract_Task_List_ID plus the Task_Code

SV00583 table holds a record for the sub task code assigned to the piece of equipment for that contract. The Primary Key=CUSTNMBR, ADRSCODE, Contract_Number, WSCONTSQ, Equipment_ID, Contract_Task_List_ID, Task_Code, Sub_Task_Line_Number, Sub_Task_Code

Technicians Window:

The Technician window above shows is the last piece of information needed to create the MCC call. The Technician table is needed to determine how many service calls or appointments are created during the MCC process. The important determining factor is the skill level of the technician. This information is in the SV00115 SV_Lookup_Tech_MSTR. This table can be seen from the Technicians window.

The Primary Key for the SV00115 table:
Technician

To navigate to the technician window the user will start from the location window, then hit the blue expansion arrow, then select a skill level and hit the lookup off the Technician ID column to view the Technician table that the MCC process will use.

Briefly stated, the MCC process uses stored procedures to match the tasks with the technician who is skilled to perform the task. If the task requires a skill level that the technician is not associated with, then 2 MCC calls may be created, one for the skills of the main technician and one for a different technician with the required skill level. If the technician's skill level is adequate for all tasks, then one Service Call is created. See the section in the user's manual called Using the Contract Coverage window for more information.

Summary of the MCC process:

As mentioned in the beginning of section III, the SV00585 must exist before an MCC call can be generated. The SV00585 is built from the following series of relationships:

Related Tables	Table Name
Master Tables	
SV00403 (Equipment Record)	SV_Equipment_Contract_Coverage_MSTR
SV00500 (Contract Record)	SV_Maint_MSTR
SV00560 (Task Code)	SV_Task_Codes_MSTR
SV00584(Task List=many Task Codes)	SV_Task_List_Type_MSTR
SV00572(Skill)	SV_Skill_Level_MSTR
SV00115(Technician)	SV_Lookup_TECH_MSTR
Contract Tasks Linking Tables	
SV00581 (Header like table linking the equipment to the contract to the task list)	SV_Contract_Task_List_MSTR
SV00582 (Line Item type table linking the task codes from the task list to the equipment record and then to the contract)	SV_Contract_Task_MSTR
Stored Procs for MCC Creation	
SMS_Create_PM_Temps	
SMS_PM_Assign_Service_Call_ID	
SMS_PM_Create_Calls	

Master Tables:
1)SV00403 table holds a record for every piece of equipment assigned to a customer, location and contract number. Primary Key= ADRSCODE,CUSTNMBR, Contract_Number, WSCONTSQ, Equipment_ID
2)SV00500 holds a record for every Maintenance Contract, by customer by location. One record per customer, per location per piece of equipment. Primary Key=ADRSCODE, CUSTNMBR, Contract_Number, WSCONTSQ
3)SV00560 holds a record for every task code. Primary Key=Task_Code, SV_Lanquage_ID
4)SV00584 holds a record for every task list type. Primary Key=Task_List_Type
5)SV00572 holds a record for each skill level. Primary Key=Skill_level, SV_Language_ID
6)The SV00115 associates a skill level to a technician. Primary Key=Technician

Contract Task Linking Tables
1)SV00581 table holds a record for every piece of equipment assigned to the contract, and the Task List ID assigned to that piece of equipment. The SV00581 is one record per equipment per contract. The Primary Key=CUSTNMBR, ADRSCODE,Contract_Number, WSCONTSQ, Equipment_ID, Contract_Task_List_ID.
2)SV00582 table holds a record for every task code assigned to the piece of equipment for that contract. The SV00582 holds the detail of the task hours, the frequency, the scheduled visit months and the technician the skill level. The Primary Key =CUSTNMBR, ADRSCODE, Contract_Number, WSCONTSQ, Equipment_ID, Contract_Task_List_ID plus the Task_Code

End Section III
End Document