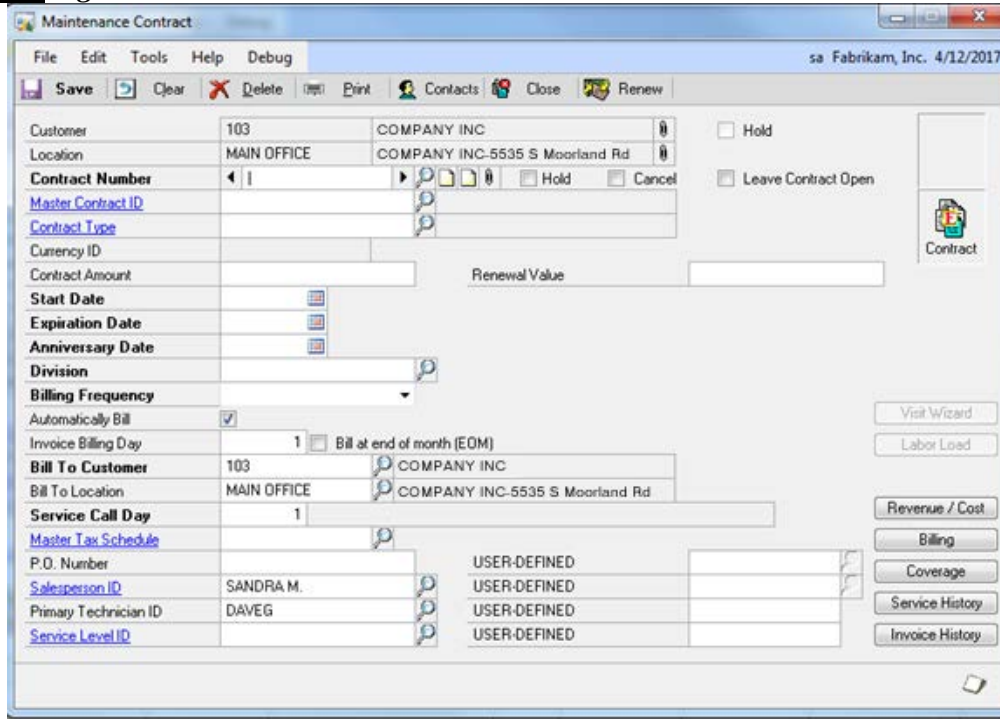


# Signature Service Manager Maintenance Contract Posting Flow Document

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**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:

The screenshot shows a 'Maintenance Contract' window with the following data:

Customer	103	COMPANY INC	<input type="checkbox"/> Hold
Location	MAIN OFFICE	COMPANY INC-5535 S Moorland Rd	<input type="checkbox"/> Leave Contract Open
Contract Number	0000000017		<input type="checkbox"/> Cancel
Master Contract ID			\$0.00
Contract Type	ULTIMATE	ULTIMATE CONTRACT	
Currency ID	Z-US\$		
Contract Amount	\$650.00	Renewal Value	\$650.00
Start Date	1/1/2017		
Expiration Date	12/31/2017		
Anniversary Date	12/31/2017		
Division	PM COM		
Billing Frequency	QUARTERLY		
Automatically Bill	<input checked="" type="checkbox"/>		
Invoice Billing Day	1	<input type="checkbox"/> Bill at end of month (EOM)	
Bill To Customer	103	COMPANY INC	
Bill To Location	MAIN OFFICE	COMPANY INC-5535 S Moorland Rd	
Service Call Day	1	First Avail. MCC Call Sunday, 1/1/2017	
Master Tax Schedule			
P.O. Number		USER-DEFINED	
Salesperson ID	SANDRA M.	USER-DEFINED	
Primary Technician ID	ALICE	USER-DEFINED	
Service Level ID	ULTIMATE	USER-DEFINED	

Buttons on the right side of the window include: Visit Wizard, Labor Load, Revenue / Cost, Billing, Coverage, Service History, and Invoice History.

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/Costs Window:

	Contract Revenue		Contract Costs Actual to Date	Contract Costs		Hours	Forecast	Hours
				Current Year	Estimate			
EQUIPMENT	\$0.00	0.00%	\$103.00	\$103.00	\$100.00 →		\$103.00	
MATERIAL	\$0.00	0.00%	\$150.00	\$150.00	\$150.00 →		\$150.00	
SUBCONTRACTOR	\$0.00	0.00%	\$0.00	\$0.00	\$0.00 →		\$0.00	
OTHER	\$180.00	5.00%	\$0.00	\$0.00	\$0.00 →		\$0.00	
Labor Category1			\$320.00	\$320.00	\$400.00 →	10.00	\$320.00	8.00
Labor Category2			\$0.00	\$0.00	\$0.00 →	0.00	\$0.00	0.00
Labor Category3			\$0.00	\$0.00	\$0.00 →	0.00	\$0.00	0.00
Labor Category4			\$0.00	\$0.00	\$0.00 →	0.00	\$0.00	0.00
Labor Category5			\$0.00	\$0.00	\$0.00 →	0.00	\$0.00	0.00
LABOR	\$3,420.00	95.00%	\$320.00	\$320.00	\$400.00	10.00	\$320.00	8.00
Total	\$3,600.00 →		\$573.00	\$573.00	\$650.00		\$573.00	
Hours			8.00	8.00				
Calculated Contract Earned			\$3,600.00					
Calculated Gross Profit			\$3,027.00		\$627.00			
Revenue Recognized			\$300.00		\$300.00			
Billed			\$1,200.00		\$1,200.00			
Gross Profit			\$627.00		\$627.00			

Costs Life to Date	
Revenue Entered	

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 screenshot shows a window titled "Revenue Schedule" with a menu bar (File, Edit, Tools, Help, Debug) and a status bar (sa Fabrikam, Inc. 4/12/2017). Below the menu are buttons for OK, Add, and Delete. The main area contains several data fields:

- Customer ID: 104
- Contract Number: SPENDPLAN
- Address ID: MAIN OFFICE
- Contract Amount: \$3,600.00
- Total Revenue: \$3,600.00
- Difference: \$0.00
- Amount Billed: \$1,200.00
- Amount Recognized: \$300.00
- Difference: \$900.00

Below these fields is a table with the following columns: Date, Document Type, Revenue Amount, Posted Date, Year, and Period. The table contains 12 rows of data for the year 2009, with the first row (01/01/2009) showing a revenue amount of \$300.00 and a posted date of 1/31/2009. The remaining rows show a revenue amount of \$300.00 and a posted date of 0/0/0000, indicating that the revenue has not yet been recorded for those periods.

Date	Document Type	Revenue Amount	Posted Date	Year	Period
01/01/2009	Sales / Invoice	\$300.00	1/31/2009	2009	1
2/1/2009	Sales / Invoice	\$300.00	0/0/0000	0	0
3/1/2009	Sales / Invoice	\$300.00	0/0/0000	0	0
4/1/2009	Sales / Invoice	\$300.00	0/0/0000	0	0
5/1/2009	Sales / Invoice	\$300.00	0/0/0000	0	0
6/1/2009	Sales / Invoice	\$300.00	0/0/0000	0	0
7/1/2009	Sales / Invoice	\$300.00	0/0/0000	0	0
8/1/2009	Sales / Invoice	\$300.00	0/0/0000	0	0
9/1/2009	Sales / Invoice	\$300.00	0/0/0000	0	0
10/1/2009	Sales / Invoice	\$300.00	0/0/0000	0	0
11/1/2009	Sales / Invoice	\$300.00	0/0/0000	0	0
12/1/2009	Sales / Invoice	\$300.00	0/0/0000	0	0

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 screenshot shows a window titled "Billing Schedule" with a menu bar (File, Edit, Tools, Help, Debug) and a status bar (sa Fabrikam, Inc. 4/12/2017). Below the menu is a toolbar with buttons for OK, Add, and Delete. The window is divided into two main sections: a summary section at the top and a data table below.

Customer ID	104	Contract Amount	\$3,600.00
Address ID	MAIN OFFICE	Total Billing	\$3,600.00
Contract Number	SPENDPLAN	Difference	\$0.00

Date	Document Type	Billing Amount	Posted	Year	Period	Bill To Customer	Bill To Location
01/01/2009	Sales / Invoices	\$300.00	2/18/2009	2009	1	104	MAIN OFFICE
2/1/2009	Sales / Invoices	\$300.00	2/18/2009	2009	2	104	MAIN OFFICE
3/1/2009	Sales / Invoices	\$300.00	2/18/2009	2009	3	104	MAIN OFFICE
4/1/2009	Sales / Invoices	\$300.00	2/18/2009	2009	4	104	MAIN OFFICE
5/1/2009	Sales / Invoices	\$300.00	0/0/0000	0	0		
6/1/2009	Sales / Invoices	\$300.00	0/0/0000	0	0		
7/1/2009	Sales / Invoices	\$300.00	0/0/0000	0	0		
8/1/2009	Sales / Invoices	\$300.00	0/0/0000	0	0		
9/1/2009	Sales / Invoices	\$300.00	0/0/0000	0	0		
10/1/2009	Sales / Invoices	\$300.00	0/0/0000	0	0		
11/1/2009	Sales / Invoices	\$300.00	0/0/0000	0	0		
12/1/2009	Sales / Invoices	\$300.00	0/0/0000	0	0		

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

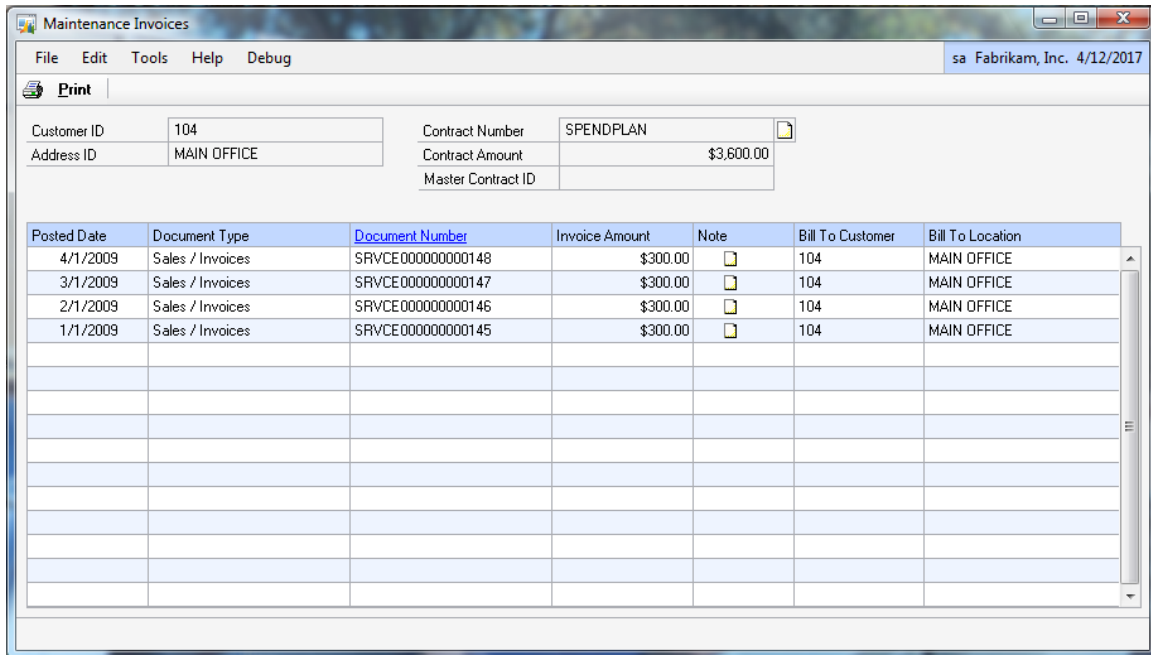
**Billing Verses Revenue Recognition with Revenue Schedule Method:**

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

Billing: 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.

Revenue Recognition: 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.

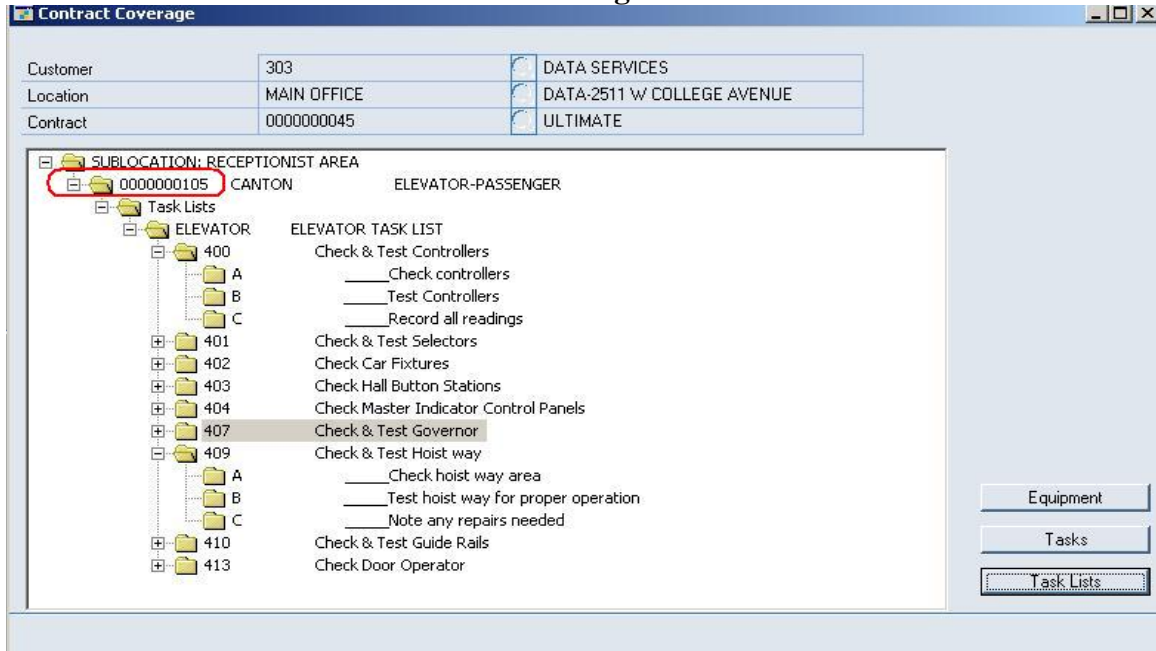
SV00564 SV Maint Invoice MSTR: holds information for each invoice posted for the Maintenance Contract both current and historical. This table holds only the invoice information and no Service Call information for this billing. The invoice number Source Document (SRVCE000000000147) can be drilled into 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





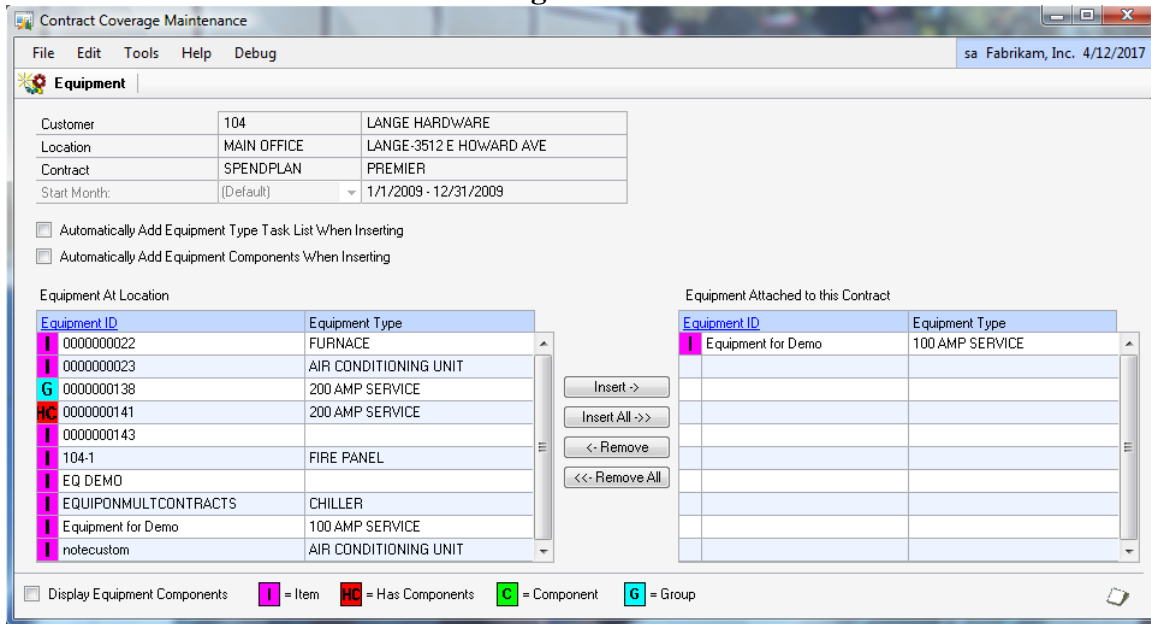
## Contract Coverage Window:



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

The screenshot shows the 'Equipment Master' window with the following data:

Customer	104	LANGE HARDWARE
Location	MAIN OFFICE	LANGE-3512 E HOWARD AVE
Equipment ID	104-1	

Buttons: Contract, Item

Options:  Suspend MCC Calls,  Retire/Inactive

Main Fields	Additional Fields
Equipment Type	FIRE PANEL
Manufacturer ID	
Model Number	
Serial Number	
Sublocation ID	NEW SUBLOCATION
Installation Date	0/0/0000
Installation By	
Warranty Expires	0/0/0000
Extended Warranty	
Extended Warranty Expires	0/0/0000
Service Level ID	PREMIER
Contract Number	*Multiple
Bar Code ID	114556nml-9877sdfsmpo-90sdf - AAA

Buttons: Meter Readings / Hours, Service History, Replacement Parts, Maintenance Tasks

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

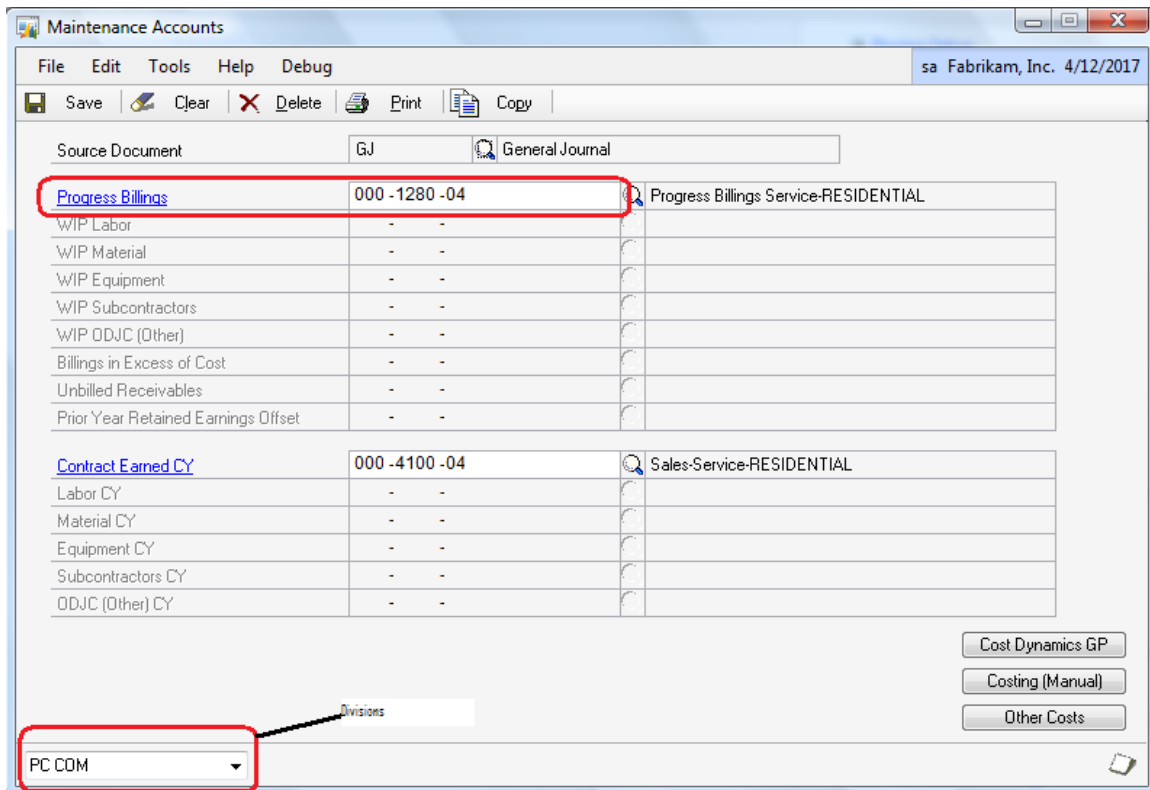
**Create Invoices:** With the Revenue Schedule method, a routine must be run to create Maintenance Contract invoices. Routines>Service Management>Maintenance Contract>Create Invoices. When this routine is run, the SV00510 table is read for the date range and Customer (Contract Owner or Bill To Customer)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

The screenshot shows the 'Maintenance Invoicing' application window. The interface includes a menu bar (File, Edit, Tools, Help, Debug) and a toolbar with buttons for Clear, Preview, Print, and Create. The user profile is 'sa Fabrikam, Inc. 4/12/2017'. The 'Date:' section has 'From' set to 'Beginning of Month' for '2017 4/1/2017' and 'To' set to 'End of Month' for '2017 4/30/2017'. The 'Invoice:' section has radio buttons for 'All', 'Individual Customer' (selected), and 'Branch Range'. The 'Branch Range:' section has empty 'From' and 'To' fields. The 'Individual Customer:' section has radio buttons for 'Contract Owner' (selected) and 'Bill To Customer'. Below this are fields for 'Customer Name' (LANGE HARDWARE), 'Location Name' (LANGE-3512 E HOWARD AVE), 'Bill To Customer' (LANGE HARDWARE), and 'Bill To Location' (LANGE-3512 E HOWARD AVE). The 'Contract Number' field contains 'SPENDPLAN'. The 'Options:' section has checked boxes for 'Calculate Taxes' and 'Calculate Commissions'.

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\_Language\_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.

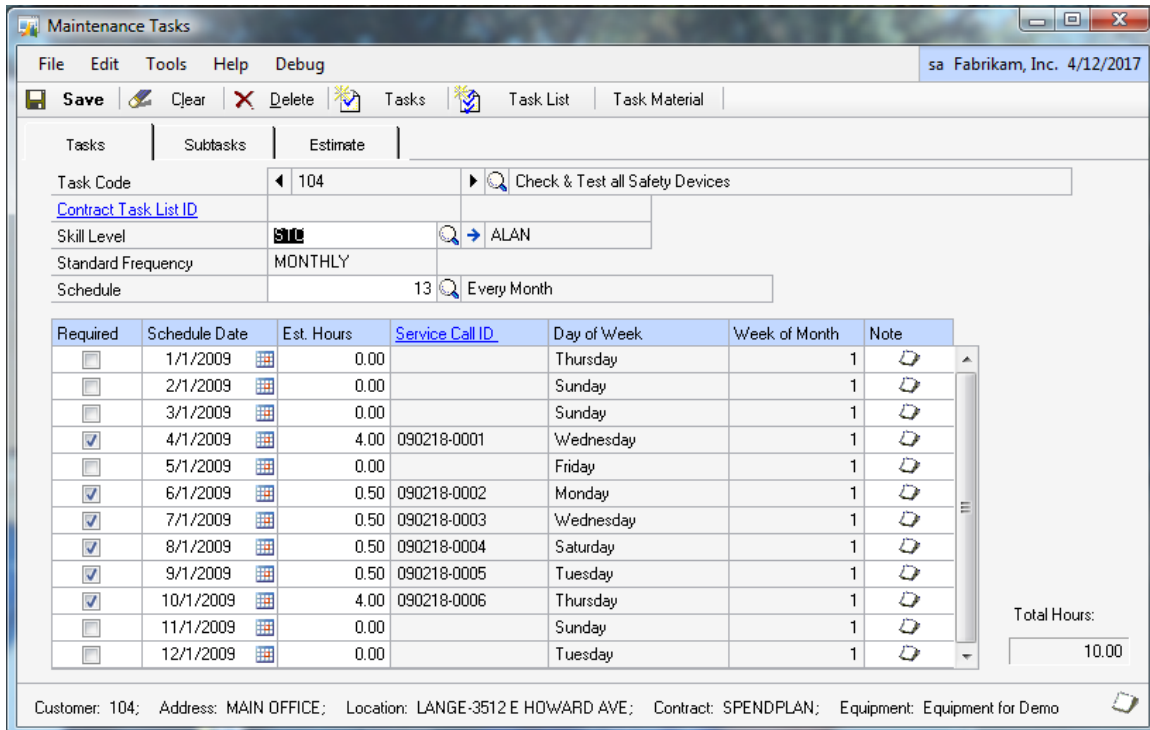
Create MCC Calls:

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 screenshot displays two overlapping windows. The top window, titled 'Location', shows a form for 'DATA SERVICES' with fields for Customer (303), Address ID (MAIN OFFICE), Location Name (DATA-2511 W COLLEGE AVENUE), Address 1 (2511 West College Avenue), City (Appleton), State (WI), ZIP Code (54914), Salesperson ID (SANDRA M.), Master Tax Schedule (USASTCITY-6\*), Service Area (WEST), Primary Technician (UNASSIGNED), Secondary Technician, Labor Rate Group (PM CUSTOMER), and Price Matrix (PM CUST). The bottom window, titled 'Location Technicians', shows a 'Primary' dropdown set to 'UNASSIGNED' and a 'Skill Level' dropdown set to 'STC'. A search bar for 'Technician ID' is visible, with a red circle around it and a red arrow pointing to a search icon. Below this is a table titled 'Technicians' with columns for Technician ID, Technician Name, and Employee ID.

Technician ID	Technician Name	Employee ID
CAROL	Vinton, Carol	CAROL
CATHY	Taylor, Cathy	CATHY
CHARLEY	Nick, Charles	CHARLEY
CHET	Thomas, Chester	CHET
UNASSIGNED	UNASSIGNED	

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
<b><i>Master Tables</i></b>	
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
<b><i>Contract Tasks Linking Tables</i></b>	
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
<b><i>Stored Procs for MCC Creation</i></b>	
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\_Language\_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