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SSA® Baan ERP 5.0c

User's Guide for SSA® Baan ERP Service Enhancements

Important Notices

Trademark Acknowledgments

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About this Guide

This document describes the following enhancements:

- Service Cost/Sales Dashboard (tssoc4520m000)
  This new session provides insight into all cost line amounts.
- Cost Service Orders (tssoc2290m000)
  This new session enables users to cost a range of service orders, activities, and cost lines.
- Integration with SSA Mobile Service 2.2.

Note

The enhancements described in this document will be delivered in Service Pack 15, under solution number 141914.

Send us your comments

We continually review and improve our documentation. Any remarks/requests for information concerning this document or topic are appreciated. Please e-mail your comments to kd@baan.com.

In your e-mail, refer to the document number and title. More specific information will enable us to process feedback efficiently.

Chapter 1
Service Cost/Sales Dashboard (tssoc4520m000)

1

The new Service Cost/Sales Dashboard (tssoc4520m000) session provides easy insight into all cost line amounts, and displays the service order header level information, such as sold-to BP, configuration, service center, service engineer, and the order status. Five tabs provide insight into the actual sales amounts, in other words, the ERP amounts, Mobile Service amounts, which are the amounts the field service engineer uploads, the variance, estimated versus actual costs, and a summary of the cost and sales along with the gross margin.

For service orders for which you selected the **Consolidate Travel Cost** check box, a single traveling costs line of travel specification type Travel Total appears in this session.

The Service Cost/Sales Dashboard (tssoc4520m000) session is available in the Costing folder under SSA Baan ERP Service, Service Order Control.

Actual Amounts

The **Actual Amounts** tab displays the details related to the ERP amount of the cost lines linked to a service order. The actual amounts include the total sales amount, contract amount, warranty amount, FCO, order quotation, invoice amount, and discount amount. You can view these amounts in the cost lines sessions.

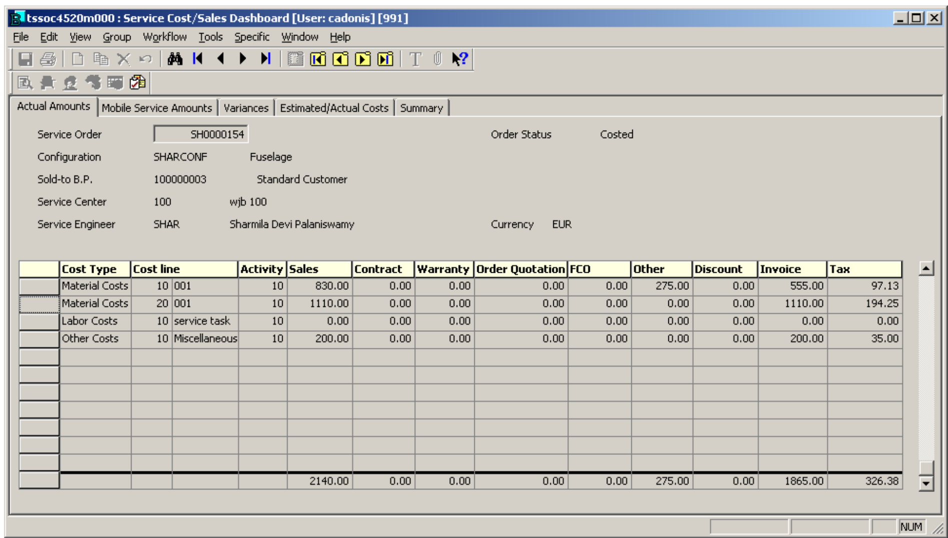


Fig. 1-1 Service Cost/Sales Dashboard (tssoc4520m000), Actual Amounts tab

The amounts on the **Actual Amounts** tab are expressed in the sales currency of the service order.

Mobile Service Amounts

The **Mobile Service Amounts** tab shows the amounts from SSA Mobile Service entered by the field service engineer, as shown in the following figure:

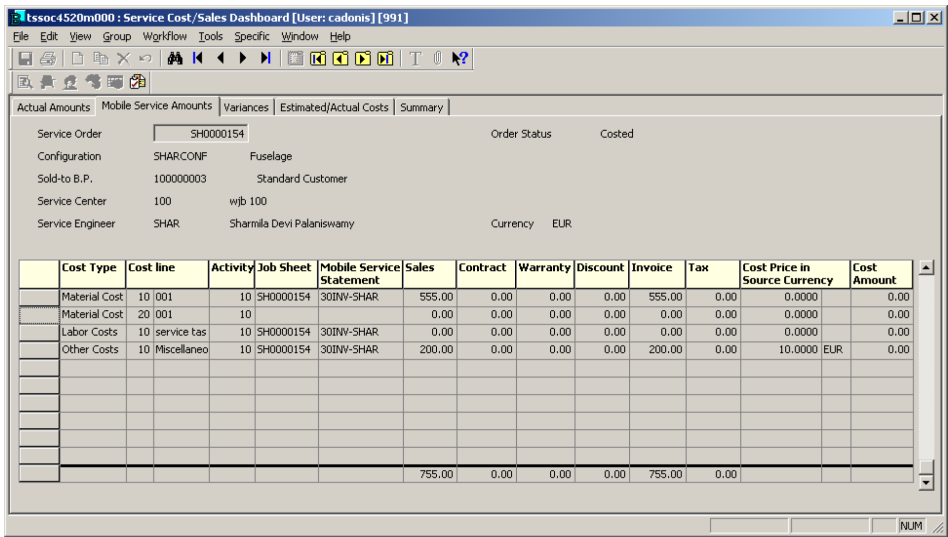


Fig. 1-2 Service Cost/Sales Dashboard (tssoc4520m000), Mobile Service Amounts tab

The presence of a job sheet number indicates that the cost line is updated or created in SSA Mobile Service. The name of the **Mobile Service Statement** column refers to the invoice number that has been printed from SSA Mobile Service. The amounts are expressed in the sales currency of the service order.

Cost Price in Source Currency shows the cost price entered by the FSE in SSA Mobile Service, along with the currency. The cost amount is the cost amount in the source currency.

Variances

The **Variances** tab shows the variance between the Mobile Service and the actual amounts, as shown in the following figure.

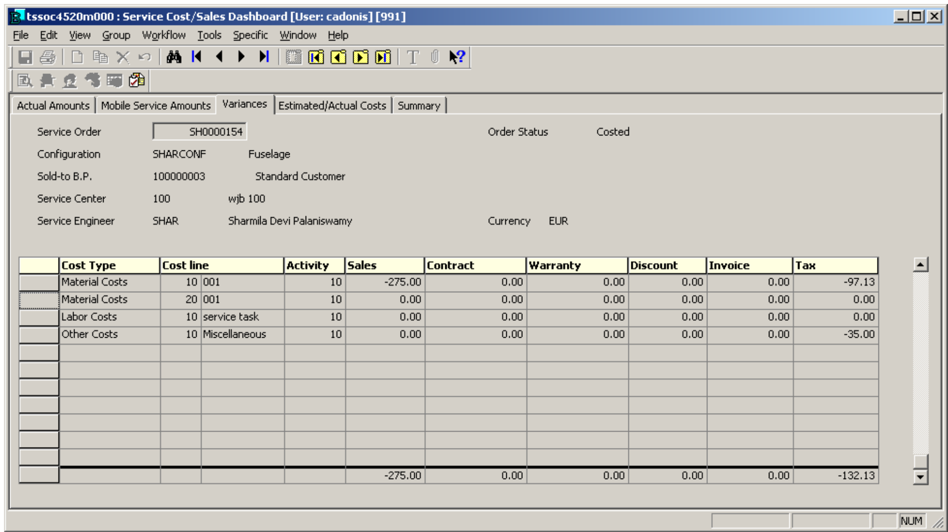


Fig. 1-3 Service Cost/Sales Dashboard (tssoc4520m000), Variance tab

Variance amount = Mobile Service amount – Actual amount

The variance amounts are expressed in the sales currency of the service order.

The variance amount appears only for cost lines that are updated or created by means of SSA Mobile Service by the FSE.

Estimated/Actual Costs

The **Estimated/Actual Costs** tab shows the estimated and the actual frequency, quantity, cost price and cost amounts, along with the cost component, as shown in the following figure. You can also view the **Cost Amount Difference**, which shows the difference between the estimated and actual cost amounts.

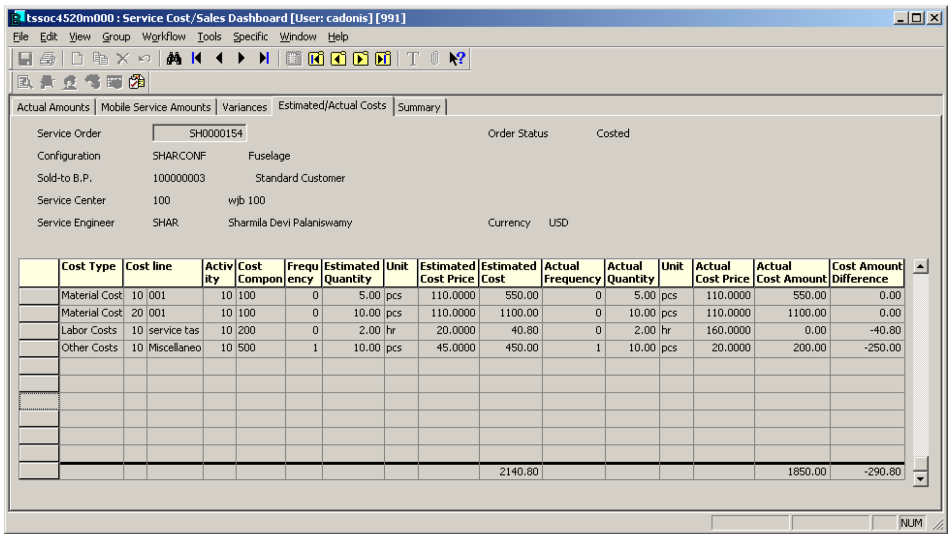


Fig. 1-4 Service Cost/Sales Dashboard (tssoc4520m000), Estimated/Actual Costs tab

Cost Amount Difference = Actual cost – Estimated cost

The cost amounts shown on this tab are expressed in the cost currency.

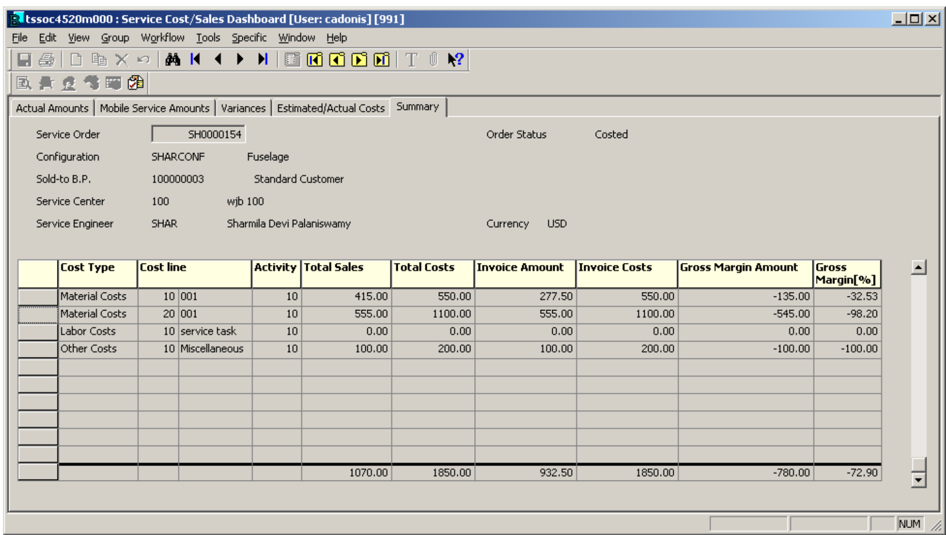
If the currency system of the company is Independent, the **Rotate Currency** command is available on the **Tools** menu. The user can use this command to view the amounts in the home currencies. The **Rotate Currency** command is unavailable in case of Dependent and Single currency systems.

Summary

The **Summary** tab shows total cost and sales for a cost line, along with the gross margin amount and percentage. The total displayed provides the total sales and costs for an order. The amounts are expressed in the cost currency.

Gross margin is calculated only if the **Use Gross Margin Control** check box is selected in the Service Order Parameters (tssoc0100s000) session. If this check box is not selected, the gross margin is set to 0.

The formula used for calculating the gross margin is the same as that defined in the Service Order Parameters (tssoc0100s000) session.



Cost Type	Cost line		Activity	Total Sales	Total Costs	Invoice Amount	Invoice Costs	Gross Margin Amount	Gross Margin[%]
Material Costs	10	001	10	415.00	550.00	277.50	550.00	-135.00	-32.53
Material Costs	20	001	10	555.00	1100.00	555.00	1100.00	-545.00	-98.20
Labor Costs	10	service task	10	0.00	0.00	0.00	0.00	0.00	0.00
Other Costs	10	Miscellaneous	10	100.00	200.00	100.00	200.00	-100.00	-100.00
				1070.00	1850.00	932.50	1850.00	-780.00	-72.90

Fig. 1-5 Service Cost/Sales Dashboard (tssoc4520m000), Summary tab

If the currency system of the company is Independent, the **Rotate Currency** command is available on the **Tools** menu. The user can use this command to view the amounts in the home currencies. The **Rotate Currency** command is unavailable in case of Dependent and Single currency systems.

Specific commands

Cost Line Details

Use the **Cost Line Details** command to view or modify the details of the selected cost line.

If the service order status is either Free or Planned, you can access the Service Order Estimated Material Costs (tssoc2120s000) session for the material cost line; Service Order Estimated Labor Costs (tssoc2130s000) for a labor cost line, and Service Order Estimated Other Costs (tssoc2140s000) for other cost lines.

Otherwise, you can access the Service Order Actual Material Costs (tssoc2121s000) session for a material cost line; Service Order Actual Labor Costs (tssoc2131s000) for a labor cost line; and Service Order Actual Other Costs (tssoc2141s000) for other costs lines.

Cost Line Amounts

Use the **Cost Line Amounts** command to access the Cost Line Amounts (tssoc4520s000) session, which you can use to view an overview of the sales amounts and costs for the selected cost line.

Fig. 1-6 Cost Line Amounts (tssoc4520s000)

If the currency system of the company is Independent, the **Rotate Currency** command is available on the **Tools** menu. The user can use this command to view the amounts in the home currencies. The **Rotate Currency** command is unavailable in case of Dependent and Single currency systems.

New Material Cost Line

Use this command to create a new material cost line for the service order. This command is not available if the service order status is Costed, Closed, or Canceled. If the service order status is Free or Planned, you can access the Service Order: Estimated Material Costs (tssoc2120s000) session. If the status of the Service order is Released or Completed, you can access the Service Order: Actual Material Costs (tssoc2121s000) session.

New Labor Cost Line

Use this command to create a new labor cost line for the service order. This command is not available if the status of the service order is Released, Completed, Costed, Closed, or Canceled. If the status of the service order is Free or Planned, you can access the Service Order: Estimated Labor Costs (tssoc2130s000) session.

New Other Cost Line

Use this command to create a new other cost line for the service order. This command is not available if the status of the service order is Costed, Closed, or Canceled. If the status of the service order is Free or Planned, you can access the Service Order: Estimated Other Costs (tssoc2140s000) session. If the status of the service order is Released or Completed, you can access the Service Order: Actual Other Costs (tssoc2141s000) session.

New Hours Accounting Line

This command is available if the status of the service order is Released or Completed. Use this command to access the Service Hours Accounting (tssoc2136s000) session.

Service Orders

Use this command to start the Service Orders (tssoc2500m000) session.

Service Order Activities

Use this command to access the Service Order Activities (tssoc2510m000) session. You can view the service order activities for the specific service order in this session.

Handle Service Order Amount Variances ERP/Mobile

Use this command to access the Handle Service Order Amount ERP/Mobile (tssoc2280m000) session. You can use this session to print variances between the actual and the Mobile Service amounts, and also equate the actual and the Mobile Service invoice amounts.

Cost Service Orders

Use this command to access the Cost Service Orders (tssoc2290m000) session. You can use this session to cost the service orders in batch. For more information, refer to Chapter 3, “Cost Service Orders (tssoc2290m000).”

Chapter 2
Cost Service Orders (tssoc2290m000)

2

This chapter describes the Cost Service Orders (tssoc2290m000) session, which enables users to cost a range of service orders, activities, and cost lines. This Cost Service Orders (tssoc2290m000) session is available in the Costing folder under SSA Baan ERP Service, Service Order Control.

To avoid risky orders from being costed during the batch process, users can filter out service orders based on invoice amount, other amount, and gross margin. The lower and upper gross margin percentage fields are available only if the **Use Gross Margin Control** check box is selected in the Service Order Parameters (tssoc0100s000) session. The lower margin and upper margin are defaulted from the corresponding fields in the Service Order Parameters (tssoc0100s000) session, in which also the formula for gross margin calculation is defined.

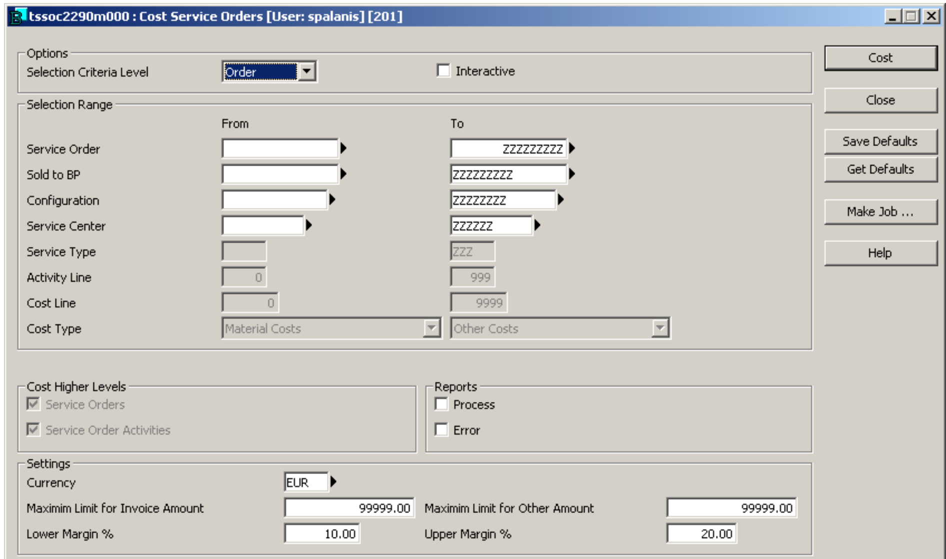


Fig. 2-1 Cost Service Orders (tssoc2290m000)

Selection Criteria Level

The **Selection Criteria Level** field determines the way in which the filters are applied, and can be set to one of the following:

- **Order**
  If **Selection Criteria Level** is set to **Order**, the activity and cost line level fields are disabled in the selection range, that is, the **Activity**, **Service Type**, **Cost Line**, **Cost Type** fields are unavailable. Only service orders with status Completed are selected for costing.
  You can select the service orders by service order, sold-to BP, configuration, and service center. The total invoice and other amounts for the service order are calculated. If these amounts are less than the respective maximum limits, the service order will be considered for costing. In addition, if you specify the lower and gross margins, the gross margin for the service order will also be considered for selection. If the amounts are within the lower and upper gross margin percentages specified here, the service order is considered for costing.

- **Activity**
  If **Selection Criteria Level** is set to **Activity**, the cost line level fields are disabled in the selection range, in other words, the **Cost Line**, **Cost Type** fields are unavailable. You can select the service order activities by service order, sold-to BP, configuration, service center, activity, and service type.

Only activities with status Released are selected for costing.
The total invoice and other amount for the service order activities within the selection range are calculated for each activity. If these amounts are less than the respective maximum limits, the service order activity will be considered for costing. In addition, if you specify the lower and gross margins, the gross margin for the service order activity will also be considered for selection. If this margin falls within the lower and upper gross margin percentages specified here, the service order activity will be considered for costing.

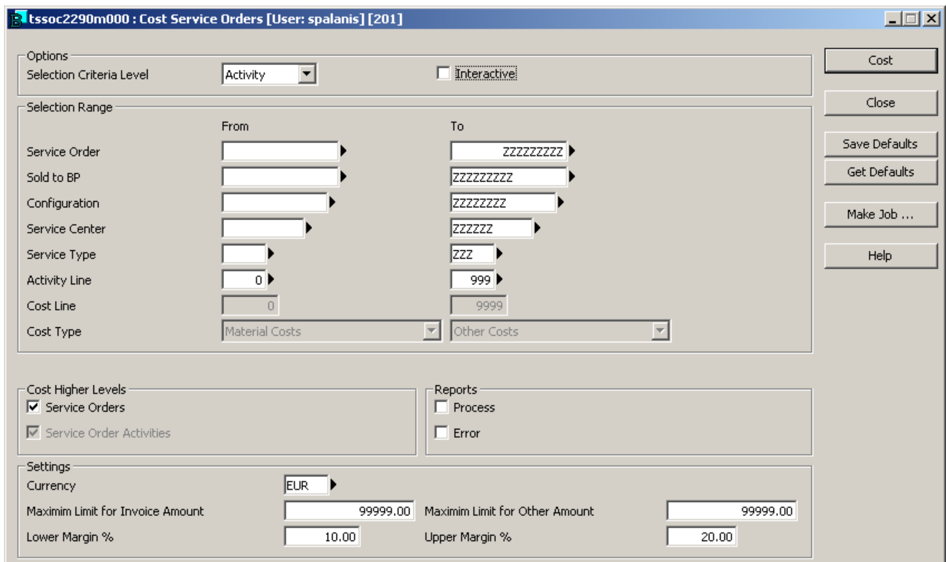


Fig. 2-2 Cost Service Orders (tssoc2290m000)

- **Cost Line**
  If **Selection Criteria Level** is set to **Cost Line**, you can specify a value for all fields in the selection range. You can select the service order cost lines by service order, sold-to BP, configuration, service center, activity, service type, cost line, and cost type. If the status of the cost line is Free, and if the invoice and other amount for the service order cost line are less than the respective maximum limits, the cost line is considered for costing. In addition to that, if you specify the lower and gross margins, the gross margin for the cost line is also considered for selection. The status of the activity linked to the cost line must be Completed. If the cost line is not linked to an activity, the order status must be Completed.

Cost Higher Levels

If the selection criteria level is set to either Cost Line or Activity, you can select both check boxes in the **Cost Higher Levels** group box.
If the selection criteria level is set to Order**,** both the **Service Orders** check box and the **Service Order Activities** check boxes are selected and unavailable.
If the selection criteria level is **Activity,** the **Service Order Activities** check box is selected and unavailable.

If the selection criteria level is set to Activity, you can indicate whether to cost a service order when all activities for a service order are costed:

- If the **Service Orders** check box is selected, the service order will be set to Costed when all service order activities are costed for that service order. In this case, the cost lines linked to the service order header must be costed before the service order can be costed.

If the selection criteria level is set to Cost Line, you can indicate whether to cost a service order activity and service order when all cost lines are costed:

- If the **Service Order Activities** check box is selected, the service order activity will be set to Costed when all cost lines are costed for that service order activity.
- If the **Service Orders** check box is selected, the service order will be set to Costed when all cost lines are costed for that service order.

Interactive

The **Interactive** check box enables you to cost service orders, activities or cost lines in an interactive way. If this check box is selected, and you click **Cost**, you can access the Interactive Costing (tssoc4122m000) session. In this session, you can select service orders, activities or cost lines individually for costing. For more information on the Interactive Costing (tssoc4122m000) session, refer to the following section.

Reports

To print process and error reports, you can use the **Process** and **Error** options that are available in the **Reports** group box. The process report prints the list of service orders, activities, and cost lines costed. The error reports prints the error that had blocked the costing for a service order, activity, or cost line. If the **Interactive** check box is selected, the **Process** and **Error** options are unavailable.

If you click **Cost** without selecting the **Interactive** check box, the service orders, activities, or cost lines within the given selection range that satisfy the given criteria are costed. Select the **Process** and **Error** check boxes to generate and print the required report.

Note

If the service order cost line has a Mobile Service statement for which the **Mobile Service Leading** check box is selected, a check is performed to see if the ERP invoice amount is equal to the Mobile Service invoice amount. If the amounts are not equal, the error is printed on the error report. The user must then access the Handle Service Order Amount Variances ERP/Mobile (tssoc2280m000) session and select the **Equate Invoice Amounts** check box to equate the invoice amounts.

Interactive Costing (tssoc4122m0000)

If, in the Cost Service orders (tssoc2290m000) session, the **Interactive** check box is selected, and you click **Cost**, you can access the Interactive Costing (tssoc4122m000) session.

If **Selection Criteria Level** is set to **Order**, all service orders that satisfy the selection range and other settings specified in the Cost Service Orders (tssoc2290m000) session appear in the Interactive Costing (tssoc4122m000) session, as shown in the following figures:

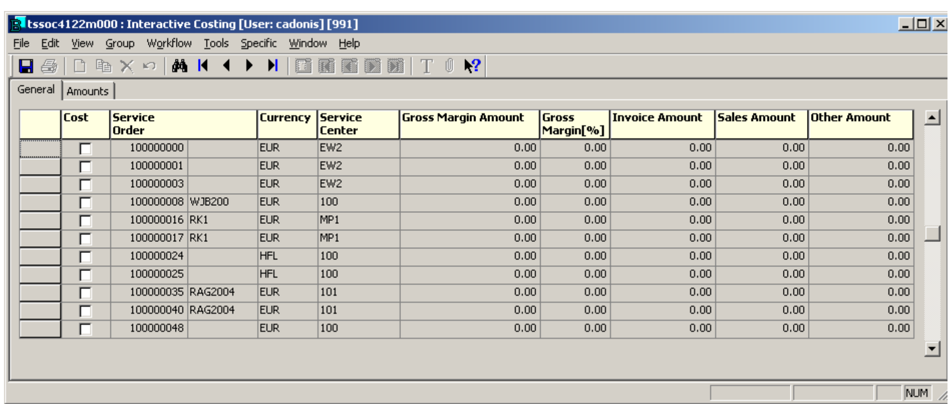


Fig. 2-3 Interactive Costing (tssoc4122m000), General tab

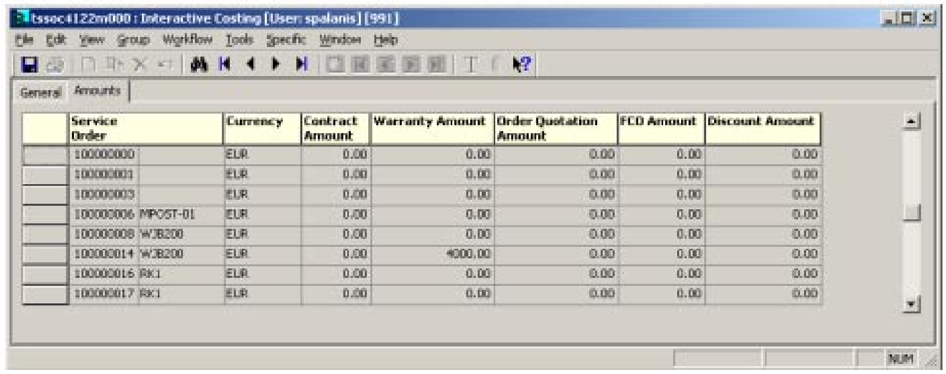


Fig. 2-4 Interactive Costing (tssoc4122m000), Amounts tab

If **Selection Criteria Level** is set to **Activity**, all service order activities that satisfy the selection range and other settings specified in the Cost Service Orders (tssoc2290m0000) session appear in the Interactive Costing (tssoc4122m000) session, as shown in the following figure:

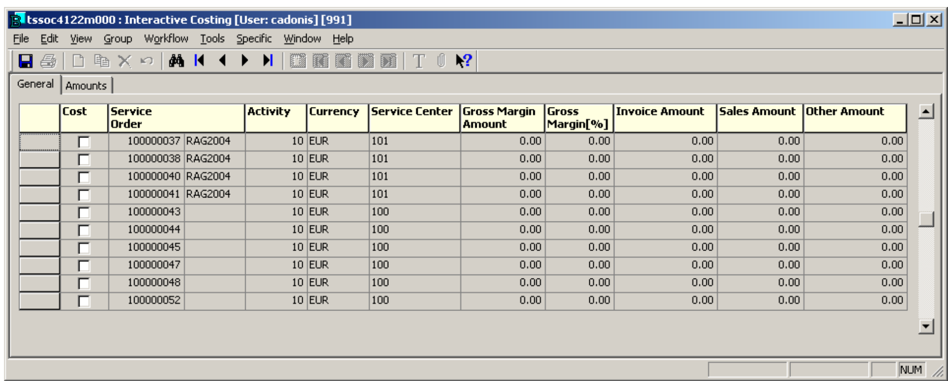


Fig. 2-5 Interactive Costing (tssoc4122m000)

If **Selection Criteria Level** is set to **Cost Line**, all service order cost lines that satisfy the selection range and other settings specified in the Cost Service Orders (tssoc2290m0000) session appear, as shown in the following figure.

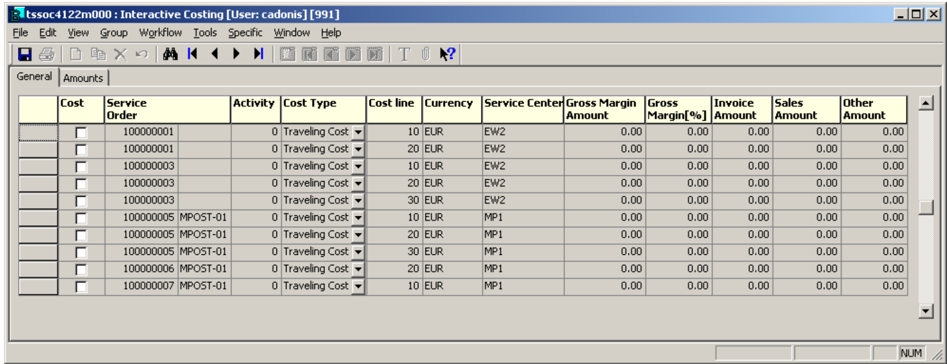


Fig. 2-6 Interactive Costing (tssoc4122m000), General tab

The service orders, activities, or cost lines appear along with the gross margin amount, gross margin percentage, invoice amount, other amount, sales amount, contract amount, FCO amount, order quotation amount, and discount amount details in the Interactive Costing (tssoc4122m000) session. Use each line's **Cost** check box to select the orders, activities or cost lines that must be costed for the required lines, and then choose **Cost** on the **Specific** menu to cost the selected orders, activities, or cost lines.

To select or unselect all lines for costing, you can use the corresponding commands on the **Specific** menu.

To access the Service Cost/Sales Dashboard (tssoc4520m000) session, on the **Specific** menu, choose **Service Cost/Sales Dashboard**.

If costing is at the cost line level, to go to the actual cost line details session, you can double-click the line.

If an error occurs while costing, the user is prompted whether or not to print the error report.

Note

The **Cost Higher Level** options on the Cost Service orders (tssoc2290m000) are also applicable for the Interactive Costing (tssoc4122m000) session.

Chapter 3
Integration with SSA Mobile Service 2.2

3

SSA Mobile Service is a Web-based application that enables field service engineers (FSEs) to work offline as well as online. The application enables service organizations to track the activities and logistics of service engineers in a real-time environment.

The SSA Mobile Service application supports the following user interfaces:

- Theme 1
- Theme 2

The functions and features of the application, which are available to the users irrespective of the user interfaces, include the following:

- Connect to SSA Baan ERP and download assignments.
- Accept or reject specific assignments and then carry out the tasks specified in the assignments at the customer site.
- Create a job sheet and add assignments to the job sheet using SSA Mobile Service.
- Enter the cost line details, which include the details related to material cost, labor cost, and other costs such as travel cost.
- Carry out the task specified in the job sheet or assignments that are manually created at the customer site.

However, if the FSE uses the Theme 1 user interface of SSA Mobile Service, some additional features are also available. These features include the following:

- Estimate the cost of the task specified in the job sheet that is synchronized from SSA Baan ERP or take up additional tasks that are not specified in the synchronized job sheets and estimate the cost for those activities. For the additional tasks, the FSE can create new job sheet and assignments in SSA Mobile Service.
- Carry out the tasks specified in the job sheets.
- Create a quotation or invoice.
- Receive the payments for the invoice.
- Synchronize the details related to the invoices to SSA Baan ERP.
- Synchronize the details related to the payments received from the customer for a specific invoice to SSA Baan ERP.

The following sections describe the step-by-step procedure by which the invoices that are created in SSA Mobile Service are synchronized to SSA Baan ERP.

Invoicing process flow

1. Set up the required parameters in the Service Order Parameters (tssoc0100s000) session.
2. Set up the payment modes in the Payment Modes (tsmdm0135m000) session.
3. Create a service order by using the Service Orders (tssoc2500m000) session.
4. Plan the service order by using the Run Global SRP (tssoc2260m000) session.
5. Release the service order by using the **Set Order to Released** command on the **Specific** menu of the Service Order (tssoc2500m000) session.
6. Complete the job sheet information in SSA Mobile Service.
7. Create the invoices, print, and enter payment lines, if the customer pays immediately.
8. Complete the service order.

9 View the invoices that are created by the FSE, using the Mobile Service Statements by Service Order (tssoc4510m100) session, or the Mobile Service Statement (tssoc4110s000) session.

10 View the details related to the payments made for a specific Mobile Service statement in the Mobile Service Statement Lines (tssoc4520m100) session.

11 Use the Handle Service Order Amount Variances (tssoc2280m000) session to either print the difference between the invoice amount specified by the FSE in the SSA Mobile Service application, and the amounts maintained in SSA Baan ERP. Equate the invoice amounts for cost lines with a Mobile service statement that is Final printed in SSA Mobile Service.

12 Use the Cost Service Orders (tssoc2290m000) session to cost the service orders.

13 After you cost the service orders, you can use the Compose/Print/Post Invoices (clsli2200m000) session to compose, print, and post the invoice in Central Invoicing.

14 Print the tax variance report, and take corrective action, if required.

15 Use the Open Entries (tfacr2520m000) session to view the Mobile Service statements.

16 Use the Transactions (tfgld1101m000) session to create receipt transactions.

17 Use the Remove Fully Paid Invoices (tfacr2260m000) session to remove the invoices that are linked to the Mobile Service statements that are totally paid.

18 Use the Close Service Orders and Post to History (tssoc2201m000) session to close the service orders and post the orders to history.

19 View the service order cost lines and Mobile Service statements posted to history using the history sessions.

For more details related to the various sessions involved in the invoicing process outlined here, refer to the specific sections.

Set up Mobile Service-related parameters

In the Service Order Parameters (tssoc0100s000) session, use the new **Mobile** tab to define the parameters that determine whether the sales price or discount information for the cost lines that are uploaded from SSA Mobile Service, must overwrite the sales price or discount information that is maintained in SSA Baan ERP.

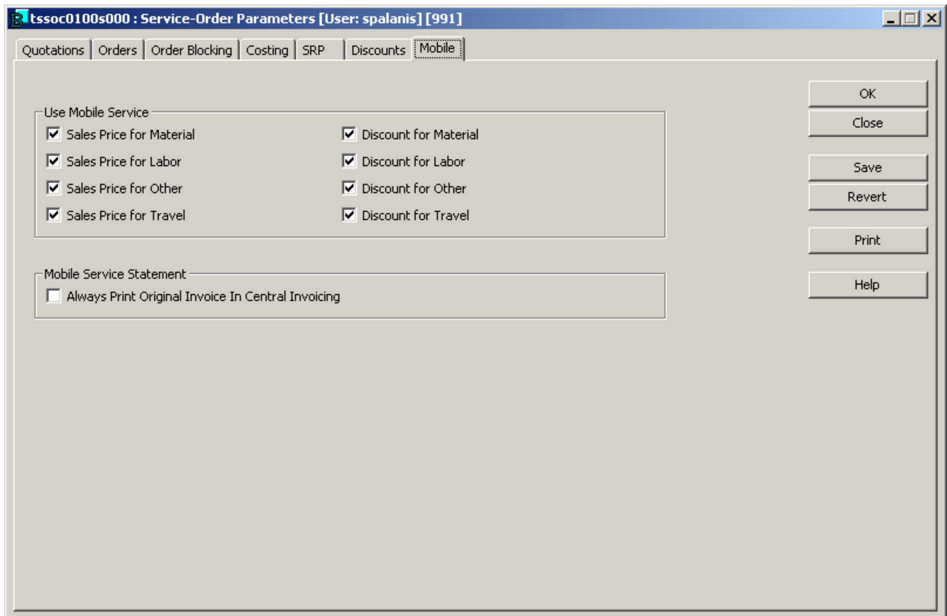


Fig. 3-1 Service Order Parameters (tssoc0100s000), Mobile tab

Note

The settings on the **Mobile** tab are applicable only if you use Theme 1 in SSA Mobile Service 2.2.

Sales price and discount settings

The following table lists the various sales price and discount settings.

Use Mobile Service…	Description
Sales Price for Material	If this check box is selected, the sales price from SSA Mobile Service will overwrite the default sales price maintained in SSA Baan ERP for a material cost line. In other words, the sales amount is calculated based on the sales price from SSA Mobile Service. If this check box is not selected, the default sales price is used to calculate the sales amount for the material cost line.
Sales Price for Labor	If this check box is selected, the sales price from SSA Mobile Service will overwrite the default sales price maintained in SSA Baan ERP for the labor cost line. In other words, the sales amount is calculated based on the sales price from the SSA Mobile Service. If this check box is cleared, the default sales price is used to calculate the sales amount for the labor cost line.
Sales Price for Other	If this check box is selected, the sales price from SSA Mobile Service will overwrite the default sales price maintained in SSA Baan ERP for the other cost line. In other words, the sales amount is calculated based on the sales price from SSA Mobile Service. If this check box is cleared, the default sales price will be used to calculate the sales amount for the other cost line.
Sales Price for Travel	If this check box is selected, the sales price from SSA Mobile Service will overwrite the default sales price maintained in SSA Baan ERP for the travel cost line. In other words, the sales amount is calculated based on the sales price from SSA Mobile Service. If this check box is cleared, the default sales price is used to calculate the sales amount for the travel cost line.

Discount for Material	If this check box is selected, the discount amount from SSA Mobile Service will overwrite the default discount maintained in SSA Baan ERP for a material cost line. If this check box is cleared, the default discount percentage will be used to calculate the discount amount for the material cost line.
Discount for Labor	If this check box is selected, the discount amount from SSA Mobile Service will overwrite the discount maintained in SSA Baan ERP for a labor cost line during upload. If this check box is cleared, the discount percentage maintained for the labor line in SSA Baan ERP will be used to calculate the discount amount for the labor cost line.
Discount for Other	If this check box is selected, the discount amount from SSA Mobile Service will overwrite the default discount maintained in SSA Baan ERP for an other cost line. If this check box is cleared, the default discount percentage will be used to calculate the discount amount for the other cost line.
Discount for Travel	If this check box is selected, the discount amount from SSA Mobile Service will overwrite the discount maintained in SSA Baan ERP for a traveling cost line during upload. If this check box is cleared, the discount percentage maintained for the labor line in SSA Baan ERP will be used to calculate the discount amount for the traveling cost line.

Always Print Original Invoice in Central Invoicing

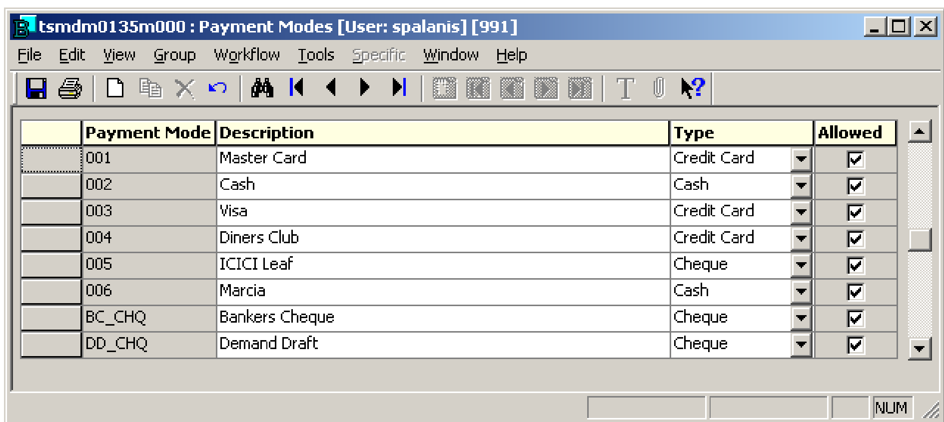
If this check box is selected, Central Invoicing always prints the invoice created in Central Invoicing. If this check box is cleared, printing by Central Invoicing is suppressed. For more information, refer to “Invoice printing-related settings,” in Chapter 5, “Invoicing.”

Print service order parameters

Click **Print** in the Service Order Parameters (tssoc0100s000) session to print the parameters. The newly added parameters are also printed on the report.

Set up payment modes

Use the Payment Modes (tsmdm0135m000) session to set up the payment modes that the field service engineer can use to receive payments from the customer for an invoice. The Payment Modes (tsmdm0135m000) session is available in the General Service Data folder under SSA Baan ERP Service, Master Data Management.



Payment Mode	Description	Type	Allowed
001	Master Card	Credit Card	☑
002	Cash	Cash	☑
003	Visa	Credit Card	☑
004	Diners Club	Credit Card	☑
005	ICICI Leaf	Cheque	☑
006	Marcia	Cash	☑
BC_CHQ	Bankers Cheque	Cheque	☑
DD_CHQ	Demand Draft	Cheque	☑

Fig. 3-2 Payment Modes (tsmdm0135m000)

The Payment Modes (tsmdm0135m000) session consists of the following fields:

Field	Description
Payment Mode	The payment mode identification code.
Description	The description of the payment mode.
Type	The type of payment, which can be: ▪ **Cash** ▪ **Check** ▪ **Credit Card** ▪ **Other**
Allowed	If this check box is selected, you can use this particular payment mode in SSA Mobile Service. Otherwise, you cannot use the payment mode.

Print payment modes

In the Payments Modes (tsmdm0135m000) session, click the Print button on the toolbar to access the Print Payment Modes (tsmdm0135m000) session. In this session, you can specify a payment mode range and a payment type range to print a range of payment modes.

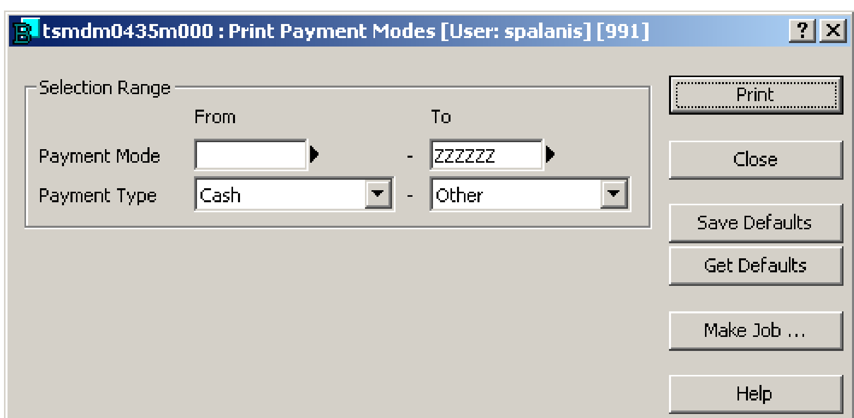


Fig. 3-3 Print Payment Modes (tsmdm0435m000)

Create a service order

After you specify the service order parameters and the payment modes, create a new service order using the Service Orders (tssoc2500m000) session.

To create assignments, and also enter the details related to material, labor and other costs for the service order, use the commands on the **Specific** menu of the Service Orders (tssoc2500m000) session, to access the following sessions:

- Service Execution Assignments (tssoc2506m000)
- Service Order: Estimated Material Costs (tssoc2520m000)
- Service Order: Estimated Labor Costs (tssoc2530m000)
- Service Order: Estimated Other Costs (tssoc2540m000)

A service order with status Free is created.

Plan the service order

Select the appropriate service order, and on the **Specific** menu, choose **Run SRP** to plan the order, using the Run Global SRP (tssoc2260m000) session. The status of the service order changes to Planned.

Release the service order

Choose the **Set Order to Released** command on the **Specific** menu of the Service Order (tssoc2500m000) session to release the service order. The status of the service order changes to Released.

Complete the job sheet information in SSA Mobile Service

The released service order is synchronized from SSA Baan ERP to SSA Mobile Service as a job sheet when the FSE downloads the service orders using the **Receive Items** option. Open the job sheet in SSA Mobile Service and register the actual material, labor, and other costs. In addition, create and print an invoice. Synchronize the completed job sheet back to SSA Baan ERP.

Check service order status

The status of the service order in SSA Baan ERP is set to Completed if the status of all assignments linked to the service order is Completed. You can verify this in the Service Orders (ssoc2500m000) session. In addition, check the status of the activities in the Service Order Activities (tssoc2510m000) session.

To check whether the cost line details are updated properly based on the parameters defined in Service Order Parameters (tssoc0100s000) session, use the **Actual Materials**, **Actual Labor**, **Hours Accounting** and **Labor costs** commands on the **Specific** menu.

Service Order: Actual Material Costs (tssoc2121s000)

If the **Use Sales Price for Material** check box is selected in the Service Order Parameters (tssoc0100s000) session, the sales price is similar to the value specified by the FSE in SSA Mobile Service.

If the **Use Sales Price for Material** check box is cleared in the Service Order Parameters (tssoc0100s000) session, you can view the default sales price that is maintained in SSA Baan ERP Service.

If the **Use Discount for Material** check box is selected in the Service Order Parameters (tssoc0100s000) session, the discount amount must be similar to the value specified by the FSE in SSA Mobile Service. The discount percentage must be zero.

If the **Use Discount for Material** check box is cleared in the Service Order Parameters (tssoc0100s000) session, you can view the discount that is maintained in SSA Baan ERP Service.

Service Order: Actual labor Costs (tssoc2131s000)

If the **Use Sales Price for Labor** check box is selected in the Service Order Parameters (tssoc0100s000) session, the sales price is similar to the value specified by the FSE in SSA Mobile Service.

If the **Use Sales Price for Labor** check box is cleared in the Service Order Parameters (tssoc0100s000) session, you can view the default sales price that is maintained in the SSA Baan ERP Service.

If the **Use Discount for Labor** check box is selected in the Service Order Parameters (tssoc0100s000) session, the discount amount must be similar to the value specified by the FSE in SSA Mobile Service. The discount percentage must be zero.

If the **Use Discount for Labor** check box is cleared in the Service Order Parameters (tssoc0100s000) session, you can view the discount that is maintained in SSA Baan ERP Service.

Service Order: Actual Other Costs (tssoc2141s000)

If the **Use Sales Price for Other** check box is selected in the Service Order Parameters (tssoc0100s000) session, the sales price is similar to the value specified by the FSE in the SSA Mobile Service application for the cost line of type ‘Other Costs’.

If the **Use Sales Price for Other** check box is cleared in the Service Order Parameters (tssoc0100s000) session, you can view the default sales price that is maintained in SSA Baan ERP Service.

If the **Use Discount for Other** check box is selected in the Service Order Parameters (tssoc0100s000) session, the discount amount must be similar to the value specified by the FSE in SSA Mobile Service. The discount percentage must be zero.

If the **Use Discount for Other** check box is cleared in the Service Order Parameters (tssoc0100s000) session, you can view the default discount that is maintained in the SSA Baan ERP Service.

Note

For cost type Traveling Costs, the **Use Sales Price for Travel** and **Use Discount for Travel** parameters are considered.

Automatic Issue of Material (tssoc2121s000)

After the service order has been uploaded, the material will be automatically issued if the delivery type is From Warehouse in Car, From Warehouse by Transport, or From Service Kit:

Automatic issue of material also takes place if the delivery type is either To Warehouse by Transport or From Warehouse**,** and the warehouse is linked to a service car.

View Mobile Service statements

Use the Mobile Service Statements (tssoc4110m000) session to view the statements that are created by the FSE using SSA Mobile Service at the customer site. Mobile Service statements are the invoices that are created and uploaded by the FSE in SSA Mobile Service.

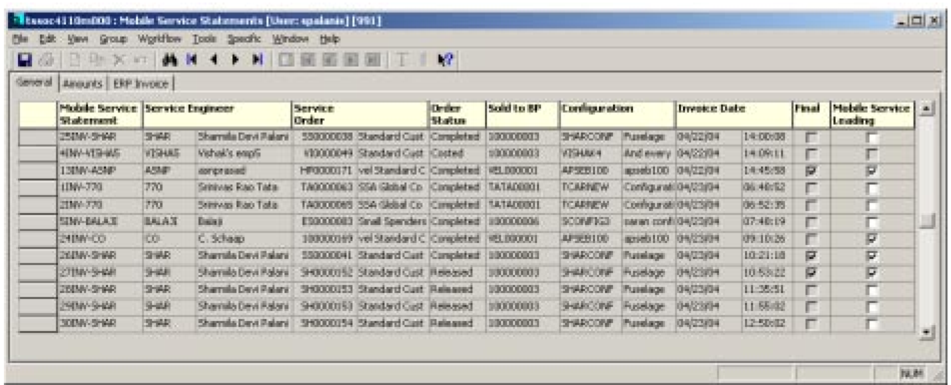


Fig. 3-4 Mobile Service Statements (tssoc4110m000)

The Mobile Service Statements (tssoc4110m000) session is available in the Mobile Service Statements folder under SSA Baan ERP Service, Service Order Control.

To view Mobile Service statements for a specific service order, use the Mobile Service Statements by Service Order (tssoc4510m100) session.

To access this session, you can use the corresponding command on the **Specific** menu of the Service Orders (tssoc2500m000) session.

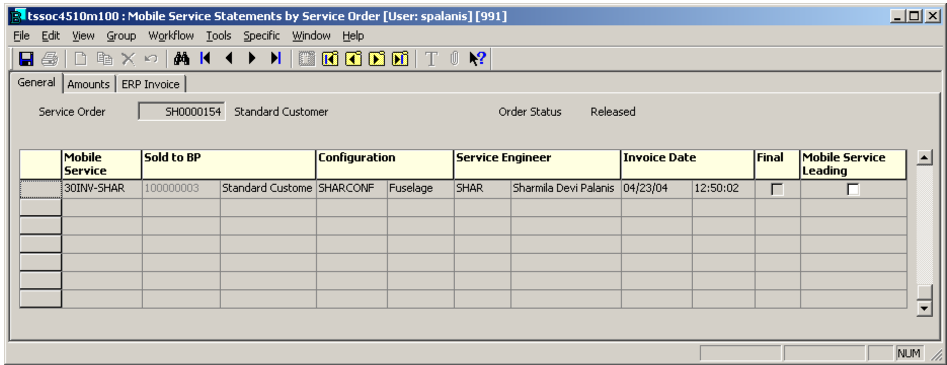


Fig. 3-5 Mobile Service Statements by Service Order (tssoc4510m100)

View Mobile Service statement details

Use the Mobile Service Statement Lines (tssoc4520m100) session to view the details that are specific for a Mobile Service statement. To access this session, you can use the corresponding command on the **Specific** menu in the Mobile Service Statement (tssoc4110s000) session.

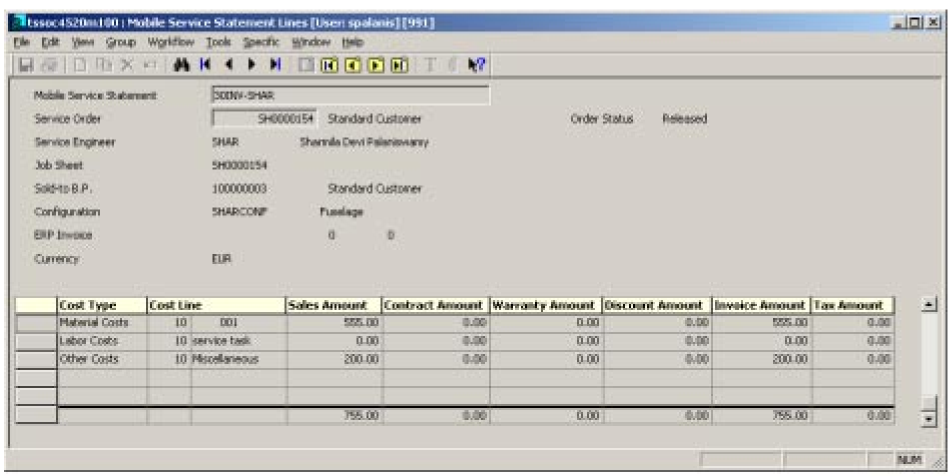


Fig. 3-6 Mobile Service Statement Lines (tssoc4520m100)

The Mobile Service Statement Lines (tssoc4520m100) session shows all cost lines for the specific Mobile Service statement.

View Mobile Service payments

Use the Mobile Service Payments (tssoc4530m000) session to view the payments made that are received for a specific Mobile Service statement.

To access this session, you can use the corresponding command on the **Specific** menu of the Mobile Service Statement Lines (tssoc4520m100) session.

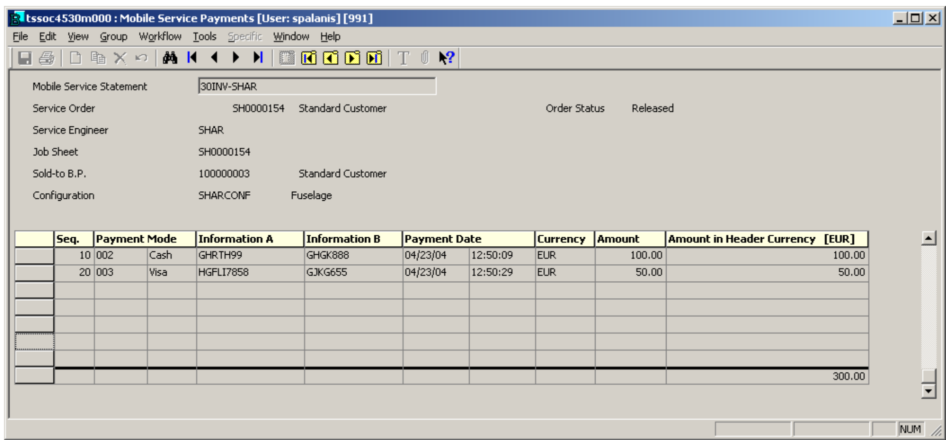


Fig. 3-7 Mobile Service Payments (tssoc4530m000)

Handle service order amount variances

For each of the cost lines that pertain to an invoice, differences can exits in price, contract coverage, warranty, and tax. These differences in turn lead to a difference in the ERP-calculated invoice amount and the amount calculated by the service engineer.

The Handle Service Order Amount Variances, ERP/Mobile (tssoc2280m000) session enables users to print the variance between the ERP and Mobile Service amounts, and also to overwrite the ERP invoice amount with the Mobile Service invoice amount, if the Mobile Service amount is leading.

For more information, see “Invoice printing-related settings,” in Chapter 5, “Invoicing.”

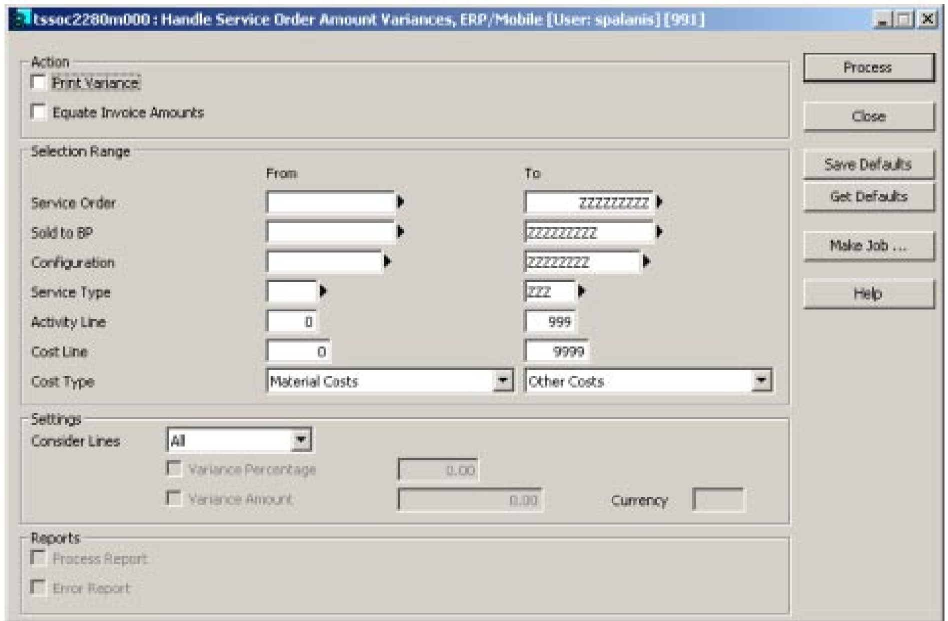


Fig. 3-8 Handle Service Order Amount Variances, ERP/Mobile (tssoc2280m000)

You can select cost lines based on the service order, sold-to BP, configuration, service type, activity line, cost line, and cost type for processing.

The Handle Service Order Amount Variances, ERP/Mobile (tssoc2280m000) session enables users to perform one or both of the following actions:

- **Print Variance**
  SSA Baan ERP prints a report that contains the variance amounts: sales variance, contract variance, warranty variance, discount variance, and invoice variance.
- **Equate Invoice Amounts**
  The ERP invoice amount is overwritten by the Mobile Service invoice amount. Only cost lines with a Mobile Service statement that has the **Mobile Service Leading** check box selected are eligible for equating the invoice amounts. The difference between the ERP and Mobile Service invoice amounts is moved to the **Other** amount field. To view the modified amount, you can use the following sessions:
  - Service Order: Actual Material costs (tssoc2121s000)
  - Service Order: Actual labor costs (tssoc2131s000)
  - Service Order: Actual other Costs (tssoc2141s000)

Settings

You can filter the cost lines to be processed based on the variance percentage, variance amount, or both.

The **Consider Lines** field can be set to one of the following:

- **Within Limits**
  The **Variance Percentage** and **Variance Amount** check boxes are available:
  - If you select **Variance Percentage**, you can specify a percentage. Cost lines with a variance percentage that is less than the given value are considered for processing.
  - If you select **Variance Amount**, you can specify an amount and a currency. Cost lines with a variance amount that is less than the given amount are processed. If both check boxes are selected, only the cost lines that satisfy both conditions will be processed.

    Variance amount = Mobile Service amount – Actual (ERP) amount
    Variance percentage = (Variance amount/Actual amount) * 100
- **Above Limits**
  The **Variance Percentage** and **Variance Amount** check boxes are available:
  - If you select **Variance Percentage**, you can specify a percentage. Cost lines with a variance percentage that is greater than the given value are considered for processing.
  - If you select **Variance Amount**, you can specify an amount and a currency. Cost Lines with a variance amount that is greater than the given amount are processed.

    If both check boxes are selected, only the cost lines that satisfy both conditions will be processed.
- **All**
  The **Variance Percentage** and **Variance Amount** check boxes are unavailable. All cost lines within the selection range are processed.

Note

If the **Equate Invoice Amounts** check box is selected, **Consider Lines** can be set to either **Within Limits** or **All**.

Reports

The **Process Report** and **Error Report** options are available only if the **Equate Invoice Amount** check box is selected.

- If you select **Process Report**, a process report will be printed that provides you with the cost lines for which the ERP invoice amount is overwritten by the Mobile Service invoice amount. The process report also shows the old and new ERP invoice amounts, the Mobile Service invoice amount, and the old and new other amounts.
- If you select **Error Report**, an error report will be printed that provides you with the details related to the errors while overwriting the ERP invoice amount with the Mobile Service invoice amount.

Note

If you select both the **Print Variance** and the **Equate Invoice Amounts** check boxes, also a variance report will be printed. This report shows the differences between the ERP amounts and the Mobile Service amounts.

Cost service orders

To cost a service order, choose the **Set Order to Costed** command on the **Specific** menu in the Service Orders (tssoc2500m000) session and the Cost Service Orders (tssoc2290m000) session.

The service order cost lines will now be available in Central Invoicing to be composed into an invoice that can be printed and posted. The invoice can then be sent to the customer.

Print tax amounts and variances

Use the Print Tax Variance (tssoc4410m000) session to print the ERP-calculated tax amount, the Mobile Service tax amount provided by the FSE, and the variance between the two. Only cost lines with status Posted to Finance are printed on the report, because the ERP tax amounts are calculated for a cost line when an invoice composed for the cost line is posted in Central Invoicing.

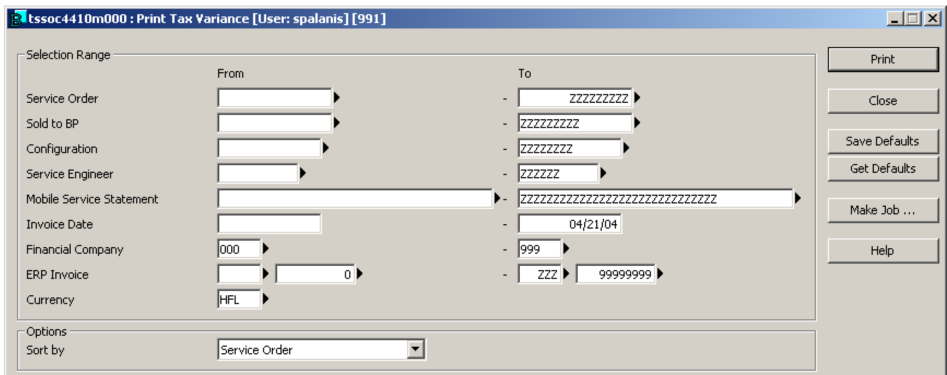


Fig. 3-9 Print Tax Variance (tssoc4410m000)

You can use the **Sort by** option to sort the cost lines by service order, Mobile Service statement, service engineer, and ERP invoice. The total and grand totals also appear on the report.

Close service orders

Use the Close Service Orders and Post to History (tssoc2201m000) session to close the service orders and post the orders to history. If required, use the report options to generate and print a process report and error report.

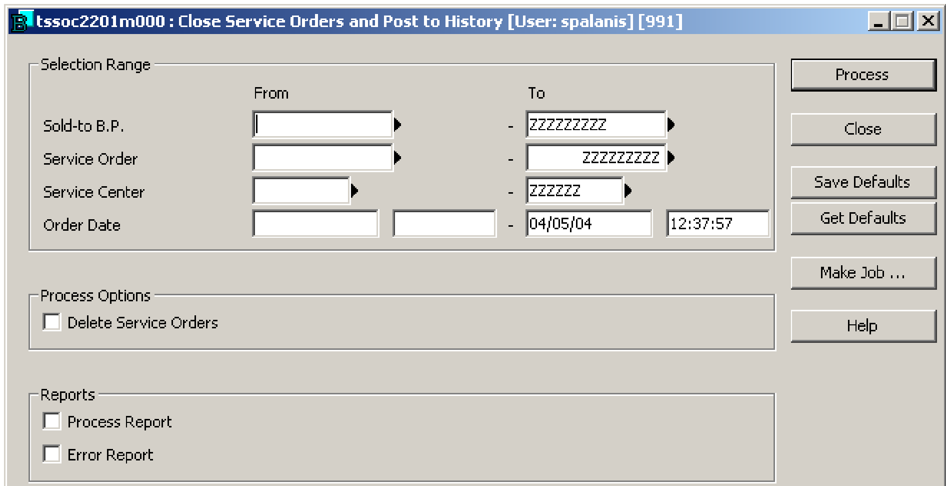


Fig. 3-10 Close Service Orders and Post to History (tssoc2201m000)

Note

When a service order is posted to history, Mobile Service statements and Mobile Service payments that are linked to the service order are also posted to history.

Use the following sessions to view the details of closed service orders:

- History Service Order Header (tssoc8551m000)
- History Mobile Service Statements (tssoc8570m000)
- History Service Cost/Sales Dashboard (ttssoc8571m000)
- History Mobile Service Payments (tssoc8572m000)

History sessions

History Service-Orders Header (tssoc8551m000)

New commands on the **Specific** menu enable you to access the following sessions:

- History Service Cost/Sales Dashboard (tssoc8571m000)
- History Mobile Service Statements by Service Order (tssoc8570m100)

History Service Cost/Sales Dashboard (tssoc8571m000)

Use the History Service Cost/Sales Dashboard (tssoc8571m000) session to view the service order history. This session, which is similar to the Service Cost/Sales Dashboard (tssoc4520m000) session, is also available in the History folder under SSA Baan ERP Service, Service Order Control.

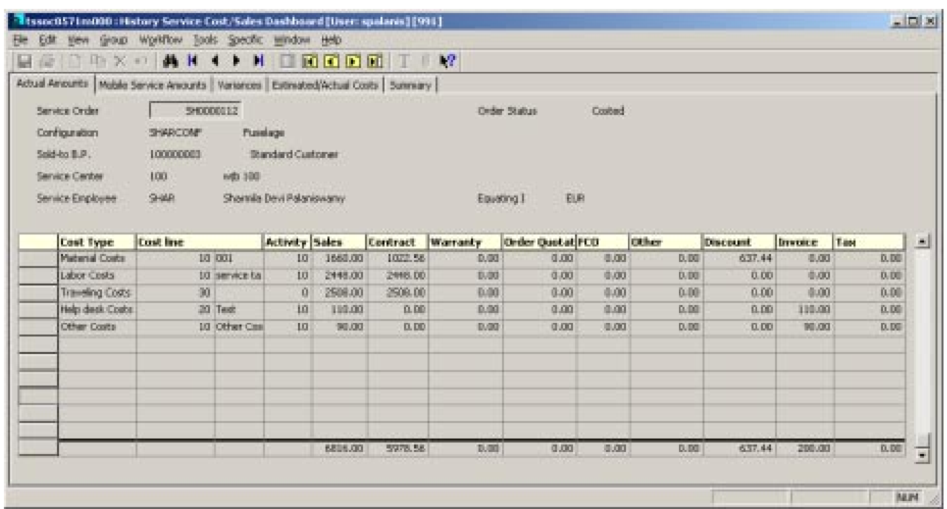


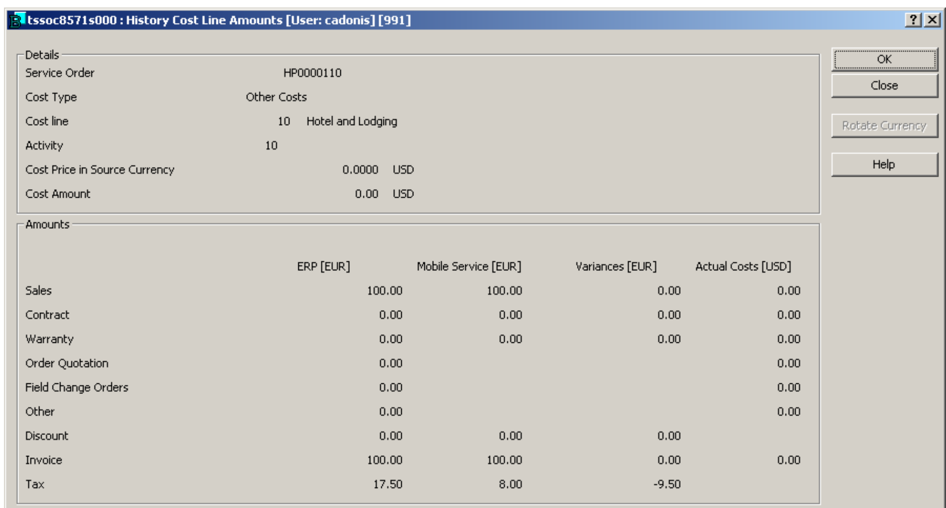
Fig. 3-11 History Service Cost/Sales Dashboard (tssoc8571m000)

Specific commands

Use the **Cost Line Details** command to access the applicable details session:

- If the cost type is Material, you can access the History Service Order Material Costs (tssoc8555s000) session.
- If the cost type is Labor, you can access the History Service Order Labor Costs (tssoc8556s000) session.
- If the cost type is Other, you can access the History Service Order Other Costs (tssoc8557s000) session.

Use the **Cost Line Amounts** command to access the History Cost Line Amounts (tssoc8571s000) session, as shown in the following figure:


tssoc8571s000 : History Cost Line Amounts [User: cadonis] [991]

OK
Close
Rotate Currency
Help

Details

Service Order	HP0000110	
Cost Type	Other Costs	
Cost line	10	Hotel and Lodging
Activity	10	
Cost Price in Source Currency	0.0000	USD
Cost Amount	0.00	USD

Amounts

	ERP [EUR]	Mobile Service [EUR]	Variances [EUR]	Actual Costs [USD]
Sales	100.00	100.00	0.00	0.00
Contract	0.00	0.00	0.00	0.00
Warranty	0.00	0.00	0.00	0.00
Order Quotation	0.00			0.00
Field Change Orders	0.00			0.00
Other	0.00			0.00
Discount	0.00	0.00	0.00	
Invoice	100.00	100.00	0.00	0.00
Tax	17.50	8.00	-9.50	

Fig. 3-12 History Cost Line Amounts (tssoc8571s000)

Use the **History Service Orders** command to access the History Service-Orders Header (tssoc8551m000) session.

Use the **History Service Activity Lines** command to access the History Service Order Activities (tssoc8552m000) session.

History Mobile Service Statements (tssoc8570m000)

Use the History Mobile Service Statements (tssoc8570m000) session to view the Mobile Service statements that were moved to history when the service orders were posted to history. This session is also available in the History folder under SSA Baan ERP Service, Service Order Control.

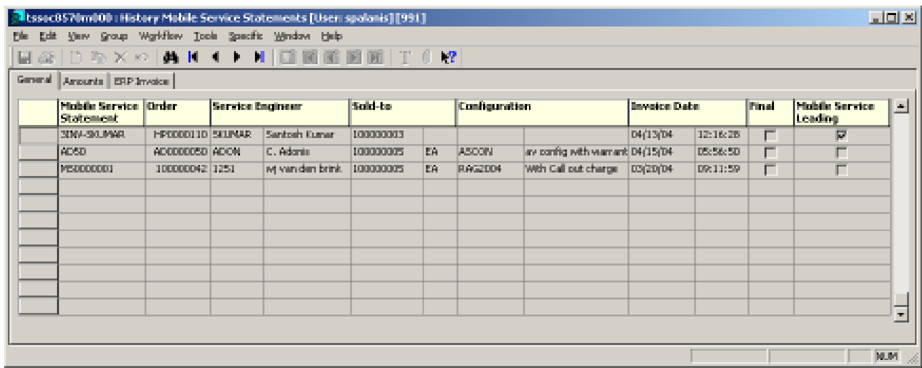


Fig. 3-13 History Mobile Service Statements (tssoc8570m000)

History Mobile Service Statements by Service Order (tssoc8570m100)

Use the History Mobile Service Statements by Service Order (tssoc8570m100) session to view the Mobile Service statements that were moved to history when the service orders were posted to history. To access this session, choose the corresponding command on the **Specific** menu of the History Service-Orders Header (tssoc8551m000) session.

Fig. 3-14 History Mobile Service Statements by Service Order (tssoc8570m100)

History Mobile Service Statement Lines (tssoc8571m100)

Use the History Mobile Service Statement Lines (tssoc8571m100) session to view all cost lines for a specific history Mobile Service statement. To access this session, choose the corresponding command on the **Specific** menu of the History Mobile Service Statements (tssoc8570m000) session.

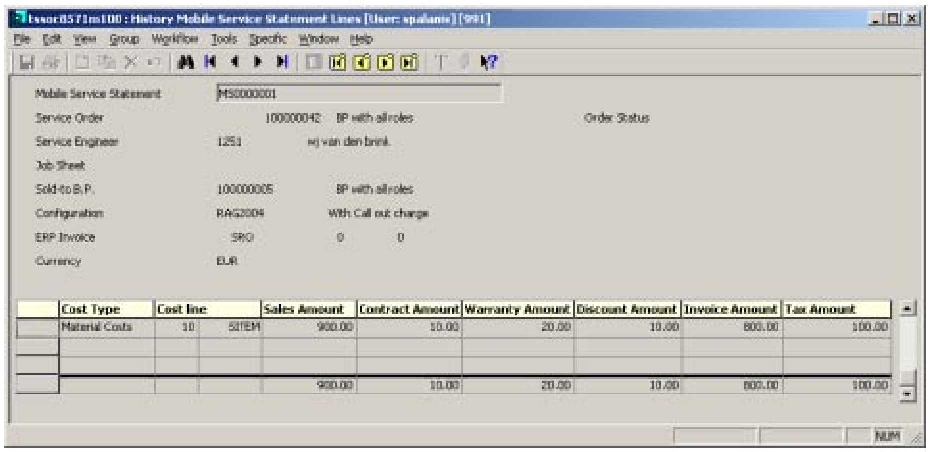


Fig. 3-15 History Mobile Service Statement Lines (tssoc8571m100)

History Mobile Service Payments (tssoc8572m000)

Use the History Mobile Service Payments (tssoc8572m000) session to view the payments that were received for a Mobile Service statement that was posted to history. To access this session, choose the corresponding command on the **Specific** menu of the History Mobile Service Statement Lines (tssoc8571m100) session.

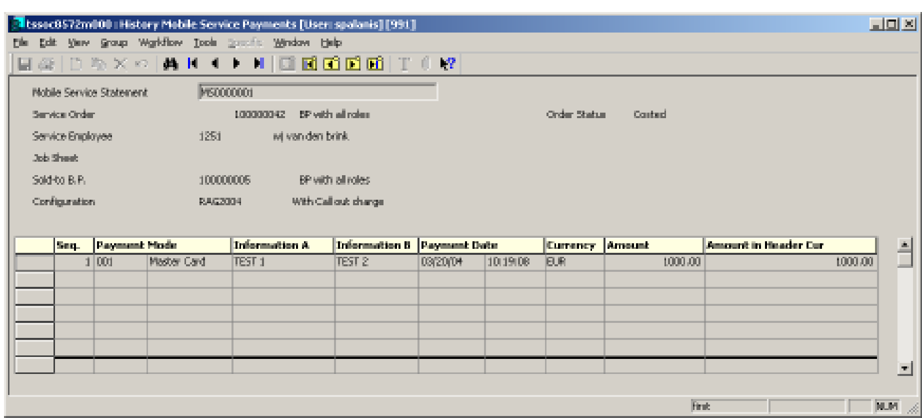


Fig. 3-16 History Mobile Service Payments (tssoc8572m000)

Chapter 4
Invoicing

4

For each Mobile Service statement, an ERP invoice is generated in Central Invoicing to create an open entry in Accounts Receivables.

SSA Mobile Service statements cannot be treated as legal invoices in countries where sequential numbering of invoices is a legal requirement:

SSA Mobile Service does not support:

- Tax defaults as present in ERP.
- Late Payment Surcharge (LPS) and Terms of Payment.

For customers who treat the invoice from SSA Mobile Service as a legal invoice, an option to suppress the original invoice printing in Central Invoicing is available.

Compose invoice

The compose invoice process consists of the following steps:

1. Use the Service Order Invoice Lines (cisli2555m000) session to confirm all service order invoice lines that are related to the Mobile Service statements. The status of the invoice lines changes to Confirmed.
2. Use the Billing Request (cisli2500m000) session to create a billing request.

3 Run the Compose/Print/Post Invoices (clsli2200m000) session to compose the billing request.

4 While composing a service order invoice line with a Mobile Service statement, a check is performed to see whether all cost lines for the Mobile Service statement are costed. Otherwise, an error that all cost lines for the Mobile Service statement are not costed is printed on the error report.

5 A single invoice is created for a Mobile Service statement. While composing, a one-to-one relation is maintained between the ERP invoice and the Mobile Service statement.

6 If a Mobile Service statement consists of a combination of positive and negative lines or only negative lines, a single invoice document using the transaction type defined for the service orders is created. For this type of Mobile Service statement, the transaction type defined for service orders in the Sales Invoicing Parameters (cisli1100s000) session must accept negative amounts; otherwise, an error report is printed. However, to compose the ERP invoice manually, you can use a Billing Request Addition with **Overwrite Transaction Types** options selected for service orders and credit notes, as shown in the following figure:

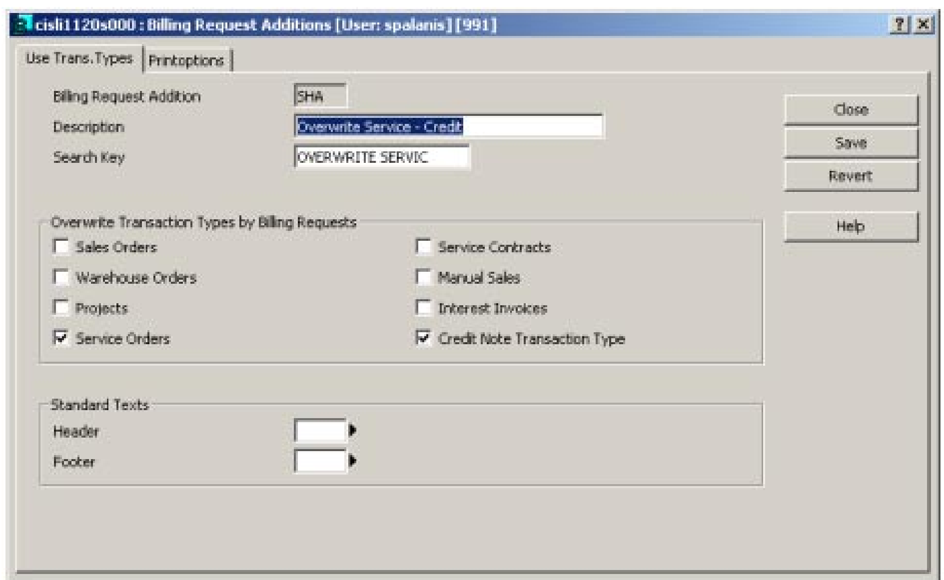


Fig. 4-1 Billing Request Additions (cisli1120s000)

7 In the Compose Print and Post invoices (cisli2200m000) session, specify a transaction type of category Sales Invoice, select the **Negative Amounts Allowed** check box, and compose the invoice.

8 You can view the composed invoice in the Sales Invoices by Billing Request (cisli2505m000) session.

9 If you selected the **Always Print Original Invoice in Central Invoicing** check box in the Service Order Parameters (tssoc0100s000) session, and you select the **Final** check box for the Mobile Service statement, the invoice date of the ERP invoice is the same as that of the Mobile Service statement.

Note

If the status of the cost lines that are linked to the Mobile Service statement is Free, you cannot compose an invoice for the service order invoice line.

Print invoice

After you compose the invoice, use the Print Invoice (cisli2400m000) session to print the invoice. The invoice will be printed from the Compose/Print/Post Invoices (cisli2200m000) session.

Invoice printing-related settings

The printing of an original document for an invoice composed for a Mobile Service statement depends on the following:

- The **Always Print Original Invoice in Central Invoicing** setting in the Service Order Parameters (tssoc0100s000) session.
- The **Final** check box in the Mobile Service Statements (tssoc4110m000) and Mobile Service Statements by Service Order (tssoc4510m100) sessions.
- The **Mobile Service Leading** check box in the Mobile Service Statements (tssoc4110m000) and Mobile Service Statements by Service Order (tssoc4510m100) sessions.

The following table shows how the invoice printing-related settings interact.

Always Print Original Invoice in Central Invoicing	Final	Mobile Service Leading	Comment
Selected	Cleared	Cleared	Original invoice will be printed in Central Invoicing. Equating amount variances is possible but not mandatory.
Selected	Cleared	Selected	Original invoice will be printed in Central Invoicing. Equating amount variances is mandatory.
Selected	Selected	Cleared	**Mobile Service Leading** check box cleared by user. Original invoice will be printed in Central Invoicing. Equating amount variances is possible but not mandatory.
Selected	Selected	Selected	Original invoice will be printed in Central Invoicing. Equating amount variances is mandatory.
Cleared	Cleared	Cleared	Original invoice will be printed in Central Invoicing. Equating amount variances is possible but not mandatory.
Cleared	Cleared	Selected	Original invoice will be printed in Central Invoicing. Equating amount variances is mandatory.
Cleared	Selected	Cleared	N/A
Cleared	Selected	Selected	Original invoice cannot be printed in Central Invoicing. Equating amount variances is mandatory. See also "Original invoice printed from SSA Mobile Service," later in this chapter.

Original invoice printed from Central Invoicing

If the original invoice is printed in Central Invoicing, the following information is also included in the invoice:

- A reference to the Mobile Service statement.
- Any payment information related to the Mobile Service statement.

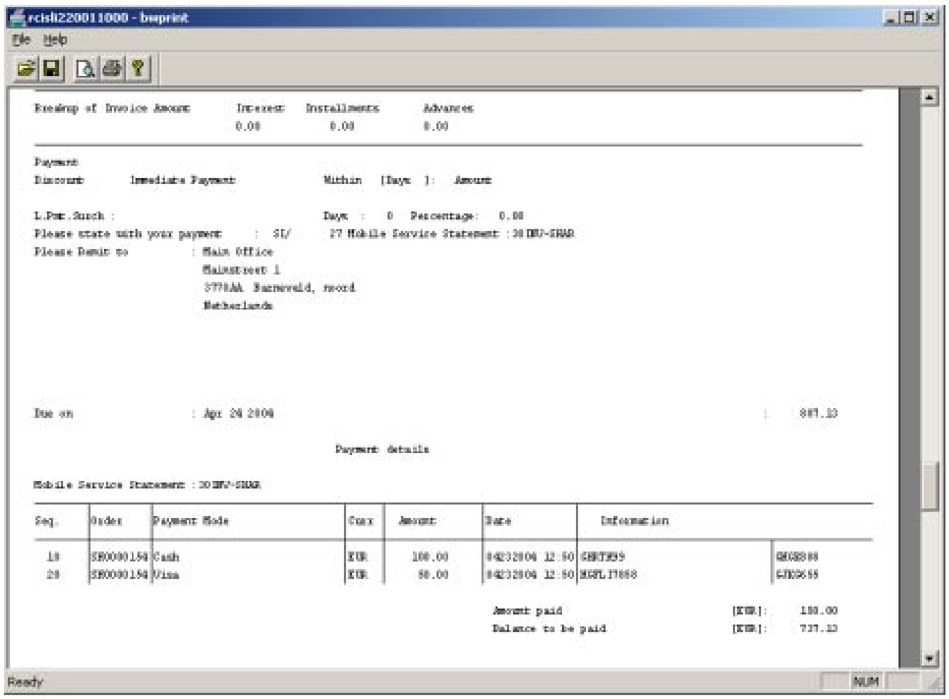


Fig. 4-2 Invoice with Mobile Service statement and payment details

Note

The **Balance to be paid** amount is calculated by subtracting the total payment amount from the total invoice amount and printed.

Original invoice printed from SSA Mobile Service

The original invoice cannot be printed in Central Invoicing, because the invoice already printed from SSA Mobile Service is considered to be legal.

If required, you can print a copy of the ERP invoice using the Reprint Invoices (cisli2405m000) session. You can use this copy for internal reference purposes only; it cannot be sent to the customer again as invoice copy. In that case, the invoice printed from the SSA Mobile Service statement and stored in SSA Baan ERP, can be used to send as a copy.

If the invoice from the SSA Mobile Service is considered legal and a difference exists between the ERP invoice and Mobile Service invoice amounts, corrective action must be taken by the Finance administrators.

- If the Mobile Service invoice amount is less than the ERP invoice amount, a manual sales invoice for the difference amount must be created and sent to the customer. This invoice must have a reference to the Mobile Service statement.
- If the Mobile Service invoice amount is greater than the ERP invoice amount, a sales credit note for the difference amount must be created and sent to the customer. This invoice also must have a reference to the Mobile Service statement.

Tax and late payment surcharge

The ERP-calculated tax amount can be different from the tax on the Mobile Service statement for one or both of the following reasons:

- Mobile Service does not support tax defaults.
- For the terms of payment specified on the **Invoicing** tab of the service order header, the **Discount on Invoices** check box on the **Overdue Data** tab of the Terms of Payment (tcmscs0113s000) session is selected.

If a late payment surcharge applies to the service order, the late payment surcharge amount is added to the invoice amount. Because SSA Mobile Service does not support late payment surcharge, a variance can exist in the invoice amount due to the late payment surcharge amount.

Post invoice

After you compose and print the invoice, you must use the Post Invoices (cisli3200m000) session to post the invoices. To post invoices, you can also use the Compose/Print/Post Invoices (cisli2200m000) session.

After you post the invoice, an open entry is created in Accounts Receivables. You can view the invoice in the Open Entries (tfacr2520m000) session. The receipts schedules are created for the full invoice amount. To verify this, choose **Receipts Schedule** on the **Specific** menu of the Open Entries (tfacr2520m000) session. The already paid amount, that is, spot payments, are not considered when receipt schedules are created, because the payments from the customer are not yet registered in SSA Baan ERP.

The ERP invoice document number is also updated for the Mobile Service statement. You can verify this in the Mobile Service Statements (tssoc4110m000) session in SSA Baan ERP Service.

Find related ERP invoice from within Central Invoicing

Invoice-Source Relations (cisli2505m100)

To determine the ERP invoice created for a Mobile Service statement, take the following steps:

1. In the Invoice-Source Relations (cisli2505m100) session, on the **Specific** menu, choose **Mobile Service Statement**.
   The Mobile Service Statements (tssoc4521m000) session starts.

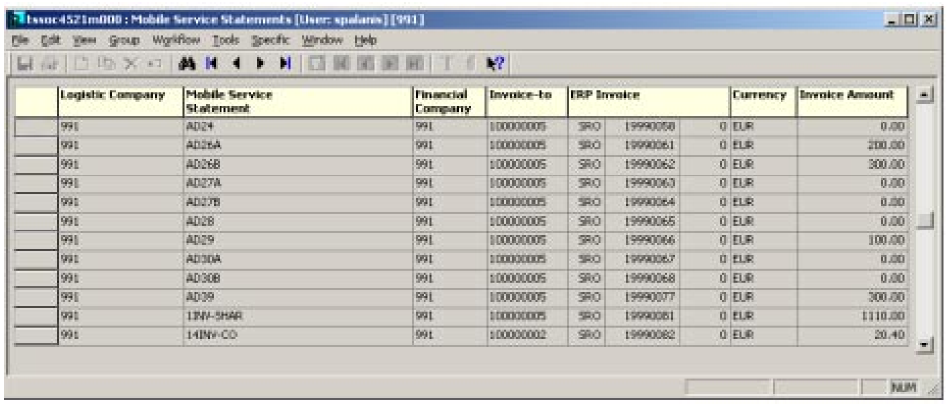


Fig. 4-3 Mobile Service Statements (tssoc4521m000)

2. Select the Mobile Service statement for which the ERP invoice must be determined. If required, use the Find option.

   Double-click the selected line.
   You now return to the Invoice-Source Relations (cisli2505m100) session, in which the selected ERP invoice now appears as the first line.

Chapter 5
Receipts handling in Finance

5

After you compose, print, and post the service order invoice lines, the sales invoice is available in Accounts Receivables. An open entry is created and the invoice can now be assigned to the payments received from the customer.

Find related ERP invoice from within Finance

Open Entries (tfacr2520m000)

To determine the ERP invoice created for a Mobile Service statement, take the following steps:

1. In the Open Entries (tfacr2520m000) session, on the **Specific** menu, choose **Mobile Service Statement**.
   The Mobile Service Statements (tssoc4521m000) session starts.
2. Select the Mobile Service statement for which the ERP invoice must be determined. In case of multisite scenario, you can use the **Sort by** option to change the sort order to **Financial Company, ERP Invoice**.
3. Double-click the selected line.
   You now return to the Open Entries (tfacr2520m000) session, in which the selected ERP invoice now appears as the first line.

Note

- The Open Entries (tfacr2520m000) session also shows the invoice and balance amounts.
- From the Mobile Service Statements (tssoc4521m000) session, you can view the Mobile Service statement lines and also Mobile Service payments, if any.

Registered Invoices by Business Partner (tfacr2531m000)

Choose the appropriate command on the **Specific** menu of the Registered Invoices by Business Partner (tfacr2531m000) session, to start the Mobile Service Statements (tssoc4521m000) session. In this session, only the Mobile Service statements of the selected business partner appear.

Register received payments

The payments received from the customer must be registered as receipts in the Cash Management module in SSA Baan ERP Finance.

If the payment received is cash, take the following steps to create a receipt transaction:

1 Start the Transactions (tfgld1101m000) session, as shown in the following figure:

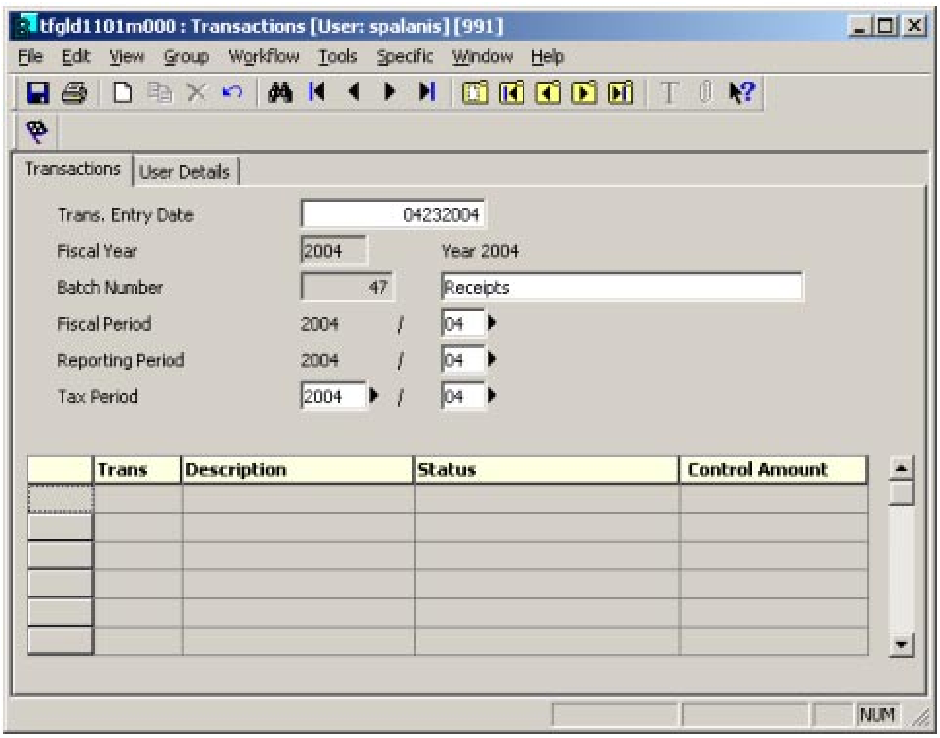


Fig. 5-1 Transactions (tfgld1101m000)

2 Click the New button on the toolbar and enter a transaction type with **Transaction Category** set to **Cash** and **Main Session**, as shown in the following figures.

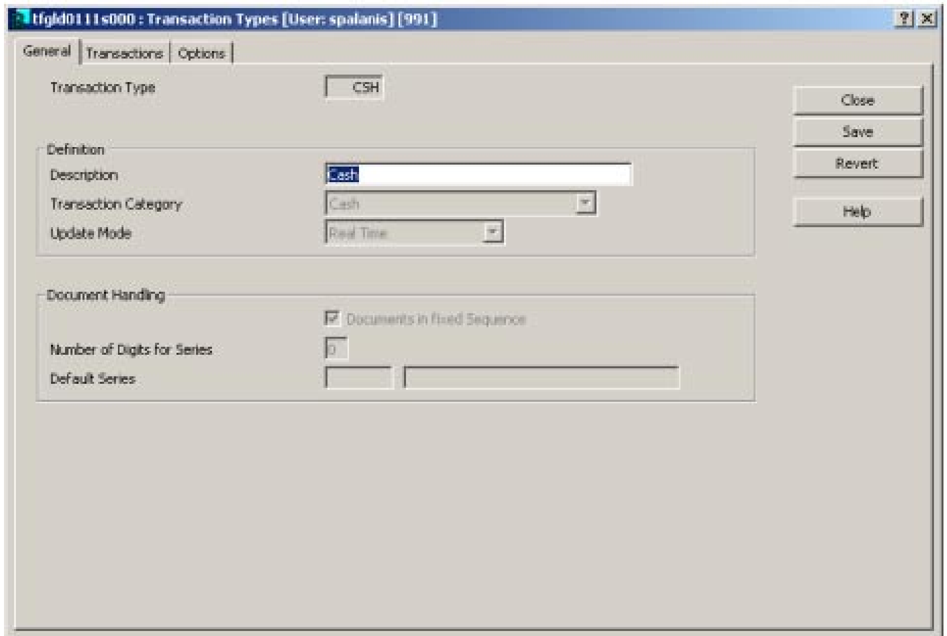


Fig. 5-2 Transaction Types (tfgld0111s000), General tab

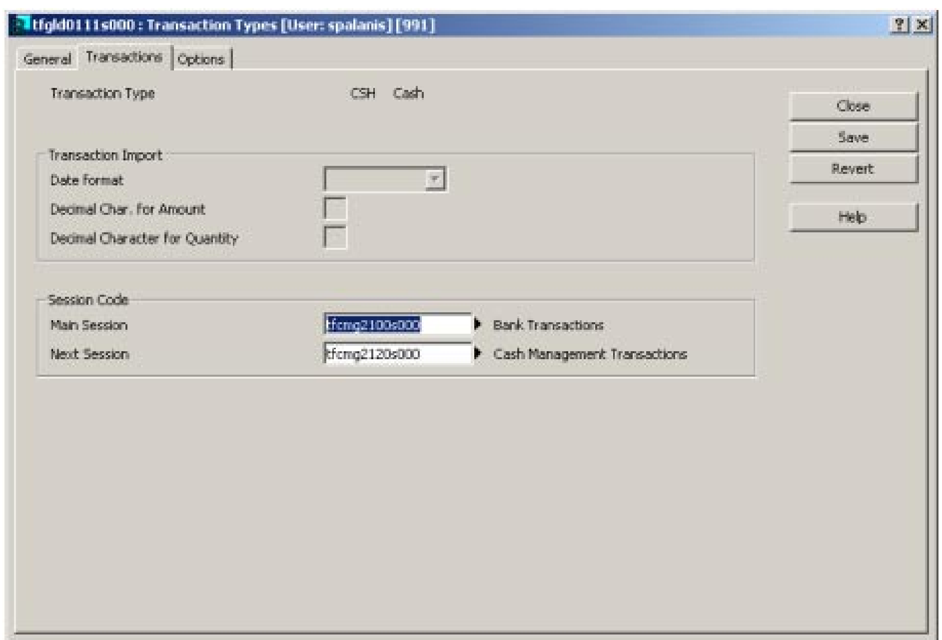


Fig. 5-3 Transaction Types (tfgld0111s000), Transactions tab

3 Save the transaction type.

4 Double-click the transaction.
The Bank Transactions (tfcmg2100s000) session starts.

5 Click the New button on the toolbar, and set **Type of Transaction** to **Receipt Transaction**.

6 Enter the appropriate business partner.

7 In the **Invoice** field, specify the ERP invoice created for the Mobile Service statement for which the payments have been received from the customer. Select the appropriate invoice in the Sales Invoices (tfacr2522m000) session, as shown in the following figure:

Fig. 5-4 Sales Invoices (tfacr2522m000)

In the Sales Invoices (tfacr2522m000) session, you can choose **Mobile Service St** on the **Specific** menu to start the Mobile Service Statements (tssoc4521m000) session. You can then find the ERP invoice for a Mobile Service statement, and double-click the line to view the ERP invoice as the first line in the Sales Invoices (tfacr2522m000) session.

Note

If the invoice is not created in SSA Baan ERP, you can use the Bank Transactions (tfcmg2100s000) session to create advance or unallocated receipts. You must assign these advance or unallocated receipts to the ERP invoice once the invoice is available.

When you process receipts, to view the ERP invoice related to a specific Mobile Service statement, use the corresponding command on the **Specific** menu of the following sessions to start the Mobile Service Statements (tssoc4521m000) session:

- Assign Unallocated/Advance Receipts to Invoices (tfcmg2105s000)
- Assign Credit Notes to Invoices (tfacr2121m000)

Remove fully paid invoices

Use the Remove Fully Paid Invoices (tfacr2260m000) session to remove the invoices fully paid invoices that are related to a Mobile Service statement.

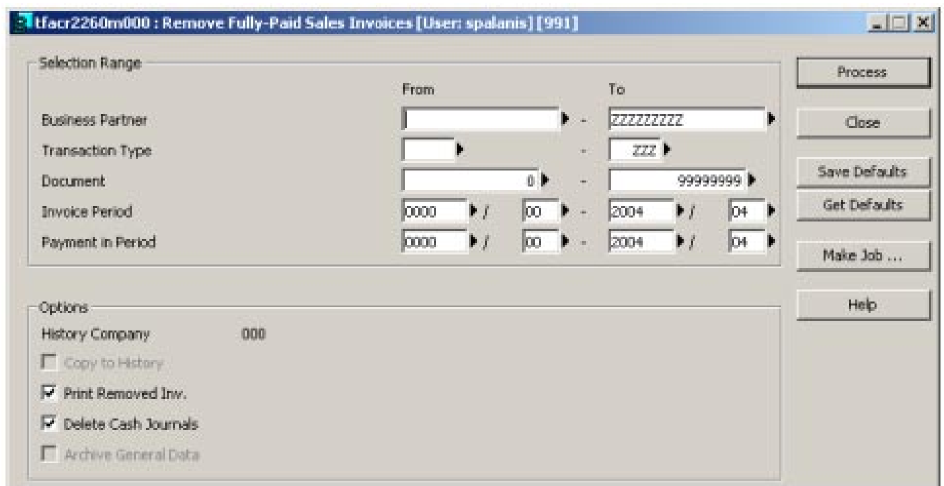


Fig. 5-5 Remove Fully Paid Invoices (tfacr2260m000)

Note

If the ERP invoice is copied to the history company, you cannot view Mobile Service statements from the Open Entries (tfacr2520m000) session.
If the service order is moved to history, you must use either the Mobile Service Statements (tssoc4110m000) session or the History Mobile Service Statements (tssoc8570m000) session to see the ERP invoice for a given Mobile Service statement.