



Answer 12.7 Enhancements and Changes

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- Improved Analysis of Employee Time and Attendance
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- Improvements in Contact Search

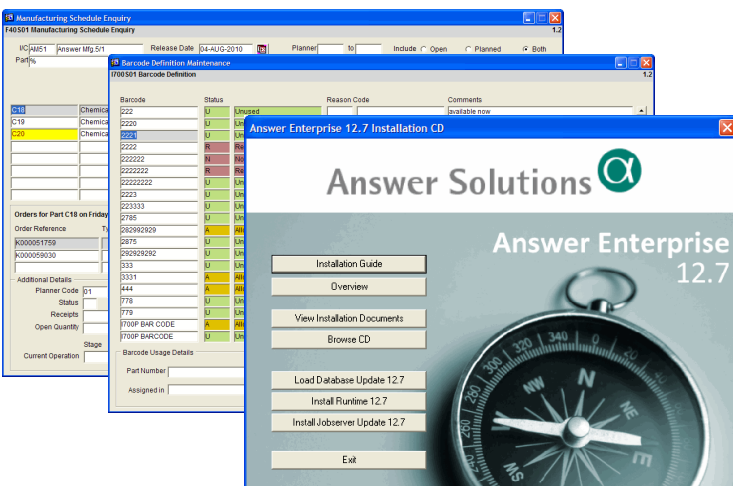
What's new in Answer 12.7?

Answer Enterprise 12.7 introduces many significant enhancements and new features to the application. Many of these changes were driven directly from the needs of our customers, which makes this latest version of Answer Enterprise the best solution to today's business needs.

Release 12.7 includes over 160 logs with over 140 forms which have been changed or are new for the release. Enhancements and customer driven logs account for over 65% of the changes made.

Remember that if you would like to see an existing feature changed or have suggestions for new features within the application then please contact us. A large amount of the changes we undertake for new releases are the result of customer requests.

Take some time to read this overview of some of the major changes in this release. Detailed descriptions of all Answer forms plus step by step guides can always be found in the Answer Enterprise documentation and HTML Help.





POS Enhancements

The Answer Point of Sale (POS) facility has had a number of enhancements applied to it for this release.:

- The processing of Inactive Parts has been improved and will stop a part being sold if it has been marked as Inactive.
- Customer details will be tracked when user nominated Parts/Products are sold.
- Basic touch screen image search capabilities have been added. This is recognised as needing onward development when suitable customer feedback is received.
- EFT and credit card processing using Ocius can now be disabled on a terminal (PC) by terminal basis, if required which allows flexibility of which tills can process card transactions electronically.

Minimum, Maximum and Multiple Quantities

POS will now take advantage of a new facility in Sales Order Processing which lets you define minimum, maximum and multiple quantities for each part. The rules are entered using C117P, Minimum/Multiple/Maximum Sales Quantities Override Maintenance and are enforced when you checkout from POS.

IC	Part Number	Description	U/M	Minimum Qty	Multiple Qty	Maximum Qty
21	WA701	Pharamceutical Product 7	KG	10.00000	10.00000	50.00000
23	MUG	Mug	EA	5.00000		
AM51	15658	10 Black Dog Coat No Lin	EA	5.00000		
AM51	P01	Pen Rollerknib Red	CS	1.00000	5.00000	
AM51	0781	Black Part A1 0.75	LT	10.00000	10.00000	

Defining min/max/mult rules for parts.

Stock Levels in Product Search

If you search for a product using POS74P you can now optionally display the current stock levels as well as a picture of the product.

Part Number	Description	U/M	Price	Stock
31	Elastiflex Cat Collar Reflecti	EA Each	1.49	0
35	Swing 1 Cat Super Basic White	EA Each	9.99	4
CW99	Catchweight Part 99	KG Kilogrammes		0

Showing stock levels during a product search.

Units of Measure

If you enter prices for different units of measure on the price lists, the POS will prompt you to choose which one is required. For example a case of 6 or box full may be cheaper for the customer than buying them individually.

Chip & Pin Update

We are pleased to announce that Chip & Pin credit card processing using Ocius EFT for POS has been successfully running in one of our customers since July.

Catch Weight Improvements

Processing of Catch Weight items has been enhanced in C42P, Basic Order Entry so that the Catch Weight U/M can be ordered, tracked, priced etc, as well as the base U/M equivalents.

Additional Details	Margin	Sales	Part Last Ordered	Delivery	Extended	Pack/Container Details	Weight
Unit Ordered				No. Of Units		Total Quantity	U/M
LOG	Log			20.00000		200.00000	KG

The Catch Weight Tab in C42P displays the Catch Weight ordered, the number of units and their equivalents in Base Unit of Measure.

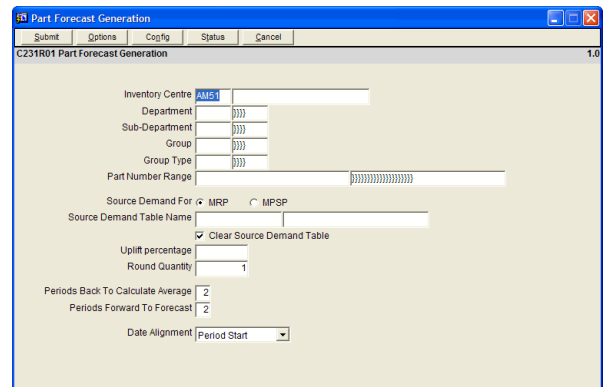
Project Revenue Booking Facilities added

Extended facilities have been added for Revenue based External Projects to either enable or stop the 'over booking' of sales order values to the project associated.

Orders can be rejected; held or over booking enabled depending upon user preferences.

Part Based Forecast Calculation Process added

A new facility has been added, C231R01, which based on historical average usages, will create a Forecast Demand Source for use within MPSP or MRP.



Incomplete Order/Delivery Processing added

A new facility has been added to prevent the incomplete shipping of sales orders to those customers who do not take/want short/incomplete shipments. A privilege based override is available to force through short/incomplete shipments.

Direct Delivery

Direct deliveries allow you to fulfil a Sales Order by raising a Purchase Order with a Vendor who will deliver the goods directly to the customer for you. This allows you to efficiently satisfy a customer order without handling the goods. The feature is also known as Drop Shipment Sales.

The key part of Direct Delivery processing is allocating the correct Vendor to fulfil the Sales Order. Answer now offers three methods for doing this.

Using Allocation Codes

Each customer is assigned an allocation code. You can then assign that allocation code to a specific Vendor who will be used to satisfy that customer's orders.

Using Customer Post Code

Each Vendor can be assigned a list of full or partial post codes to which they can fulfil customer orders. When a sales order is placed by the customer the vendor who has the closest match to the delivery address post code is chosen.

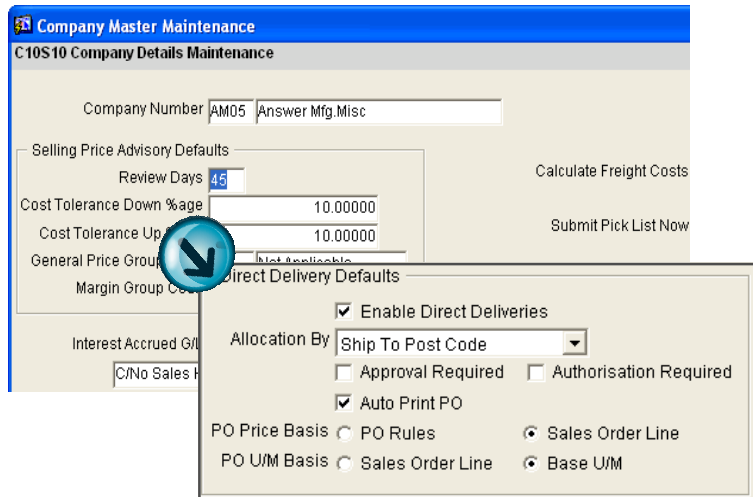
By individual Sales Order Lines

This allows each line of a Sales Order to be satisfied using a different vendor which is most appropriate for that line. This could result in a single sales order raising multiple purchase orders for the lines which can be delivered directly. For this method the purchase orders have to be approved before being raised.

In all cases the vendor allocated can be overridden at order entry time.

Direct Delivery Purchase Orders can also now be immediately printed as part of the SO/PO Direct Delivery creation cycle. Further enhancements as to pricing and unit of measure interpretations have also been added.

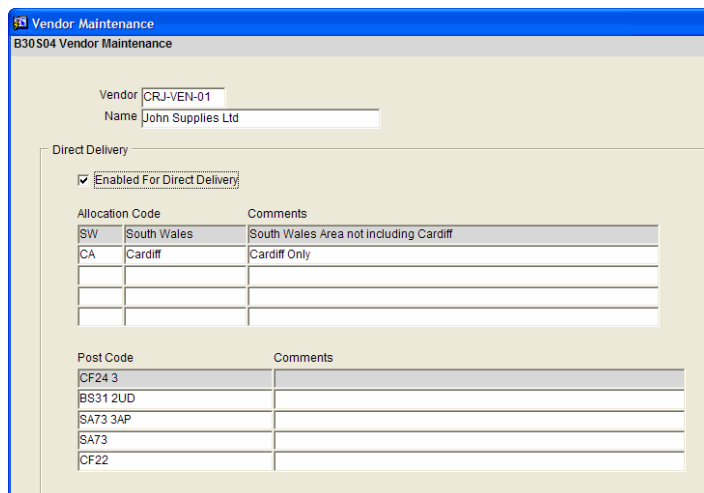
Many of the Sales Order Processing enquiries have been enhanced to better show the Direct Delivery details where appropriate.



The screenshot shows the 'Company Master Maintenance' interface for 'C10S10 Company Details Maintenance'. The main window displays fields for 'Company Number' (AM05) and 'Answer Mfg. Misc'. Below this are sections for 'Selling Price Advisory Defaults' (Review Days: 45, Cost Tolerance Down %age: 10.00000, Cost Tolerance Up: 10.00000) and 'Direct Delivery Defaults'. The 'Direct Delivery Defaults' pop-up window is highlighted with a blue arrow and contains the following options:

- Enable Direct Deliveries
- Allocation By:
- Approval Required
- Authorisation Required
- Auto Print PO
- PO Price Basis: PO Rules, Sales Order Line
- PO U/M Basis: Sales Order Line, Base U/M

C10P allows you to define which Direct Delivery method you want to use; just choose an option from the drop-down list. There is also the option to enforce Approval and/or Authorisation of direct delivery lines.



The screenshot shows the 'Vendor Maintenance' interface for 'B30S04 Vendor Maintenance'. The 'Vendor' field is 'CRJ-VEN-01' and the 'Name' is 'John Supplies Ltd'. The 'Direct Delivery' section is checked for 'Enabled For Direct Delivery'. Below this are two tables for defining allocation codes and post codes:

Allocation Code	Comments
SW	South Wales
CA	Cardiff

Post Code	Comments
CF24 3	
BS31 2UD	
SA73 3AP	
SA73	
CF22	

Defining which allocation codes and post codes a vendor can satisfy for direct deliveries using B30P, Vendor Maintenance.

Retail Returns and Exchange Processing improved

RM88P, Quick Customer Returns has been enhanced to make the Returns process more straightforward and also to provide Exchanges within a single screen environment.

Store Barcodes for Future Use Facility added

A new facility (I700P, Barcode Definition Maintenance) has been added to allow the creation of barcodes for future use in the system. Barcodes can also be reserved or marked as not available.

Barcodes which have not been allocated are then available for use during the part creation processes, I10P, I100P and I11P.

Initial Stock Create and Pricing from Part Setup

New facilities have been provided at Part Creation time to automatically load the Part's opening balance and to set pricing details. This for Retail and MOTO customers shortens the initial creation cycle for new Parts. This applies to I100P and I11P.

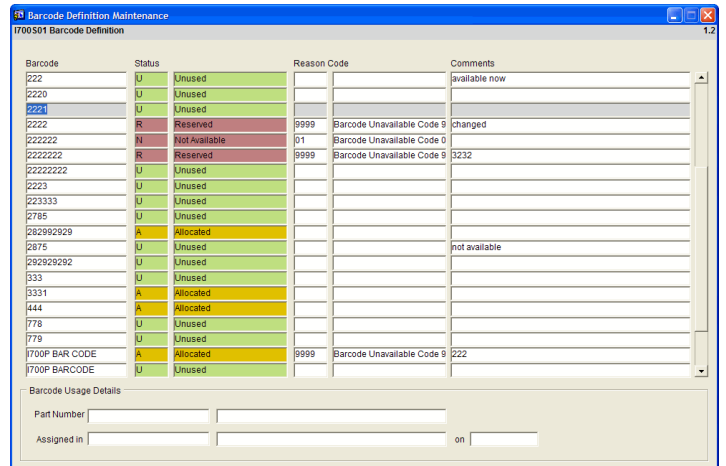
Inventory Management Replenishment Facilities added

New facilities have been added to the Advanced Inventory module to enable Part/Location Replenishment requirements to be defined. Replenishments requirements can then be generated and if necessary, performed.

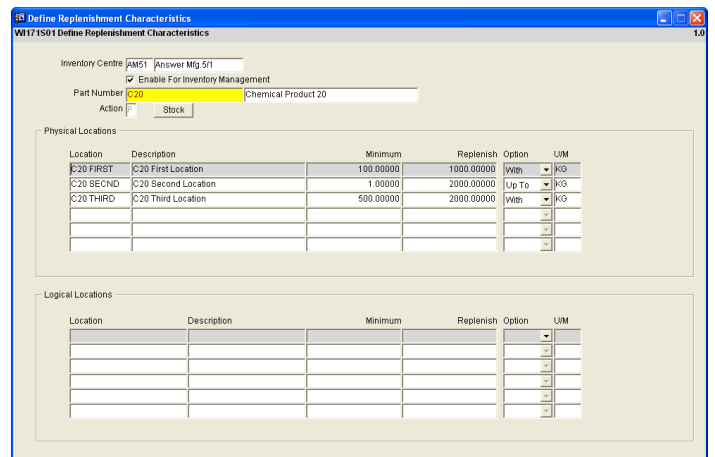
Returnable Assets Tracking facilities provided in Advanced Inventory Management

New facilities have been added in the Advanced Inventory module in order to track 'Returnable Assets'. These may be pallets, bins, and dolavs, whatever you define. These facilities track stock in and out by the various Answer objects, purchase receipts, sales orders, transfers etc. This will form the basis of future enhancements for the better management of Returnable Assets.

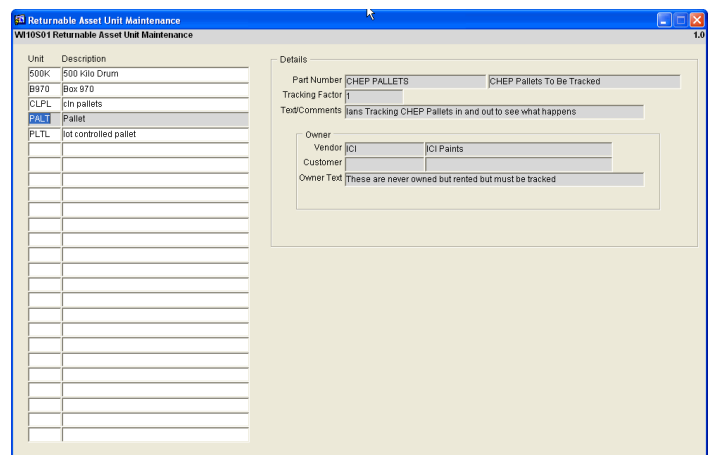
Defining barcodes for use when creating new parts.



Defining Replenishment Characteristics using WI171P.



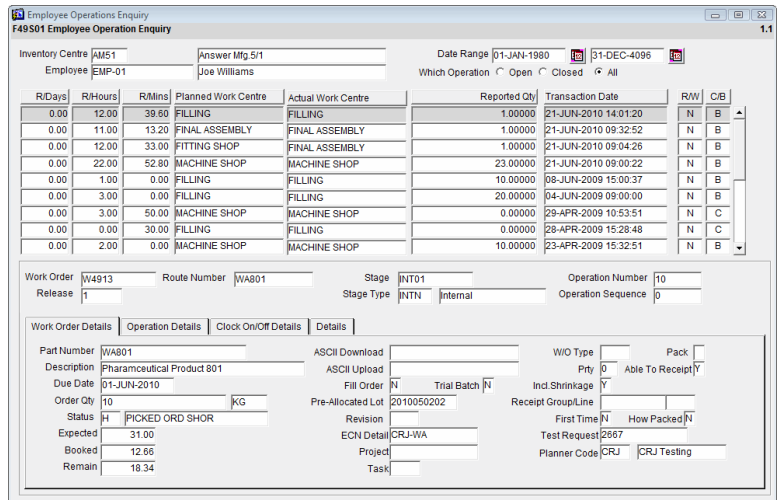
Returnable Asset Unit Maintenance, WI10P.



New Employee Work Order/Schedule Bookings Enquiry

A new enquiry, **F49P**, Employee Operation Enquiry, has been created so that employee-by-employee operational clocking and/or operational bookings can be viewed over a user-defined time frame. This enables the better tracking as to who has worked on what operation and when.

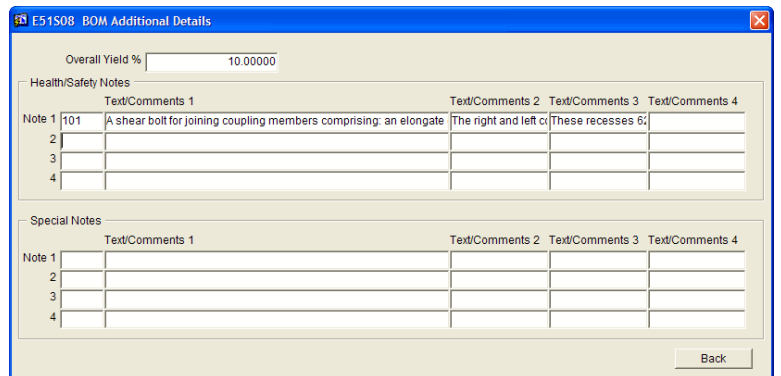
The form can also be called from the Employee Activity Enquiry, M757P, which will then show the bookings for that employee .



F49P can be run as a standalone enquiry and can also be called from M757P, Employee Activity Enquiry.

BOM Health and Safety Notes added

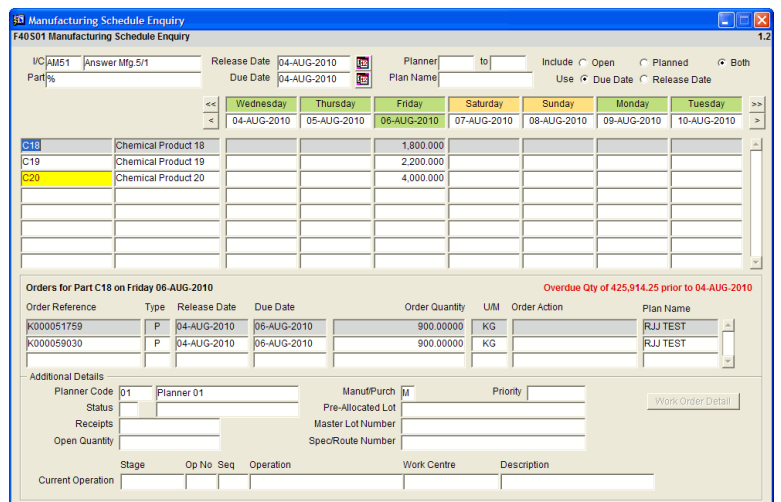
E51P, BOM Maintenance has had the ability to add up to four Health and Safety Notes and up to four Special Notes. These will also be copied to the Work Order/Schedule at release time. The BOM copy, SAE and Routing processes have also been changed to correctly copy these details, where found.



Enter Health and Safety notes for BOM structures using E51P, Bill Of Material Maintenance.

New Manufacturing Schedule Enquiry

A new manufacturing schedule enquiry (F40P) has been made available, which shows day by day the Parts and associated work order/schedules that are due or are due for release. It is the users choice to view either by release or due dates.



Get an overview of the parts and associated work order/schedules that are currently active.

Improved Analysis of Employee Time and Attendance



Building upon the Employee Clocking In and Out facilities provided by recently released program M149P, new facilities have been provided within M757P, Employee Activity Enquiry to view, based on the employee's calendar, who is clocked in, who should be clocked in etc.

These facilities provide Answer Enterprise with a basic Time and Attendance facility.

Project/Employee Bookings Conversion Processes

A new facility, M146P, Employee Project Bookings Conversion has been created which enables bookings previously made using M147P, to be converted to a Debit and/or Credit Note for customer billing purposes

Improvements in Contact Search Capabilities

Contact Centre Contact Search, Y18P has been enhanced to optionally search by User Defined free form Character and Numeric Values, which have been added using Y10P.

Y10P offers the ability to add up to 5 search Character fields and up to 5 search Numeric fields. Y18P will also search by Contact Reference. Each of the additional search capabilities has the 'Fuzzy' option available.

Extra search fields and fuzzy logic options added to Y18P, Contact Search.

Each release introduces a large number of improvements to existing forms and reports, many of them arising from customer requests. Some of these are detailed below:

B51P, Purchase Order Enquiry will now display Direct Delivery details, Acknowledgement details and offer a Documents button which enables access to M193P – Locate and View Outputs for an Object. You can also search by Supplier Acknowledgement Order Numbers where they have been entered.

B50P and **B52P**, PO Entry and PO Maintenance have had the display of Purchase Contract details improved and these now appear on a separate tab.

B125P and **B126P**, Purchase Order Contract details have had their usability improved and now display additional details.

B156P and **B159P**, Direct Delivery processing applications have been extended to manage Long Lot Numbers and Master Lots where applicable. Their usability has also been improved as part of the changes.

C15P, Price List Maintenance now caters for different prices for the same Part when ordered in different Catch Weight units of measure.

C15P, Price List Maintenance now enables more granular updating by better line level date selections.

C36P, Sales Order Shipments enquiry now fully displays Catch Weight Parts shipment details.

C37P, Sales Order Enquiry has been extended to display full Direct Delivery details, Catch Weight details, MRO, Warranty, Service and License details. It has also been extended to better display Catch Weight Part and order details.

C42P, Basic Sales Order entry and maintenance will now automatically select Customer Order Numbers where they have been pre-defined using C707P, Customer PO Maintenance.

It will also display the allocated Vendor and enable manual change for Direct Delivery Sales Orders.

C42P will now process Catch Weight Parts in both base and Catch Weight units of measure and prices appropriately. It is also enabled to search for Substitute Parts using C215P and a Part can now be returned.

It will display weights and volumes on a line-by-line basis and for the whole order in a new tab and is now enabled to fully display and Text/Note blocks from the Customer Part Cross Reference and to also copy these where required to any Direct Delivery Purchase Orders.

C48P, Sales Order Line Item enquiry has improved displays for Catch Weight Part details.

C50P, Shipment Confirmation Selections has had further and better selection criteria added. It has also had the facility to submit invoicing automatically added.

C64P, Customer Part Cross Reference has had it's usability improved as well as adding up to 4 text/Note blocks and a single Text/Comments block added, which can be utilised within C42P.

C71P, Sales Order Enquiry now displays additional Direct Delivery details as well as an increased range of processing/tracking messages.

C121P, Sales Order Additional Export Details Maintenance had had it's usability improved.

C215P – Substitutions Enquiry has been enhanced to display where available Part images (attachments).

Standard Charge Maintenance programs C68P and B35P have been enhanced to improve usability.

F32P, Contract Number Enquiry has been revamped and it's usability improved.

F39P, Work Order/Schedule Workbench has had a call for availability checking added.

G21P, Income Statement and Balance Sheet enquiry has been created to display the reports as built using G20P. G21P can also be called from within G20P.

A range of General Ledger enquiries have been extended, usability improved and additional details displayed. These are G100P, G28P, G29P, G41P, G45P, G46P, G47P, G57P and G76P.

G28P, Cash Book Transaction Entry Enquiry has been changed so that Payee Name is now a selection/search criterion.

I52P and **I80P** have been changed to show the Manufactured Date, where appropriate.

I71P, Stores Requisition processing has been enhanced and it's usability improved. In addition it now displays Shelf Life dates, Number of Catch Weight Units etc.

A range of Accounts Payable enquiries have been extended, usability improved and additional details displayed. These are P02P, P100P, P23P, P22P, P35P, P16P, P46P and P47P.

P61P, Payment Selection Changes has had the 'Process Updates' facility secured by Privilege so as to add more granular security processing.

A range of Accounts Receivable enquiries have been extended, usability improved and additional details displayed. These are R05P, R10P and R69P.

RM200P, Part Lookup and Processing has had the ability to search Vendor Part, Vendor Part Description, Customer Part and Customer Part Description added.

Y10P and **Y11P**, Contact and Company Maintenance now maintain the date of last maintenance and other tracking details.

Looking forward to Releases, post 12.7

Release 12.6 saw the first enquiry process written specifically for screens greater than 1024 x 768. As we look forward to further releases post 12.7 we are developing for a larger screen resolutions, as previously advised, for a number of key/busy screens and processes, which will need further enhancements as we move forward. Currently this is initially envisaged to be 1280 x 1024, which provides ASL with about 40% additional screen space for enhancement purposes and this resolution has been widely available for screens at a reasonable cost for a considerable while. This is a 'heads up' of the expected objects that will/likely to be amended:

C37P – Sales Order enquiry
C42P – Basic Sales Order entry and maintenance
C71P – Sales Order Enquiry
C600P – Recurring Sales Order Maintenance
C610P – Recurring Order Workbench
B50P – Purchase Order entry
E51P – BOM Maintenance
P31P – Vendor enquiry
R69P – Customer enquiry
Y10P – Contact Maintenance
Y11P – Company Maintenance
Y30P – Activities workbench

You will see from the above object list that these are all 'full screen' programs, already as large as we can make them using 1024 x 768 resolution and are regularly modified as part of the ongoing enhancement processes. Each object will be reviewed on a case-by-case basis based upon the level of enhancement required.

More Information...

If you have any questions about what is in this release or any other aspect of running Answer Enterprise then please contact us. We also encourage you to inform us of any enhancements or changes to the system you would like to see by using the forms on the Answer Support website.

Many of the changes we implement in each release start with conversations and feedback we have with customers about their experience of using Answer.

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Answer Support Website

The Answer Support website contains full details of this and future releases, with full online documentation and the ability to enter and track all your support logs.

Contact Answer support if you are not already registered to access the website.

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