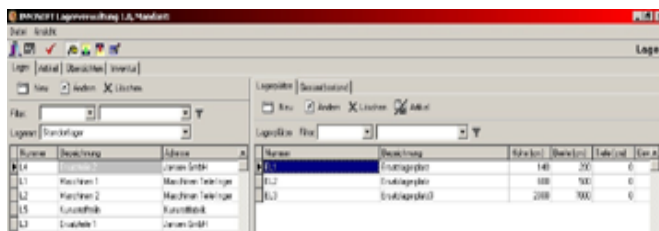


# Service Management System



## Materials Management: Warehouse Management

The **INNOSOFT Warehouse Management** is part of the **INNOSOFT Materials Management**. Here all material-relevant transaction data such as stock levels, materials handling, field warehouses, technicians' stocks, rolling stocks etc. are administered. In the five core functions warehousing, incoming goods, outgoing goods, ordering system and inventory all approaches are implemented, which are required by a complete materials management.



### Warehousing

In the Warehousing individual storage sites (warehouse locations) are registered and



provided with the corresponding storage areas. An address can be allocated to the storage site in order to differentiate between e.g. central warehouse, field warehouse, rolling stock and consignment stock.

The storage sites are equivalent to the specific storage locations in the warehouse (e.g. rack, shelf, bottom etc.), which are provided with a warehouse-wide unambiguous number. Apart from the random storage it is possible to provide storage locations with article allocations, which

force the clear allocation of a certain article to a particular storage location, in order to avoid false entries.

Alongside a current stock overview for individual stores and storage places it is possible to call up all transaction data to each specific article (provided that it has been registered with serial number).

Inventory-relevant data such as minimum and maximum stock levels as well as the optimum order quantity are registered per article and store.

The item stocks of the individual stores are corrected in the inventory, where it is distinguished between the options permanent inventory and end-of-period inventory.

### Incoming Goods

In the Incoming Goods inventory-relevant bookings are carried out. Here various forms of goods receipt are possible:

- Returns (e.g. by customer) such as repair parts or complaints
- Ordered parts with direct access to the positions which have been generated via the ordering system
- Parts from the production
- Requisition notes from e.g. the field warehouses or the technicians

The incoming goods is supported by barcode scanners, in order to identify delivered parts by means of the article or serial number directly through the barcode.

The posting of the parts is made via the manual identification of the storage location, via automatic selection of the assigned storage location for this article or via the determination of the next possible vacant storage location.

## Materialwirtschaft: Lagerwesen

Already during the goods receiving the material can be allocated to a specific order for subsequent delivery or a reservation marker.

In the list of goods received all goods which have been received after a set date are represented. Here it is possible to cancel goods received or deposit rating-specific features such as invoice number, price, valuation price, surcharge, discount etc. to an incoming goods position.

### Outgoing Goods

In the outgoing goods all parts to be deducted are acquired. The posting is made on a released (authorized) order (project), the parts to be removed can be determined via the project already in the rough planning of the **INNOSOFT Resource Planning**.

The posting of the parts is made exclusively over the stores which are allocated to the processor, so that false entries e.g. from different locations can be avoided. Via open points in the **INNOSOFT Customer Relationship Management** necessary deliveries can be identified to the user in the outgoing goods, which are then taken from the warehouse directly with the corresponding project relation.

The list with open orders and the corresponding material allocations offer a direct overview over still pending deliveries to the user, and a direct posting on the order with potential partial deliveries is possible.

The outgoing goods also supports the work with the barcode scanner, so that it is possible, e.g. via serial number or article number, to make the appropriate bookings.

The printing of a delivery note respectively a picking list is done during the posting of the materials. The outgoing goods list provides an overview over issued goods, apart from the printing of delivery notes it is also possible to cancel a goods output here.

### Ordering System

The ordering system enables material orders at different suppliers. The automatic generation of order suggestions results from material shortage warnings, which develop over the comparison between minimum inventory and actual stocks. The current inventory list over selectable stores immediately provides an overview over respective shortages. Various suppliers can be registered per article, the article can be ordered from the different suppliers in one procedure for each order. The appropriate prices and possible scales of prices for the different suppliers can be registered per article with the INNOSOFT Materials Management.

In the incoming goods the orders, which have not yet been completed, are represented. It is possible to post goods received – also under consideration of partial deliveries – directly onto those orders. In the ordering system the user gets an overview over currently still open orders and already accomplished deliveries with date, quantity etc. at all time. Overdue positions respectively complete positions are marked accordingly in the overview.

The INNOSOFT Warehouse Management is completely integrated into the processes of the INNOSOFT Service Management System and has access to all data, which have been acquired with other modules such as e.g.

- Sales Management
- Resource Planning
- Customer Relationship Management
- Invoicing
- Parts List Management

This way the simple spare parts sale in combination with Bid Management and Invoicing is possible as well as a complex management of repair parts on the basis of in-house produced or purchased parts.