CROSS

Maintainance

for the Service and spare parts system
Version 2.15

Contents

1 Updating master data

In CROSS you can update master data after making changes without needing to close and restart the application. However, the master data can only be updated if all windows within CROSS have been closed.

To update the master data, do as follows:

1.   In the **Maintenance** menu, click on **Update master data**.

2.   Confirm the following information pop-up: `All master data has been successfully updated!` with **OK**.

2 Dealer default settings

In this window, you can modify the default settings for the CROSS replacement parts/workshop module. To open the settings, click **Dealer default settings** in the **Master data** menu.

> **Changes affect the whole dealer**
>
> Any modifications to the dealer default settings will affect all dealer details!

Requirements:

- The List of dealer areas has to be registered.

2.1 Window description: Dealer default settings

2.1.1 Tab: Dealer default settings/1

Reports to GI:

- **Start type of accessory analysis:** This option allows you to specify certain dates for notifications to the general importer, e.g.: Never, Daily, Monthly, Quarterly or Yearly.

- **Period end last accessory analysis report:** the date of the last accessory analysis notification will automatically be displayed here.

- **Last external parts analysis:** The date of the last external parts analysis is displayed here.

- **External parts anal. participation:** This checkbox should be activated if the dealer is taking part in an external parts analysis.

Print payment slip:

- **Bank code:** Please enter the bank code here to print it on the payment slip.

- **Account no:** Please enter the account number here if you want it to be printed on the payment slip.

- **Small parts limit**: The small parts limit is the amount under which material items in the order are not charged (this is not valid for cash sales).

The default values for **customer** and **internal** are at 0,30 Euros and at 0,00 Euros for **warranty**. These items will automatically be booked at purchase price to the material costs for small and help material at the time of booking.

Each charging item must appear on warranty application

The warranty field must be set to a default value of 0.00 Euros because small and help material flat rates are not considered for warranty orders. Each charging item must therefore appear on the warranty application.

- **Number of store employees**: This information is required for different evaluations, e.g. turnovers by store employee.

- **Number of unproductive staff**: This information is required for different evaluations.

- **Product type for small goods use:** The product type for goods that fall under the small part limit will automatically be changed to the product type entered here and booked to the material costs for small and help material. The product type "X" is set as the default.

- **Last day wage time period:** This field is for input the dealer-specific wage time period. Normally this is the last day of the month.

- **Auto-Z direct debit bonus:** The Auto-Z direct debit bonus for the company should be entered here, in percentage. This value is needed for saving the correct purchase price for spare parts by Auto-Z.

Time of maintenance

Please update settings before transferring them to the master data.

- **Roadworth. label price:** The set badge price in Euros is displayed here.

- **VAT badge:** Here you can select the VAT tax rate for roadworthiness label.

- **Last service report dayend start:** The date of the last service report is displayed here.

- **Time of appointment reminder**: The reminder time for the appointment is shown here.

- **Process booked parts**: This field shows whether reserved parts via a delivery note should be immediately issued at the time of booking. The following two options are available:

1. Issued: (defined as a default) If the spare part is given to the mechanic at the time it comes into stock, the reservation status is issued. This means that the part will immediately be booked to the order.

2. Prepared: When parts are prepared for a certain order and only then given to a mechanic. This especially makes sense when order labour is known during a customer's pre-registration. The part is then listed as „prepared" in reservations. Furthermore, the part will automatically be rebooked to the preparation-store (Vorbereitungslager). The part appears on the picker note with the status „prepared".

Booking department: Describes how the proceeds from labour items should be booked.

1. Mechanic (defined as a default) Proceed booking according to mechanic department.

2. Labour item: Proceed booking according to labour item department.

2.1.2 Tab: Dealer default settings/2

Activate the following criteria if desired/necessary:

- Delivery note print with price

- Print time units on order

- Print transfer note(s)

- Print picker note

- Switch to requested/last SA

- ETKA connection available

- Order from ETKA transfer

- ELSA connection available

- FISH connection available

- Automatically send service report at day end

- Settling of prepared parts allowed

Parts status after import into order of external systems

Use the following drop-down menus to define the parts status on orders after importing/applying the parts from an external system.

- On order/credit note

- On appointment

Parts replaced by SO confirmation on order

Use the radio buttons to define if parts that have not been delivered within a special order but replaced by other parts, should have status *noted* or be *deleted*.

3 Receipt numbers

In this window, the number ranges for receipts are maintained in the CROSS customer service and parts system. All invoice numbers and prefixes are presented in a list and can be modified by clicking the Details button.

3.1 Creating a receipt number range

To set up new receipt numbers or a new receipt number range, do as follows:

1. In the **Maintenance** menu, click on **Receipt numbers**. This opens the *Receipt numbers criteria* window.
2. Input the desired criteria. The **also display missing receipt types** checkbox is activated by default. After confirming your input with **OK**, the *Receipt numbers* window for the concerned work domain opens.
3. Click on **New**. This opens the *New receipt number* window. Use the Selection button to select the desired **Receipt type**.
4. Input a 3 digit prefix in the **Prefix** field.
5. Input a value in the **Last number** field. For the numbering to begin at 1, input 0 as the last number.
6. **Save** your input.

3.2 Transferring a receipt number range

To transfer a receipt number range to a different receipt number range, do as follows:

1. In the **Maintenance** menu, click on **Receipt numbers**. This opens the *Receipt numbers criteria* window.
2. Input the desired criteria. The **also display missing receipt types** checkbox is activated by default. After confirming your input with **OK**, the *Receipt numbers* window for the concerned work domain opens.
3. Select the desired receipt type in the list and click on **Details**. This opens the *Receipt number* window.
4. Active the **do not use own number range, but following** field.
5. Select the number range using the Selection button.
6. When you have selected a number range, the **Last number** field is displayed in the lower part of the window.
7. **Save** your input.

If a receipt number range has been transferred an arrow --> is displayed in the columns *Prefix* and *Last number* of the *Receipt number* window. The column *forwarded to* tells you to which number range has been transferred.

No double transferring

It is not allowed to forward to a receipt number that has already itself been forwarded to another receipt number.

> **Order number**
>
> The order number is automatically continued from the highest migrated number and cannot be modified.

3.3 Receipt number maintenance

If the last number is overwritten by a lower number in the receipt number window, the following query is displayed when saving:
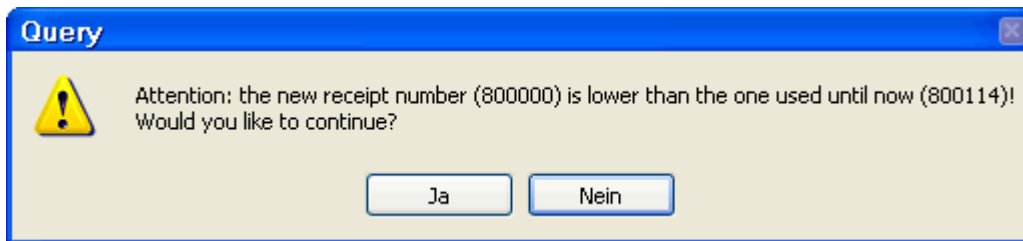
This query is to prevent different receipts with the same receipt number from being accidentally created.

For transfers to another number range, a query is not displayed in the following cases:

- if the receipt number is reduced and a transfer is entered

- if entering of a transfer results in a lower receipt number

- if an entered transfer is removed and this results in a lower receipt number

4 Resetting number ranges

Please only execute this action if you are sure that you want ALL number ranges to be reset to 0. If the receipt number of only one number range needs to be maintained or reset, see Receipt number maintenance [➜ 13].

CAUTION

Please remember

A number range reset can not be undone.

To reset the receipt numbers of all number ranges, do as follows:

1. In the **Maintenance** menu, click on **Reset number range**.

2. If multiple sites are defined for your dealer, this opens the *Reset number range* window, in which you can specify for which **Site** the number ranges are to be reset.

3. The following query popup is displayed: `Do you really want to reset the receipt numbers?`

4. Confirm with **Yes**.

5 Dealer master data

5.1 Default values

This section allows you to predefine values that will be automatically suggested when a business partner or an order is newly created.

5.1.1 General default values

To predefine a VAT/sales tax rate that should be automatically used when a business partner is newly created, simply proceed as follows:

1. In the **Maintenance** menu click on **Dealer master data** and then on **General default values**. The *Default values* window opens.

2. Select the VAT/sales tax rate defined by default from the **VAT** drop-down menu.

3. Select the desired standard from the **Tax treatment** drop-down menu and select the appropriate tax rate from the **Assoc. VAT** drop-down menu.

4. Select the desired standard from the **Purch. tax treatm.** drop-down menu and select the appropriate tax rate from the **Assoc. VAT** drop-down menu.

5. Click **Save** to confirm your entries.

5.1.2 Client-dependent default values

To predefine client-dependent standard values (payment date, payment means, etc.) to be automatically be suggested when a business partner or order is created, simply proceed as follows:

1. In the **Maintenance** menu click on **Dealer master data** and then on **Default values (client-dependent).** The *List of default values (client-dependent)* opens.

2. To create a new standard value, click **New**. This will open the *New default values* window.

3. Select the client from the **Client** drop-down menu.

4. Enter the financial year in the **Turnover period** field.

5. Select the standard customer group from the **Workshop** drop-down menu.

6. Select the means of payment from the **Means of payment** drop-down menu.

7. Select the payment date from the **Payment date** drop-down menu.

8. Select the desired consumer group from the **New vehicle** drop-down menu.

9. Select the desired payment date from the **NV payment date** drop-down menu.

10. Select the desired consumer group from the **Used vehicle** drop-down menu.

11. Select the desired payment date from the **UV payment date** drop-down menu.

12. Click **Save** to confirm your entries.

Window description: Default values (client-dependent)

The following entries are necessary to create a new client-dependent standard value:

- **Client:** Dealer code (one client per balance).

- **Turnover period:** Definition of the financial year. The first entry indicates the month in which the financial year starts and the second entry is added automatically. For example 4 - 3 for a financial year from April to March.

WS specific

- **Workshop:** Customer group definitions for the workshop, e.g. internal customers.

- **Means of paym. (Means of payment):** The term 'means of payment' defines how the customer pays for goods or services, e.g. cash or credit card.

- **Payment date:** The payment date is the date by which the customer must pay for goods or services. The suggested entries are based on the previously selected means of payment.

NV/UV-specific:

- **New vehicle:** Customer group definitions for new vehicles, e.g. bulk purchaser.

- **NV payment date:** This field displays the payment dates for new vehicles. The suggested entries are based on the previously selected means of payment.

- **Used vehicle:** Customer group definitions for new vehicles, e.g. final user.

- **UV payment date:** This field displays the payment dates for used vehicles. The suggested entries are based on the previously selected means of payment.

5.1.3 Work domain-dependent default values

This section allows you to assign a standard workshop to individual work domains in a dealership. However, a prerequisite for doing so is that the work domains must have already been created. To assign a standard workshop to a work domain, simply proceed as follows:

1. Click on **Dealer master data** in the **Maintenance** menu and then on **Default values (work domain-dependent)**.

2. The *List of default values (work-domain dependent)* will open.

3. A list of work domains and their corresponding standard workshops will appear. If the desired work domain does not yet exist in this list, click **New** to create a new standard value.

4. The *New default values* window will open. Select the desired work domain from the **Work domain** drop-down menu.

5. Use the **Standard workshops** drop-down menu to select the desired standard workshops.

6. Click **Save** to confirm your entries.

5.2 Payment dates

Standard predefined payment dates can be extremely useful as an effective warning. The general conditions of the payment dates can be seen in the *List of payment dates*. After the time limit has expired, the due payments will be displayed in the *List of open items*.

To preset payment dates as a standard, simply proceed as follows:

1. Click on **Dealer master data** in the **Maintenance** menu and then on **Payment dates**.

2. The *List of payment dates* will appear. This window displays a list of payment dates that have already been created.

3. Click **Details** to change a payment date. The *Payment date* window will open.

4. Enter the number of days in the **Net payment date** window.

5. Enter the number of days in the **Pay. date 1** field followed by the percentage in the **minus** field.

6. Enter the number of days in the **Pay. date 2** field followed by the percentage in the **minus** field.

7. Enter a name for the payment date in the **Name** field.

8. Click on **Save**, to save your input.

> **Predefine default payment dates**
>
> Information about predefining an automatic selection of payment dates can be found under standard values [➜ 15].

See also

> 📄 Client-dependent default values [➜ 15]

5.3 Means of payment

CROSS offers the possibility to define various means of payments. The dealer-specific means of payment (e.g. cash till, on invoice, ATM, etc.) are either defined as cash or credit payments.

To preset means of payment as a standard, simply proceed as follows:

1. Click on **Dealer master data** in the **Maintenance** menu and then on **Means of payment**.

2. The *List of means of payment* window will appear and displays those means of payment that have already been created.

3. Click **New** to define a new payment means. This will open the *New means of payment* window.

4. Enter the **Name** of the payment type in the corresponding field.

5. Select either **Cash** or **Credit**.

1. Click on **Save**, to save your input.

> **Predefine default payment means and payment dates**
>
> Information about predefining an automatic selection of payment means can be found under standard values [➜ 15].

See also

  ▤ Client-dependent default values [➜ 15]

5.4 VAT

The different VAT rates have been compiled in the master data to make dealing with VAT easier. You have the option of entering an infinite number of VAT codes (even with the same percentage rates) in order to differentiate between input tax, VAT/sales tax and various other tax-free items.

To allocate the correct VAT code during the automatic data entry, one entry per percentage must be defined as the default value.

As is the case for tax treatment, an invoice end text may be entered for each VAT code. Such a code will automatically be transferred to invoices.

5.4.1 Set tax rates

To create a new tax rate, do as follows:

1. Click on **Dealer master data** in the **Maintenance** menu and then on **VAT** to open the *VAT list*. This window contains a list of existing VAT rates.

2. Click **New** to create a new VAT rate. This will open the *New VAT* window.

3. Enter the **VAT code** in the corresponding field.

4. Enter the beginning date when the VAT rate is valid in the **Valid from** field.

5. Enter the **VAT rate** in the corresponding field.

6. Enter the code for the processing of the warranty from the general importer in the **Code f. GI warr. proc.** field.

7. Enter the code for the processing of parts from the general importer in the **Code f. GI parts proc.** field.

8. Enter the invoice end text in the **Print texts** field.

9. Select either **Default** or **Taxable** from the *VAT code is* area.

10. Click on **Save**, to save your input.

5.4.2 VAT-ID Country overview

Country	Country code	length
Belgium	BE	11-12
Bulgaria	BG	11-12
Danmark	DK	10

Germany	DE	11
England	GB	7, 11 or 14
Estonia	EE	11
Finland	FI	10
France	FR	13
Greece	EL	11
Ireland	IE	10
Italy	IT	13
Latvia	LV	13
Lithuania	LT	11 or 14
Luxembourg	LU	10
Malta	MT	10
Netherlands	NL	14
Austria	AT	11
Poland	PL	12
Portugal	PT	11
Romania	RO	4-12
Sweden	SE	14
Slovakia	SK	11-12
Slovenia	SI	10
Spain	ES	11
Czech Republic	CZ	10-12
Hungary	HU	10
Cyprus	CY	11

5.5 Tax treatments

Different business cases require different tax treatments. To be sure that taxes are applied correctly, tax treatments may be predefined. A list of standard business cases with the tax treatment for each individual case can be found in the **Maintenance** menu under **Tax treatment**. CROSS also gives you the option of entering an invoice end text that will automatically be transferred to the appropriate invoice.

> **Assigning a taxation treatment**
>
> A certain tax treatment is assigned to each business partner in the *Client* tab of the *Business partner* window. Among other things, tax treatment defies the VAT/sales tax rate at which a client in a specific work domain should be charged and if a VAT/sales tax ID is necessary for billing.

5.5.1 Create new tax treatment

To create a new tax treatment, simply proceed as follows:

1. In the **Maintenance** menu click on **Dealer master data** and then on **Tax treatments**. The *List of tax treatments* window opens.

2. To create a new tax treatment, click **New**.

3.   The *New tax treatment* window will open.

4.   Enter a name for the new tax treatment in the **Name** field.

5.   Activate the appropriate button in the *Internal code* area.

6.   Activate the appropriate box in the *Work domain* area.

7.   If the tax treatment is also applicable for individuals, check the **Also for private individuals** box.

8.   If this business case also appears on importer invoices, check the **GI invoice** box.

9.   If this is an intra-community delivery, activate the **Intra-community delivery** checkbox.

10. If this is a foreign delivery, check the **Foreign delivery** box.

11. If the VAT is overmodulated, check the **Overmodulate VAT with** checkbox and select a type of VAT from the drop-down menu below.

12. Select either **Purchase** or **Sales**.

13. Select the desired tax treatment from the **Purchase tax treatment** drop-down menu.

14. Decide if a VAT ID is required in the *VAT/ ID required* area.

15. Click **New** in the *Valid VAT/sales tax rates* area to open the *VAT/Sales tax assignments* window.

16. Select the appropriate VAT rate from the **VAT** drop-down menu.

17. Enter the VAT code for general importer used vehicle processing in the **VAT code f. GI warr. proc.** field. Click OK to apply this value.

18. Click on **Save**, to save your input.

Window description: New tax treatment

The following entries are necessary for creating a new tax treatment:

- **Name:** Name of the tax treatment.

- **Internal code:** Affected area of validity (**External**, **Dealer internal** or **PIA internal**).

- **Work domain:** This area allows you to define those work domains that apply to the tax treatment.

- **Also for private individuals:** This box should be activated if the tax treatment is also valid for private individuals.

- **GI invoice:** This box should be activated if the tax treatment is valid for general importer invoices.

- **Intra-community delivery:** This box should be activated if the tax treatment is valid for intra-community deliveries. If this box is activated, the phrase "tax-free intra-community delivery" will be printed on the outgoing invoice or, for guaranty credit notes for dealer-internal deliveries, "tax-free dealer-internal delivery".

- **Foreign delivery:** This box should be activated if the tax treatment is valid for foreign deliveries.

- **Valid VAT rates:** Clicking the **New** button in this area allows you to enter the VAT ID. This will open the *VAT assignment* window in which the appropriate VAT rate may be selected.

- **Overmodulate VAT with:** This drop-down menu allows you to define the percentage at which the tax should be calculated.

- **Purchase – Sales:** Activate one of these buttons depending on whether this business case is a purchase or a sale.

- **Purchase tax treatment:** If this is a sale for which the purchase requires a certain tax treatment, select the appropriate business case or tax treatment from the drop-down menu.

- **Print texts:** This field allows you to enter a text to be printed on the invoice. The text is automatically printed as end text at the bottom of the invoice.

- **VAT ID required:** The appropriate radio buttons should be activated in this field depending on whether entering a VAT ID is required or not.

5.6 Customer groups

Every business partner is allocated to a customer group. Allocations to a customer group allow you to assign charging options (such as discounts) by default.

> **A change has to be cleared with accounting!**
> Deviations from the standard should be cleared with bookkeeping since a customer group is a part of the connection.

To create a new customer group, do follows:

1. Click on **Dealer master data** in the **Maintenance** menu and then on **Customer groups.**

2. The *List of customer groups* window will appear.

3. To create a new customer group, click **New**. This will open the *New customer group* window.

4. Enter the consumer group's abbreviation in the **Cust. grp.** field.

5. Enter the name of the new customer group in the **Name** field.

6. Enter the appropriate work domain from the **Valid for** drop-down menu.

7. Click on **Save**, to save your input.

5.7 Internal business cases

The impersonal account to which costs are booked is defined for bookkeeping in internal business cases. In addition, consumer groups and tax treatments are recorded and if a vehicle is required. An internal business case may be selected in the order heading by using the abbreviation.

5.7.1 Create internal business case

To create a new internal business case, do as follows:

1. In the **Maintenance** menu click on **Dealer master data** and then on **Internal business cases**. The *List of internal business cases* window opens.

2. To create a new business case, click **New**. This will open the *New business case* window.

3. Enter an abbreviation for the new business case in the **Abbreviation** field.

4. Enter the name of the new business case in the **Name 1** and **Name 2** fields.

5. Select the appropriate consumer from the **Consumer group** drop-down menu.

6. Use the **Tax treatment** drop-down menu the select the desired tax treatment.

7. Select the VAT rate from the **VAT tax** drop-down menu.

8. Enter the cost centre to be charged in the **Cost centre** field.

9. Enter the corresponding value in the **Allocation** field.

10. Use the given Selection button to select the appropriate **Impersonal account**.

1. Click **Save** to confirm your entries.

5.8 Internal business cases NV/UV

Changes must be coordinated with the accounting!

A transfer must be created for each business case. Therefore, changes can only occur in accordance with the accounting or systems advisor. In case of changing the business case, the transfer must be adapted. Sets related to the spare parts system must not be deleted.

To create a new internal business case for NV/UV, do as follows:

1. In the **Maintenance** menu click on **Dealer master data** and then on **NV/UV internal business cases**. This opens the *List of internal business cases* window.

2. To create a new business case, click the **New** button. This opens the *New business case* window.

3. Enter an **Abbreviation** and a **Name** for the new business case NV/UV.

4. Choose an entry from the **Purpose** list box. If you have chosen the purpose *Booking output* or *Credit note*, a separate area *Performance type* will be displayed on the right. There you have to choose between **Performance by recipient** or **Own performance**.

5. Choose an entry from the **Booking** list box.

6. The **Book** check box is activated by default. If necessary, you can also check the **Calculated**, **UV repair**, **Affects statistics** or **Affects PP** boxes.

7. Choose an appropriate entry from the **Affects result** list box.

8. Choose an entry from the **Type of vehicle** list box.

9. Define the business case's validity: **Purchase** or **Sales**.

10. By clicking on one of the **New** buttons in the *Valid for* area you can define the *Work domains*, *Interfaces* and *External systems* the business case is valid for.

11. Click **Save** to confirm your entries.

5.8.1 Window description: New business case

- **Abbreviation:** Abbreviation for the new NV/UV internal business case. The abbreviation allows you to select the internal business case in the order heading.

- **Serial number:** A serial number, which is shown here, is attributed to each business case and cannot be altered.

- **Name:** Input a clear name for the NV/UV internal business case.

- **Purpose:** Select the desired purpose from the drop-down menu.

- **Booking:** You can select *Expense without cost of sales transfer* (in this case the internal business case is only booked once with the outgoing invoice) or *Pool and cost of sales booking* (in this case the internal business case is booked with the ingoing invoice as well as with the outgoing invoice).

- **Performance type:** This area is only shown if booking display or credit note is selected as purpose. If you activate **Performance by recipient** the recipient has to be a supplier in CROSS and an external invoice number is required.

- **Book:** This checkbox is activated by default. Deactivate this checkbox if the business case shall not be booked.

- **Calculated:** No "real" money is involved for a calculated business case. The booking is carried out when the vehicle is sold.

- **UV repair:** The business case will be included for a projected – actual comparison of UV repairs if this check-box is activated.

- **Affects statistics:** Only one business case for each file can affect statistics (e.g. business case Purchase or business case Imputed purchase). If you count all business cases which affect statistics you know how many vehicles have been sold or purchased.

- **Influences purchase price:** Activate this checkbox if the business case influences the purchase price (e.g. purchase correction).

- **Result effective:** Select if the business case affects the gross profit (= sales price minus purchase price) or the contribution margin (gross profit minus sales costs) or is *not result effective*.

- **Type of vehicle:** Select the type of vehicle (new or used vehicle).

- **Purchase or Sales:** Select if the tax treatment for purchase or for sales affects this business case.

- **Valid for**

    - **Work domain**

        Here you can define for which NV/UV work domain this business case is to be valid. You can also define which business case of another module is equivalent with this business case. This is impor-tant for the transfer of internal vehicles. For example you can assign the business case 1 of the NV module to the business case 5 of the UV module.

Interface

Use the **New** button to define in which evaluation (interface) respectively in which evaluation criterion (attribute) the business case shall be included.

External system

Use the **New** button to define to which external system this business case is to be attributed.

5.9 Text blocks for customer documents

In CROSS you can define text blocks that automatically appear of customer documents (customer delivery notes, orders, offers and invoices etc.). The following example demonstrates the creation of a new end text for a custom-er document:

Creating end texts for cusotmer documents

1. In the **Maintenance** menu click on **Dealer master data** and then on **Text blocks for invoices and offers**. This opens the *Customer document selection* window.

2. Select *Order* as the **Document type**. (For *Invoice, Offer* type a **category** must also be selected.) Confirm with **OK**. This opens the *Text modules for order* window.

3. Click on **New**. This opens the *New text block for order* window.

4. Input the desired **Text** in the field.

5. **Save** Your input. This takes you back to the *Text blocks for order* window. Multiple order text lines can be defined at once. You can specify the sequence by selecting a text block and moving it to the desired position using the **Up** and **Down** buttons.

> **Invoice end texts**
>
> If line breaks are included when invoice end texts are created, the text is automatically divided into multiple text blocks at these points.

5.10 Inputting standard texts for customer notification

Standard notification texts may be predefined to inform customers about a repair that has been finished or to remind them about a scheduled appointment by e-mail or SMS/text message. Depending on the occasion, the texts can be selected by function and do not need to be rewritten each time.

You can use variables to personalise the texts.

Using variables

Variables allow you to customise texts for each customer or order. E.g. the variable $01 stands for the license plate and CROSS replaces the variable automatically with the appropriate license plate.

The SMS/text message maintenance system informs you about the length of text messages.

> **CAUTION**
>
> **SMS length**
>
> Please note that the system only counts the length of variables. For example, only three characters are set for variable $04. This variable may represent the text "Dear Mr. Smith", which would be too long to be sent per SMS/text message.

The *Available variables* window displays a list of all possible variables. It should be noted that not all variables are available for each notification text.

5.10.1 Create new customer notification

To create a new text module, do as follows:

1. In the **Maintenance** menu click on **Dealer Master data** and then on **Texts for customer notification**. This opens the *Texts for customer notification* window.

2. Click on **New**. This opens the *Texts for customer notification* window.

3. In the **Comm. type** line, use the **SMS** and **E-mail** radio buttons to select the desired type of communication.

4. Select the desired notification from the **Function** drop-down menu.

    For notification types *Invitation to workshop appointment* and *Re-invitation to workshop appointment* you can restrict the text to a particular charging brand. To do so, select the desired charging brand that is to apply for the text from the **Charg. brand** drop-down menu. If no charging brand is selected, the text is used for all charging brands. If a separate text is created for a charging brand, then the text only applies for that charging brand. The general text for which no charging brand has been selected is used for all other brands.

5. Geben Sie bei E-Mail-Texten einen **Betreff** ein.

6. Input the desired **Text** in the field.

7. In the **E-mail sender** field, input the desired sender address. Customer notifications that can not be delivered are returned to their sender e-mail address.

8. Click on **Save** to save the text and end the process.

5.11 Information category groups

CROSS offers you the option of creating so-called information categories to facilitate a structured work environment. You can allocate information about topics such as business partners, vehicles, etc. to an information category when you create or save it. You can also perform analyses and selections according to these categories.

To create a new information category group, simply proceed as follows:

1. In the **Maintenance** menu click on **Dealer master data** and then on **Info category groups**. The *Info category groups* window opens.

2. Click **New** to create a new category group. The *Info. category group* window opens.

3. Enter the new group name in the **Name** field.

4. Click **Save** to confirm your entries.

> **Deletion of an info category group**
>
> Info category groups that are needed no longer can be marked as deleted and thus are no longer available when inputting a new info. To mark an info category group as deleted activate the **Deletion code** checkbox in the *Details* window. Deletion marked info category groups are still available for selections and evaluations.

5.12 Information categories

Here you can define individual Info categories for the previously created Info category groups. The info categories are meant to classify the info category groups in more detail i.e. the info category birthday letter could be assigned to the info category group *marketing activities*. To create a new info category, do as follows:

1. Click on **Dealer master data** in the **Maintenance** menu and then on **Info categories**.

2. The *Select info. category groups* window opens. Select the appropriate **Category group** from the drop-down menu for which you would like to create the information category.

3. This opens the *Info category* window. Click on **New**.

4. Enter a clear **Name** for the information category group in the corresponding field.

5. Activate the **additional field (Varia)** checkbox if it shall possible to enter an additional attribute.

6. If you want to enter a subcategory click **New** in the *subcategory* area.

7. Input the name of the subcategory in the **Name** field.

8. To save the info category group and to end the process, click on **Save**.

> **Additional field (Varia)**
>
> You should use the **additional field (Varia)** only for information that is not likely to become irrelevant after a while e.g. a BP's hobby or the radio code of vehicle.

5.13 Predefined information texts

Predefined info texts are used to save uniformly formulated information relating to business partners or vehicles. This makes working with CROSS easier because you create those texts once and later you can select them from a drop-down menu.

To create a new predefined information text, do as follows:

1. In the **Maintenance** menu click on **Dealer master data** and then on **Predefined info texts**. This opens the *Predefined info texts* window.

2. Click on **New**. This opens the *New info text* window.

3. Enter the desired information text in the **Text** field.

4. In the *Only for use with info. connection with* area, select those categories for which the information text is to be used.

5. Click on **Save**, to save your input.

5.14 Preferred info category group

To make the creation of activities easier, you can set a preferred info category group for each user. If a new activity is generated during the maintenance of a business partner, vehicle, NV/UV file, order or spare part, the *Info category* window is opened in addition to the Infowindow, and the preferred info category group of the users is suggested.

> **Info category should still be checked!**
> As the preferred info category group is only a general setting, you should always check whether the preferred info category group is really suitable for the particular activity when you are creating.

Preferred info category groups can normally only be input for your own account. There are, however, users authorised to maintain info category groups (e.g. customer service management). These can input preferred info category groups for every user.

To define a new preferred info category group, do as follows:

1. In the **Maintenance** menu, click on **Dealer master data** and then on **Preferred info category group**. This opens the *List of preferred info categories for activities* window.

2. Click on **New**. This opens the *Preferred info category group* window opens.

3. In the *Preferred info category group for activity* area you can define for which types of activities you want to define preferred info category groups. To do so, select the relevant group from the drop-down menu.

5.15 User groups

CROSS allows you to define so-called user groups. User groups (e.g. Audi service advisor; VW salesperson) are used in the *CROSS Info./Activity* tab when there is no clear user, but when the activity should be transferred to a certain group of people. The person who finally takes the activity on can then enter him/herself as the concrete processor. To create a new user group, do as follows:

1. In the **Maintenance** menu click on **Dealer master data** and then on **User groups**. The *User groups* window opens.

2. Click on **New**. A new *User group* window will open.

3. Enter the name of the user group in the **Name** field.

4.   Use the **New** button to define the users in the *User group – user allocation* area.

5.   Click on **Save**, to save your entries.

6 Master data Store

Smooth running of store function requires complete entry of master data. Most of the parts and price information is automatically imported via interfaces. In addition, CROSS offers a range of options for matching data to dealers' individual needs.

6.1 Parts master data

The parts master data and prices are automatically imported by the parts distribution centre. This update is automatically sent in the evening and contains all changes to master data and prices carried out at the supplier on the concerned. The parts update is then automatically imported at night by CROSS.

The options for manually processing the parts master data are described in the following points:

- Create new part

- Process parts master data

- Call up parts list

See also

▤ Create new part [➜ 30]

▤ Process parts master data [➜ 30]

▤ Parts list [➜ 39]

6.1.1 Create new part

1. To create a new part, Click **Part** and **Part** in the **Maintenance** menu. The *Part - selection* window opens.

2. Click **New** to open the *Create new part* window.

3. Select the corresponding brand group in the **Brand** drop-down menu.

4. Enter the **Parts number** and click **OK**. The *Spare parts maintenance* window opens, into which master data is entered.

See also

▤ Window description: Spare parts maintenance [➜ 31]

6.1.2 Process parts master data

To call up or maintain master data for a particular part, do as follows:

1. Click **Part** and then **Part** in the **Maintenance** menu. The *Part - selection* window opens.

2. Enter the number of the part in the **Parts number** field. If this is not known, use the selection button. This opens the *Criteria for parts number overview* window opens, in which you can search for the desired parts number using various criteria.

3. Clicking on **OK** opens the *Spare parts maintenance* window, in which the master data of the desired part is displayed and changes can be made.

See also

📄 Window description: Spare parts maintenance [➜ 31]

6.1.3 Window description: Spare parts maintenance

In this window all master data which concerns a part can be created, changed or displayed.

The following buttons are available for you at the bottom of this window:

Stock/Turn.

Clicking this button opens the *Parts master data - stock* window. This displays all store stock and turnover numbers of the last months.

Sub.Stock

Clicking this button opens the *Sub store stock list* window, which displays a list of stock and store locations of new-, used- and obsolete parts per sub store.

Store transac.

Clicking this button opens the *Selection for store transactions* window, in which you enter the selection criteria for the query of store transactions. After confirming with **OK**, the *list of store transactions* window opens, which displays the store turnover matching the criteria.

Parts number

To change the internal parts number and the parts number prepared for printing, click this button. A password is required, as only store managers are authorised to do this. The *Change parts number* window opens, in which the change can be made.

Print labels

With clicking on this button, you are able to print spare parts stickers with a label printer connected. You can choose the number, the parts type and the substore.

Tab: Master data

- **Parts number**: The brand group and parts number are displayed in these fields.

- **Name**: The name is displayed here. The name is automatically imported / updated for changes. As these names are not always meaningful enough or they are easily confused, you can correct the name. To retain names after an update, activate the checkbox (below) **Don't autom. maintain name**.

  - **Don't autom. maintain name**: If you activate this checkbox, the name set by the dealer is not changed for a renewed data import.

  - **Don't autom. maintain master data**: If you activate this checkbox, the master data set by the dealer is not changed for a renewed data import.

  - **Don't autom. maintain prices**: If you activate this checkbox, the prices are not changed for a renewed data import.

- **Brand group**: In this drop-down menu you can see the corresponding brand group.

- **Useable for**: The codes of the brands for which this part can be used are displayed here.

- **Main supplier**: The code (Matchcode) for the main supplier is displayed and can be changed here. Use the Selection button you can, to search for the suppliers using various criteria. The field on the right displays the name of the main supplier.

- **Product type**: The code of the product type is displayed in this field. Use the Selection button to open the *Product types* window, which contains a list of all product types corresponding to the brand group in question. For a change you only need to select the entry and click **Apply**.

- **Accessory type**: In this field the Code of the accessory type is displayed. Use the Selection button to open the *Accessory types* window, which contains a list of all accessory types. For a change you only need to select the entry and click **Apply**.

- **Free text**: In this field a comment can be entered for the spare part, which is printed on the invoice.

- **Stor. Loc.**: The store location is entered in this field.

- **Available Stock**: The available store stock is displayed in this field (excluding reservations).

- **Minimum stock**: If a part is intended for minimum stock, then it either manually entered here, or automatically set by parts selection.

- **PP-price per item**: The purchase price per piece is displayed here.

- **Sales price**: The sales price per piece is displayed here.

- **recommended retail price**: The recommended retail price is displayed here. If there is no recommended retail price for the part (no imported supplier price list) the sales price is displayed again in this field.

- **VAT rate**: This drop-down menu contains the VAT rate.

- **Discount group**: The code and name of the discount group are displayed here.

- **Special consumption**: Activate this checkbox, if you want the special consumption code to be automatically applied for the spare parts of the order.

- **Manual sched**: Marks spare parts that are manually scheduled.

- **Ordering lock**: If an order lock is noted, then the part cannot be ordered.

- **Don't use part**: Activating this checkbox means that the part should not be used. Thereby it also can not be ordered in CROSS.

- **Deletion code**: If a part is deleted from stock, then a deletion code is displayed here.

- **Use first part/ Use first.** : Displays the parts number which must be used up before a new part (substitute) may be ordered. In the **Use-up** (right) drop-down menu the type of consumption must be selected.

- **Spare part/Sub.**: Displays the parts number which is replaced by the corresponding part. In the **Subs.** (right) drop-down menu the type of substitute must be selected.

- **Identical part**: If there is a part with exactly the same specification, which is not sold by the parts distribution centre but by an external supplier, it is called an identical part. If there is an identical part to a corresponding part, then the parts number is noted here.

Tab: Master Data 2

- **Measur. unit**: The units of measurement are to be selected in this drop-down menu.

- **Packing unit**: Here you can see how many units are combined to a packing.

- **Obsolete value**: If there is obsolete stock for a part, then the value per unit is to be entered here.

- **SP used**: If there are used parts available for sale, then the sales price is to be entered here.

- **Proof obligation**: Code for parts at risk of theft (e.g. keys or controls), which can only be purchased with proof.

- **Exchange parts type**: If this is an exchange part the type is displayed here or you can select the type here.

- **Exchange parts points**: If this is an exchange part the number of points is displayed here.

- **Unlimited storable** : Select from the drop-down menu if the part is unlimited storable (Yes) or not (No).

- **Danger. goods**: This checkbox is activated if the current part is dangerous or requires careful handling.

- **Substore default settings for ordering, intake and order**: Here you can define one exclusive substore for the specific spare part. This substore will then be proposed when issuing spare parts or creating purchase order requests.

▪ **Product information**: Activate this checkbox when a product information should be displayed for this spare part.

▪ **Product information code**: Here you can enter the product information code: *Original parts*, *economy parts* or *quality parts*.

Tab: List of supplier prices

Possible suppliers and their prices are displayed here.

▪ **Supplier:** The supplier match code is displayed here.

▪ **File PP:** current purchase price

▪ **File.return:** current discount group

▪ **Cur. warr. price:** current warranty-price

▪ **Future purchase price**

▪ **Fut. DG:** future discount group

▪ **PP valid from:** purchase price valid from

▪ **PP offer to:** purchase price offer to

▪ **Text**

Details

Clicking this button opens the *Supplier price* window, in which price information can be changed.

Current sales price

In this area, the current **Sales price** and the date of validity start (**Valid since**) are displayed. If the displayed price information is invalid, then the **invalid PP** and/or **Sales price invalid** checkboxes are activated.

Future sales price

In this area, the future **Sales price** is displayed. The time period is displayed in the **Valid** and **Action to** fields.

Tab: History/PP

- **GI acceptance date**: The date of the entry of the part in the general importer is displayed here.

- **Partner acceptance date**: The date of the entry of the part in the dealer is displayed here.

- **Last access new part**: The date of the last access (New part category) is displayed here.

- **Last turnover new part**: The date of the last turnover (New part category) is displayed here.

- **Last access used part**: The date of the last access (Used part category) is displayed here.

- **Last turnover used part**: The date of the last turnover (Used part category) is displayed here.

- **Lowest PP**: The lowest purchase price is displayed here.

- **Highest PP**: The highest purchase price is displayed here.

- **Last PP**: The current purchase price is displayed here.

- **Average PP**: The average purchase price is displayed here.

Change

Clicking this button triggers a password query. Then the *Parts master data-PP-Infos* window opens, in which the purchase price data can be changed.

Tab: Equivalent parts
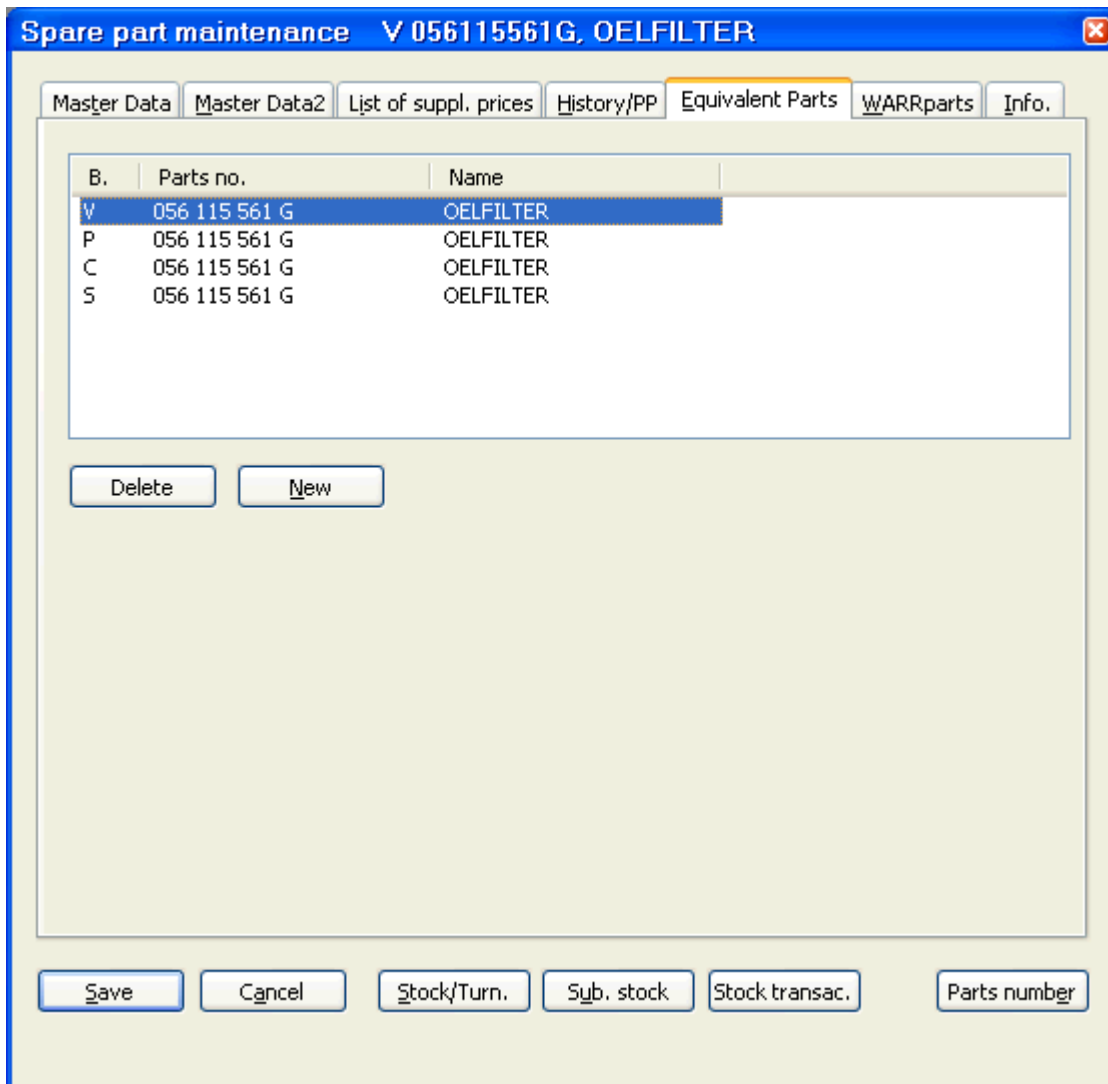
Existing equivalent parts are displayed here.

- Brand group

- Parts number

- Name

Tab: Warranty parts

In this tab you can define for the brands VW and Skoda warranty part numbers for external parts

The following criteria are displayed in the list:

- **Warranty system**: Name of the warranty system where the warranty part number comes from.

- **Name**: Name of the parts group.

- **Ext. parts no**: Number of the external part

Tab: Info

6.1.4 Parts list

For a better overview of the parts you can query a list of parts of a category to do further processing from there. Do as follows:

1. Click **Part** and then **Parts list** in the **Maintenance** menu. The *Parts list - selection* window opens. Enter at least one selection criterion.

2. Select a brand group in the **Brand** drop-down menu.

3. Enter the number of the main group (from - to) in the **Parts by main group** fields. The main group starts with the fourth digit of the parts number.

4. The parts number(s) (from – to) are to be entered in the **Parts number** fields. If the parts number is not known, use the Selection button. This opens the *Criteria for parts number overview* window, in which you can search for the desired parts number according to certain criteria.

5. The code (Matchcode) of the main supplier is to be entered in the **Main supplier** field. If this is unknown, use the Selection button. This opens the *Suppliers criteria* window, in which you can use various criteria to search for the desired supplier.

6. Further limiting options are the **Invalid PP**, **Sales price invalid** and **also display deletion marked parts** fields.

7.   Clicking on **OK** opens the *Parts list* window, which contains a list of all parts matching the selection criteria. On the right next to the list field the following buttons are available for accessing additional information:

- **Stock/Turn.**: This button opens the *Parts master data stock* window, in which detailed stock data is displayed.

- **PP-Infos**: This button opens the *Parts master data PP-Info*, in which the RRP and details about the purchase price are displayed

- **Equivalent parts**: This button opens a list which contains the noted equivalent parts.

6.1.5 Update of parts master data

Generally the parts master data is automatically sent and imported electronically. Additionally part master data can be manually updated at any time.

Update of common part quality ratings/prices in parts master data

To execute an update of equal part quality ratings and prices, do as follows:

1.   Click **Part** and **Update of common part quality ratings/prices in parts master data** in the **Maintenance** menu. The *Select brand group for offer* window opens.

2.   Select the desired entry in the **Brand group** drop-down menu and click **OK**.

3.   Then the Query window opens: `Long running time expected. Continue?` Click **OK**, to start the process.

4.   When CROSS has finished updating, an Information window appears, which says that the process is complete.

Price list adjustment

To execute a price list adjustment, do as follows:

1.   Click **Part** and **Price list adjustment** in the **Maintenance** menu. The *Price list adjustment* window opens.

2.   In the *Price list selection* area, select whether the adjustment is for *all price lists* or only *special price lists* for a particular brand group.

3.   In the *Size selection* area, select whether the adjustment is for total price list or only for imported changes since an import date to be specified.

4.   If multiple branch dealers are connected in the system, you can activate the **execute for all dealers** checkbox.

5.   Click **Carry out**, to start the process.

6.   Then the Query window opens. `Long running time expected. Continue?` Click on **OK**, to start the process.

7.   When CROSS has finished updating, an `Information window` opens, which says `Price list alignment executed`.

Parts prices recalculation

To recalculate the parts prices, do as follows:

1.   Click **Part** in the **Maintenance** menu and on **Recalculate parts prices**. The *Newly calculate parts prices* window opens.

2.   In the *Discount groups to be newly calculated* area, select whether all, or only selected discount groups are to be updated. To select individual discount groups, click **add**. The *Select discount groups* window opens, which displays a list of all discount groups.

3. Select the desired list entry and click **Apply**. Thereby the discount group is applied in the list. If further discount groups are to be applied, repeat the process.

4. In the *for the following supplier prices* area, select whether all, or only selected suppliers are included in the recalculation. Clicking **add** opens the *Add supplier* window, enter the supplier here and click **OK** to include in the recalculation.

5. Click **Calculate**, to start the process.

6. When CROSS has finished updating, an Information window appears, which says `Recalculation of parts prices complete`.

6.1.6 Parts price changes

Price changes of suppliers with remote data transmission (Parts distribution centre, AutoZ) are automatically imported into CROSS. Price changes of the remaining suppliers need to be executed manually.

When importing new price information, the current prices in the parts master data are updated and recalculated.

> **Disable the automatical update of parts master data**
>
> To disable the automatical update of parts master data, you can check the following boxes in the parts maintenance menu (**Maintenance** menu and **Part**, *Spare parts maintenance* window, *Master Data* tab):
>
> a. Don't automatically maintain name
>
> b. Don't automatically maintain master data
>
> c. Don't automatically maintain prices

The update can be checked with the **Log of sales price or discount changes in the parts maintenance**, found in the **Evaluations** menu under **Logs**.

Creating price changes

To create price changes for parts, do as follows:

1. In the **Maintenance** menu click on **Part-supplier-price** and **Single**. This opens the *Supplier price-choice* window.

2. Enter the number of the part in the **Parts number** field. If you do not know the number, simply use the Selection button. This opens the *Criteria for parts numbers overview* window, in which you can search for the desired part using known criteria.

3. Enter the code (Matchcode) of the supplier in the Supplier field. If this is not known, use the Selection button. This opens the *Supplier criteria* window, in which you can search for the desired supplier using known criteria.

4. Click OK. This opens the *Supplier price* window , in which you can enter price changes.

5. If the new sales price is known, but not the purchase price, enter the new sales price in the **Sales price** fielding the **future** area and click **Calculate PP**. Prerequisite for this is that the discount group is defined.

6. For a change of purchase prices, enter the corresponding discount group in the Discount group field in the future area. If you do not know the discount group, simply use the selection button. This opens a list of discount groups, from which you can easily select the desired entry.

7. If only the new purchase price is known and you want to align the sales price, enter the new purchase price in the PP per item. field. Click **Calculate SP** to automatically display the calculated sales price in the **Sales price** field. Prerequisite for this is that the discount group is defined.

Price changes selection from list

To enter price changes for parts within particular categories, you are offered the best overview by first displaying a list of the corresponding category. Do as follows:

1. In the **Maintenance** menu click on **Part-supplier-price** and **List**. This opens the *Supplier prices - choice* window .

2. Enter the code (Matchcode) of the supplier in the **Supplier** field. If this is not known, use the Selection button. This opens the *Supplier criteria* window, in which you can search for the desired supplier using known criteria.

3. In the **Brand** drop-down menu, select the desired brand group.

4. If you want to select the parts by main group, enter the main group from – to in **Part by main group** fields.

5. If you want to select the parts by their parts number, enter the numbers from – to in the **Parts number** field. This opens the *Supplier price list* window, which contains a list of all parts matching the criteria.

6. For further processing select a desired list entry and click **Details**. This opens the *Supplier price* window, in which you can enter data for changing the price.

7. For further processing proceed as for Parts price changes. [➜ 41]

See also

📄 Creating price changes [➜ 41]

6.2 Substore

Multiple stores, known as sub stores can be defined, to allow easier management of store in smaller sections.

By default three sub stores are defined in CROSS:

- **Main store**: serves as a normal sub store

- **Preparation**: intended as a store for prepared parts

- **Parts-return**: used for storing parts that are taken back during return actions by the resupply system

6.2.1 Creating a sub store

To create a new Sub store, do as follows:

1. In the **Maintenance** menu click on **SP master data** and **Sub store**. This opens the *List of sub stores* window.

2. Click **New**. This opens the *New sub store* window.

3. Enter a serial number in the **Sub store number** field.

4. Enter the a name for the sub store in the **Name** field.

5. To set the Use, activate one of these fields: the **Normal sub store**, **Prepared parts** or **return-parts**.

> **Special processing**
>
> Sub stores marked "prepared parts and return parts" have special processing. For further details see the system user manual.

6. Click **Save**, to save your entries.

6.2.2 Changing the priority of a sub store

To change the priority of a sub store (a priority is assumed automatically at creation), do as follows:

1. In the **Maintenance** menu click on **SP master data** and **Sub store** . This opens the *List of sub stores* window.

2. Mark the sub store to be changed and either click **Up** or **Down**, to increase or reduce the priority. One click changes the priority by one step.

3. Click **Save**, to save the change.

6.3 Equal part quality ratings

Because many parts of the Volkswagen company are equivalent parts, i.e. they are used for multiple models of various brands, multiple brands can be allocated to each part.

In addition the importance of the brand must be evaluated.

6.3.1 Create new equal part quality rating

To create equal part quality ratings, do as follows:

1. In the **Maintenance** menu click on **SP master data** and **Equivalent parts values**. This opens the *Select equal part quality rating* window.

2. In the **Brand group** drop-down menu, select the brand group and click **OK**. This opens the *Equal part quality rating* window, which displays a list of possible brand groups for equal parts per selected brand group.

3. To create a new brand group, click **New**. This opens the *New part equality* window.

4. In the **Brand** drop-down menu, select the brand group and click **Save**.

6.3.2 Changing the value of brand groups

To change the value of the entries, do as follows:

1. In the **Maintenance** menu click on **SP master data** and **Equivalent parts values**. This opens the *Select equal part quality rating* window.

2. In the **Brand group** drop-down menu, select the brand group and click **OK**. This opens the *Equal part quality rating* window, which displays a list of possible brand groups for equal parts per selected brand group.

3. Mark the list entry to be changed and move up or down in the ranking by clicking **Up** or **Down**.

6.3.3

6.4 Discount groups

Discount groups control discount awarding and profit margins for spare parts. The prices are automatically imported by the parts distribution centre. The profit margin saved in the discount group is used by the system for calculating the purchase price.

The dealer decides, whether he wants to charge a Surcharge on the recommended retail price. The sales price and any surcharges produce the RRP value.

If the noted discount group is a Net discount group, then the calculation of the profit margin is based on the purchase price.

Different discount conditions can be defined for Brand groups and for Customer groups within a discount group.

> **Please note:**
>
> Because Equal part quality rating affects the use of profit margins, the brands are displayed ranked by their values.

See also

6.4.1 Discount types

The following discount types are distinguished:

- Basic discount (automatic discount)

- Discount correction respectively definition of deviations (manual discount)

- Special discount (discounting during order processing)

6.4.2 Creating a discount group

When creating a discount group a brand group is defined first. To create a new discount group, please proceed as follows:

1. In the **Maintenance** menu click on **SP master data** and **Discount groups** . This opens the *Discount groups selection* window.

2. In the **Brand group** drop-down menu, select the corresponding brand group and click **OK**. This opens the *Discount groups* window, which displays a list of noted discount groups.

3. Click **New** to open the *Discount group* window.

4. Enter an (up to 2-digit) code in the **Discount group** field.

5. Enter the name of the new discount group in the **Name** field and click **OK** to save the discount group.

6.4.3 Adding a Brand discount group

The profit margins per brand are defined within a discount group. To create/add a brand discount group, do as follows:

1. In the **Maintenance** menu click on **SP master data** and **Discount groups** . This opens the *Discount groups selection* window.

2. In the **Brand group** drop-down menu, select the corresponding brand group and click **OK**. This opens the *Select discount groups* window.

3. Mark the corresponding discount group and click **Details**. This opens the *Discount group* window.

4. Click **New** in the upper list field. This opens the *Brand discount groups* window.

5. In the **Brand code** drop-down menu, select the brand.

6. Enter the desired values in the *Current* area:

7. Enter the desired percentage in the **Profit margin** field. The **Calculation factor** is based on this.

8. Enter the desired percentage in the **Vol. margin of profit** field. (This value does not affect the calculation factor.)

9.   If there is to be a surcharge on the RRP value (recommended retail price), enter the percentage in the **RRP surcharge** field.

10. Enter the validity date in the **Valid from** field. The current date is automatically suggested.

11. Click **Save** to confirm your entries.

6.4.4 Discount control for customer groups

Various profit margins can be defined per customer group within a discount group. For creating discount control do as follows:

1.   In the **Maintenance** menu click on **SP master data** and **Discount groups** . This opens the *Discount groups selection* window.

2.   In the **Brand group** drop-down menu, select the corresponding brand group and click **OK**. This opens the *Discount groups* window, which displays a list of noted discount groups.

3.   Mark the corresponding discount group and click **Details**. This opens the *Discount group* window.

4.   Click **New** in the lower list field. This opens the *Discount type control* window.

5.   In the **Customer group** drop-down menu, select the desired entry.

6.   In the **Brand code** drop-down menu, select the brand.

1.   Enter the **Discount rate (%)** in the *Current* area.

2.   Enter the Validity date in the **Valid from** field. The current date is automatically suggested.

3.   Click **Save**, to save the discount control.

4.   If you want the validity date to be in the future, enter the **Discount rate (%)** and **Valid from** –date in the *Future* area.

6.4.5 Parts prices recalculation

To execute a parts prices recalculation, do as follows:

1.   In the **Maintenance** menu click on **SP master data** and **Discount groups** . This opens the *Discount groups selection* window.

2.   In the **Brand group** drop-down menu, select the corresponding brand group and click **OK**. This opens the *Discount groups* window, which displays a list of noted discount groups.

3.   Click **Recalculate prices**. This opens the *Newly calculate parts prices* window.

4.   In the *Discount groups to be newly calculated* area, set whether all discount groups or only Selected ones are updated. To select individual discount groups, click **Add**. This opens the *Select discount groups* window, which displays a list of all discount groups.

5.   Select the desired list entry and click **Apply**. Thereby the discount group is applied in the list. To apply further discount groups, repeat this process.

6.   In the *For the following supplier prices* area, select whether all or only selected suppliers are included in the recalculation. Clicking **Add** opens the *Add supplier* window, for entering suppliers.

7.   Click **Calculate**, to start the process.

8.   When CROSS has finished updating, an Information window appears, which says, `Recalculation of parts prices is complete`.

6.5 Product types

A list of product types must be defined for every brand. Product types classify spare parts and non-stock parts. In addition, every product type can be allocated to an accessory analysis group.

6.5.1 Creation of a product type

To create a product type, do as follows:

1. In the **Maintenance** menu click on **SP master data** and **Product types,** to open the *Select product type* window.

2. Select a **Brand group** from the drop-down menu and confirm this with **OK**.

3. The *Prod. types* list window opens.

4. To create a new product type, click **New**. This opens the *Prod. type* window.

5. Enter the (up to 2-digit) code in the **Prod. type** field.

6. Enter a **Name** in the corresponding field.

7. You can allocate the Product type to an analysis group. For this, click the **Selection button,** select the corresponding **Accessory analysis group** and confirm with **Apply**.

8. For the product type to be taken into account for Autopart calculation (not only for bulk orders) activate the *Autopart report* checkbox.

9. Activate the *Acc. type must be specified* checkbox, to automatically demand an accessory type input for creation of spare parts.

10. Click Save. The following window appears: *Query* Copy transfers for a new `product type from an existing product type?`

11. If you do not want a transfer from an existing product type, click **No**, to save the product type. Otherwise see the Creating a transfer of an existing product type chapter.

6.6 Product information texts

You can input individual product information for non-company parts. As texts for product information are different for workshop and shop sale invoices, the **Product information workshop order** and **Product information Shop sale** in **Maintenance – SP master data** menu items have been added.

> **Please note:**
> After information texts have been input, the use of the information text must be specified in the master data of the concerned spare part (*Spare part maintenance* window, *Master2* tab).

6.6.1 Inputting product information texts for shop sales

Do as follows to input an individual product information text for shop sale invoices:

1. In the **Maintenance** menu click on **SP master data** and **Product information shop sale**. This opens the *Product information maintenance -- Shop sale* window, where the input information texts are listed.

2. Click on **New**. This opens the *Product information - Shop sale* window.

3. Select the **Brand group**.

4. Select the **Product information code**.

5. Input a short text (or code) up to 4 characters in the **Short text for invoice** field.

6. Input the information text in the **Product information** field.

7. **Save** Your input.

6.6.2 Inputting a product information text for a workshop order

To input a product information text for a parts item for workshop invoices, do as follows:

1. In the **Maintenance** menu click on **SP master data** and **Product information workshop order**. This opens the *Product information maintenance* window where the information texts are listed.

2. Click on **New**. This opens the *Product information - workshop order* window.

3. Select the **Charging brand**.

4. Select the **Product information code**.

5. Input an up to 4-digit code in the **Short text for invoice** field.

6. Input the information text in the **Product information** field.

7. **Save** Your input.

6.7 Suppliers' modes of shipping

To create or change the mode of shipping of a supplier, do as follows:

1. In the **Maintenance** menu click on **SP master data** and **Suppliers' modes of shipping**. This opens the *Modes of shipping* window.

2. To create a new mode of shipping, click **New**.

3. To process a mode of shipping, mark the corresponding list entry and click **Details**. This opens the *Modes of shipping* window.

4. Enter the code of the supplier in the **Supplier** field. If you do not know the matchcode, simply use the Selection button. This opens a further window, in which you can search for the desired supplier using known criteria.

5. Enter an up to 12-digit Code for the mode of shipping in the **Value** field.

6. Enter a name for the mode of shipping in the **Name** field.

7. You can, enter a comment on the mode of shipping in the **Info** field.

8. In the **BO/SO-code** drop-down menu, select whether the mode of shipping is for bulk orders or special orders.

9. To allow the addition **Urgent**, activate the corresponding Checkbox.

10. Click **Save**, to save your entries.

6.8 Specifying a new case for automatic delivery note creation

Top specify a new case for which a delivery note should automatically be generated, do as follows:

1. In the **Maintenance** menu, click on **SP master data** and then on **Automatically create delivery note for......** This opens the *Automatically create delivery note for......* window

2. Click on **New**. This opens the *Delivery note automatically for* window.

3. In the *triggering order form* area, use the selection button to choose an **Invoice recipient**.

4. Select an **Order type** and an **Internal business case**.

5. In the *Recipient* area you can also specify a **Work domain** using the selection button.

6. **Save** your input.

7 Workshop master data

7.1 Order types

These tables allow you to input all required **order types** (e.g. warranty, goodwill payment, etc.); it should be noted, possible order type modes have been predefined. Multiple **order types** can be assigned to a certain order mode (e.g. appointment, offer, order, credit note and workshop requirement).

> **Change have to be cleared with accounting!**
> Order types are part of transfers and, if deviations occur, must be checked with bookkeeping.

Prerequisites:

- The List of work domains has to be input.

An order type mode provides information based on the combination of *Order type* and *Order mode*. For example, opening an order with an order mode *Order* and an order type *Shop sale*, the order type mode is a *Shop sale*.

Order mode types include e.g. Shop sale, Warranty order, Goodwill payment orders, Normal workshop orders, etc.

7.1.1 Order type creation

To input a new order type, do as follows:

1. Click on **WS master data** in the **Maintenance** menu and then on **Order types**. This opens the *Order type selection* window.

2. Select the appropriate order type mode from the **Order type mode** drop-down menu and click on **OK** to open the *Order type* window. This opens the *Order types* window.

3. Click on **New**. This opens the *Order type* window.

4. Input an abbreviation that describes the order type in the **Order type** field, e.g. N for normal order.

5. Input the name or description of the order type in the **Name** field.

6. The **Order type mode** drop-down menu allows you to select the appropriate order type mode.

7. Use the Selection button to select an **Invoice end text**. This opens the *Text modules for invoices and offers* window. Select the desired invoice end text und click on **Apply**.

8. Activating the **Valid** checkbox makes the order type active and available for selection when creating orders. For more information about creating an order see the Order creation chapter.

1. The **New** button takes you to the *Order calculation item* window, which allows you to create the calculation items. For more information see the Order calculation items [➜ 50] chapter.

2. Click on **Save**, to save your input.

7.2 Order type – purchaser groups

Order types – purchaser groups control the validity of used order types together with customer groups.

Order types - purchaser groups allow you to define the calculation key for small and paint material as well as for outlay surcharges.

Prerequisites:

- The List of work domains must have been created.

- Order types must be defined.

- Purchaser groups must be defined.

When are surcharges allowed?

Surcharges for labour items and diverse chargings may only occur for order types M (Outlay surcharge CS).

Surcharges are not allowed for spare parts (except for external parts).

To create a order type -purchaser group, do as follows:

1. Click on **Dealer master data** in the **Maintenance** menu and then on **Order type purchaser groups**. This opens the *Order type - purchaser groups selection* window

2. Select the order type from the **Order type** drop-down menu and the purchaser group from the **Purchaser group** drop-down menu and click on **OK**. This opens the *Order type - customer groups* window.

3. Click on **New**. This opens the *Order type purchaser group* window.

4. Input any outlay surcharges for **Spare parts**, **Labour items**, Diverse chargings (**Div. charg.**), for **Paint material** and for Set price packages (**SetPricePack**) in the *Outlay surcharge* area.

5. Click on **New** to add a new order calculation item. For more information see Order calculation items [➜ 50].

6. **Save** your input.

See also

7.2.1 Order calculation items

Order calculation items are for the calculation of additional outlay in orders. Frequent examples include small and auxiliary material, paint material and disposal costs.

Order calculation items can be input in the **Order types** menu (e.g. as calculation items for a shop sale, normal order, etc.), or in the **Order type purchaser groups** (as a calculation item for a combination of order type/customer group, e.g. end customer/normal order).

Double inputting of calculation items

If a calculation item is defined on **Order type** and **Purchaser group** level, it is applied twice to the order. To allow easier checking as to what is defined at order type / purchaser group level, click on the **Order types - purchaser groups** button.

Insurance cases

If the concerned order is an insurance case, then the purchaser group that is noted in the business partner data of the **Customer** is used

Creating order calculation items
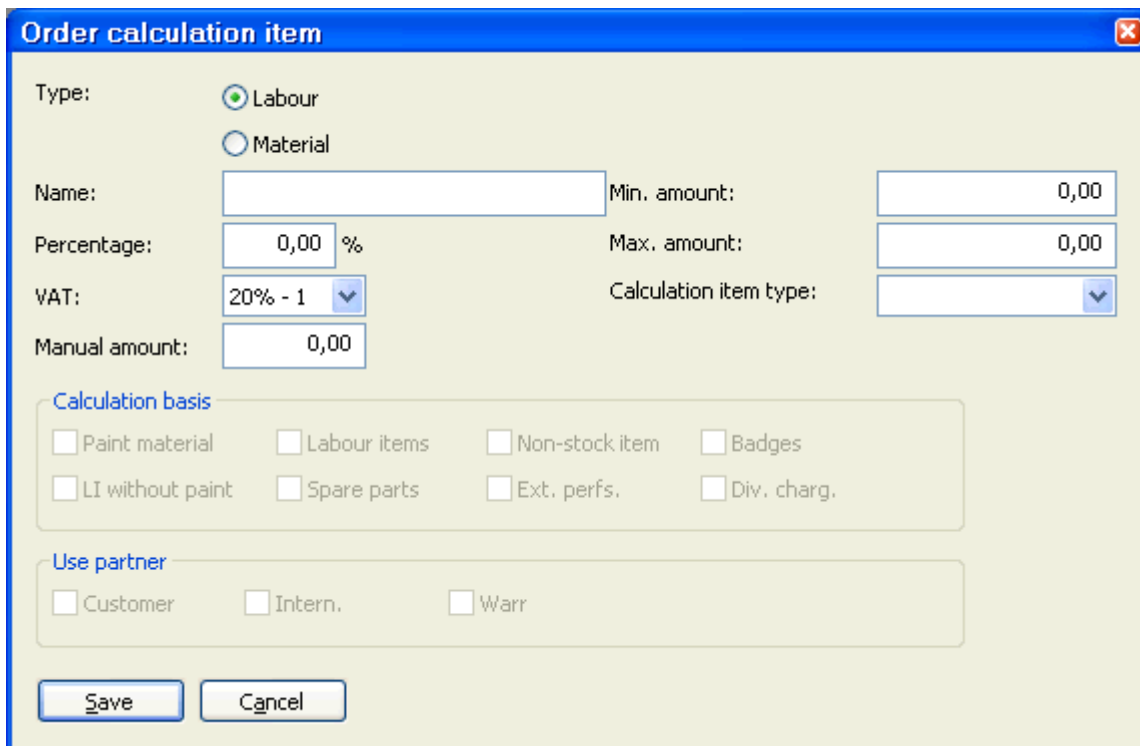
To create a new order calculation item, do as follows:

1. Click on **WS master data** in the **Maintenance** menu and then on **Purchaser groups**. This opens the *Order type-purchaser groups* window

2. Select an **Order type** using the Selection button.

3. Select the **Purchaser group** in the corresponding drop-down menu.

4. Click on **OK**. This opens the *Order type-purchaser groups* window.

5. Click on **Details** to view the valid settings for the order type/purchaser groups combination. This opens the *Order type purchaser group* window.

6. Use the **New** button to add a new calculation item. This opens the *Order calculation item* window.

7. Input the necessary data and click on **Save** to save your input.

   See also

   ▤ Window description: Order calculation items [➜ 51]

Window description: Order calculation items

- **Type:** Specify whether the order calculation item is **Labour** or **Material**, by selecting the corresponding radio button.

- **Name:** Input the name or a description for the calculation item here, e.g. smal material.

- **Percentage:** Input a percentage here that is to be the surcharge for the concerned calculation item (e.g. small/auxiliary material) as the basis for calculations. The **Percentage** field allows you to input the percentage, according to the price of the labour item, e.g. small material, is calculated.

- **VAT:** From this drop-down menu, select the VAT rate for the concerned calculation item.

- **Manual amount:** If a set (fixed) price is to be used for the calculation item instead percentage this price can be input in this field.

- **Min. amount/Max. amount (Minimum amount/Maximum amount):** Input the values here that the calculation item must be below/above.

> **Minimum and maximum amounts for calculation items**
>
> If e.g. the calculated value of small material for labour, is so low that it lies below the minimum amount, it is not included in the small material calculation item.
>
> Input the maximum amount into the **Max. amount** field because the specified rounding or revenue stamp amount could be reduced to the maximal value.

- **Calculation item type:** Select the type of calculation item from this drop-down menu, e.g. small or auxiliary material.

Calculation basis:

Select the type of calculation basis from this checkboxes (*Paint material, Labour items, Non-stock items, Badge, LI (Labour items) without paint, Spare parts, External performances, Div. charg. (Diverse chargings)*).

Use partner:

Select the type of use partner from this checkboxes (*Customer, Intern. (Internal), Warr. (Warranty)*).

7.3 Order types – internal business cases

This table allows you to assign internal business cases to guarantee the correct booking of internal order types. For more information about creating order types see the Order types [➜ 49] chapter.

Prerequisites:

- Order types must be defined.

- The List of internal business cases must have been created.

To assign an order type to an internal business case, do as follows:

1. In the **Maintenance** menu click on **WS master data** and then on **Order types - Internal business cases**. This opens the *Order types - internal busniess cases* window.

2. Click on **New**. This opens the further *Order types – internal business cases* window.

3. The **Order type** drop-down menu allows you to select the desired order type.

4. Click on the Selection button next to the **Int. BC** field. This opens the *List of internal business cases*. Select the desired internal business case and click on **Apply**.

5. Click on **Save**, to save your input.

7.4 Department

Various departments can be defined for the workshop, e.g. labour items, mechanics, etc. can be assigned to these departments. Each department belongs to one of the defined cost centres. For further information about assigning departments to cost centres see the Cost centres [➜ 53] chapter.

Prerequisites:

- The List of work domains must have been created.

- Valid Cost centres must be defined.

To input a new department, do as follows:

1. Click on **WS master data** in the **Maintenance** menu and then on **Department** to open the *List of departments* window.

2. Click on **New**. This opens the *New department* window.

3. Input the department number in the **Department** field.

4. Input the name of the department in the **Name** field.

5. Select the appropriate cost centre from the **Cost centre** drop-down menu.

6. Input the average performance price in the **Av. performance price** field.

7. Select the appropriate departments from the **SA report dep't.** drop-down menu and the **MIC department** drop-down menu.

1. The **Paint dep't**, **Small material calc.** and **Ext. service dep't.** checkboxes allow you to select which calculation items are added to the department.

2. Click on **Save**, to save your input.

7.5 Cost centres

In the maintenance section of the workshop master data you can input and change cost centre names. In addition, you can assign individual departments to the appropriate cost centres. According to accounting, only workshop cost centres should be created.

Prerequisites:

- The List of work domains must have been created.

- Valid Cost centres must be defined.

To add a new cost center, do as follows:

1. Click on **WS master data** in the **Maintenance** menu and then on **Cost centers**. This opens the *List of cost centers* window.

2. Click on **New**. This opens the *New cost center* window.

3. Input an up to 6-digit code in the **Cost center** field.

4. Input a **Name** for the cost center.

5. **Save** your input.

7.6 Mechanic groups

Each mechanic can be assigned to a mechanic group. Mechanic groups may be defined in any way and are especially useful for evaluating mechanic data.

To add a new mechanic group, do as follows:

1. Click on **WS Master Data** in the **Maintenance** menu and then on **Mechanic groups**. This opens the *List of mechanic groups* window.

2. Click on **New**. This opens the *New mechanic group* window.

3.   Input a **Name** for the mechanic group.

4.   In the **SA** field, input the name of the responsible service advisor or use the Selection button to select him.

5.   **Save** your input.

7.7 Labour item

Labour items are provided by the importer per make (brand) and automatically imported at the end of the day. A particular table space is intended for each labour item. Table spaces are arranged based on model codes assigned to labour items.

Each labour item contains certain criteria, e.g. name, brand group, time units, material units, etc.

The **Labour items** menu allows you to change or create individual labour items. In addition, items in the *Table space/time units* list such as time units, charging rates, table spaces, etc. can be edited.

Inputting a labour item

To input a new labour item, do as follows:

1.   Click on **WS master data** in the **Maintenance** menu and then on **Labour item**. This opens the *Labour item selection* window.

2.   In addition to the **Brand**, either part of the **LI name** or **LI number** (from/to') must be input. Confirm your input with **OK**. This opens the *List of labour items* window.

3.   Click on **New**. This opens the *Labour item* window.

4.   Select the desired entries from the **Brand** and **Department** drop-down menus.

5.   Input the **LI no.** and **LI name** of the labour item.

6.   If the labour item is an **External performance labour item**, you can use the **New** button to input a charging brand and an external LI number.

7.   If the labour item is used for processing warranty cases, you can input a **SAGA fixed price**.

8.   If necessary, activate the **External performance** and **House item** checkboxes.

9.   Input a text in the **Text** field to more specifically describe a labour item.

10.   To add table space-related time units to the labour item, click on New.

11.   **Save** your input.

    See also

                                    📄 Window description: Table space/time units [➜ 55]

7.7.1 Inputting a labour item

To input a new labour item, do as follows:

1.   Click on **WS master data** in the **Maintenance** menu and then on **Labour item**. This opens the *Labour item selection* window.

2.   In addition to the **Brand**, either part of the **LI name** or **LI number** (from/to') must be input. Confirm your input with **OK**. This opens the *List of labour items* window.

3.   Click on **New**. This opens the *Labour item* window.

4.   Select the desired entries from the **Brand** and **Department** drop-down menus.

5.   Input the **LI no.** and **LI name** of the labour item.

6. If the labour item is an **External performance labour item**, you can use the **New** button to input a charging brand and an external LI number.

7. If the labour item is used for processing warranty cases, you can input a **SAGA fixed price**.

8. If necessary, activate the **External performance** and **House item** checkboxes.

9. Input a text in the **Text** field to more specifically describe a labour item.

10. To add table space-related time units to the labour item, click on New.

11. **Save** your input.

See also

Window description: Table space/time units

- **Table space names:** A table containing groups of labour items is created for each brand. These labour items can have an infinite number of table spaces assigned to them. The **Table space names** drop-down menu allows you to select the desired table space name.

- **Time units:** The **Time units** field allows you to enter the amount of time spent on the respective labour item.

- **Charging rate code:** The **Charging rate code** field allows you to input the charging rate code for the concerned labour item. This code always has precedence over the traditional calculation of charging rates (over charging brand, department and charging rate code). If the charging rate code is not defined for an LI table space, the charging rate is calculated as usual.

- **Labour item price:** The **Labour items price** field allows you to input a fixed price with the combination of the charging rate code '6' for the concerned labour item. A '0' should be entered for all other charging rate codes.

- **Paint material units:** If paint material is required for the labour item, the required time units should be input for **Paint material units**.

7.7.2 Copying labour items

To copy labour items, you need special administrator rights. Labour items can either be copied singly or all items selected in the Labour item list can be copied at once.

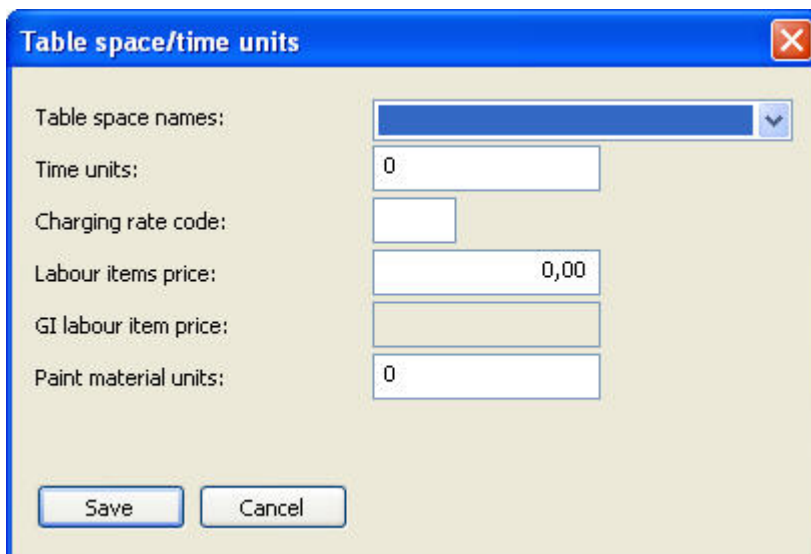To copy one or more labour items to a different brand or to a different work domain, do as follows:

1. Click on **WS Master Data** in the **Maintenance** menu and then on **Labour items.** This opens the *Labour item selection* window, where you can select labour items based on different criteria (e.g. input part of the labour item description text).

2. After you have made your selection, click on **OK.** This opens the *List of labour items* window, which displays the selected labour items.

3. Select the labour item to be copied in the list and click on **Copy**. To copy all labour items in the list, click on **Copy list**.

1. This opens the *Copy labour items* window.

2. To copy the labour item to a different brand, activate the **Copy to a different brand** checkbox and select the desired brand group from the **Brand selection** drop-down menu.

3. You can also copy the labour item to a different work domain. To do so, activate the **Copy to a different work domain** checkbox and use the Selection button to select the desired work domain.

4. Click on **OK** to confirm your input.

5. If you have chosen to copy to a different brand, the following message will appear: `The first table space will always be input for all valid table spaces`. Confirm this pop-up to continue.

6. The following message will then appear: `Warning: selecting this option may delete an existing labour item and replace it with the contents of the selected labour item. Do you want to continue?` Click on **Yes** to complete the process.
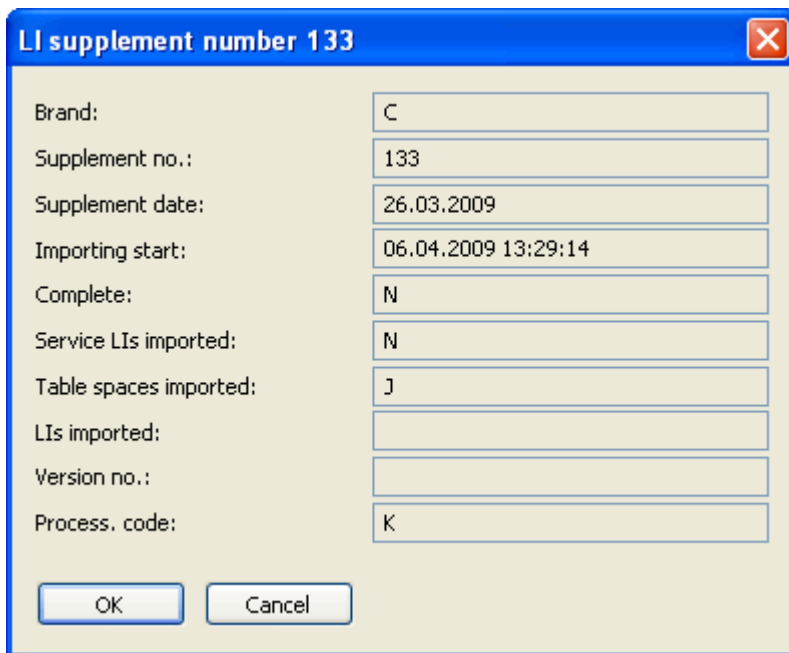
7.8 LI supplements

Sending the labour item catalogue via the wholesaler is called a *LI supplement* (Labour item supplement). The table shows when the last labour item supplement was imported into the system and the number of the supplement. Additionally you can check whether the import was executed correctly and completely (*Complete* column).

To access the list of LI supplements (labour item supplements), do as follows:

1. Click on **WS master data** in the **Maintenance** menu and then on **LI supplement**. This opens the *List of LI supplements* window.

2. Click on the **Details** button for more information about LI supplements.

7.8.1 Window description: LI supplements

- **Brand:** Brand abbreviation/code

- **Supplement no.:** Serial number of the labour item master data provided by the manufacturer

- **Supplement date:** Date of the LI supplement

- **Importing start:** Date and time when importing started

- **Complete:** Y (Yes) means that the LI supplement was completely imported, N (No) means that the LI supplement was not completely imported.

- **Tsp. imported:** J (Yes) means that the tables are completely imported, N (No) means they are incomplete.

- **LIs imported:** J (Yes) means that the labour items have been imported.

- **Version no.:** Version number of the LI master data

- **Process. code:** Processing code

7.9 LI charging rates

Der LI charging rates (Labour item charging rate) controls the charging for a labour item. Individual charging rate lists may be defined for different charging brands.

Labour price calculation

The labour price can be calculated using the labour item – (minus) the charging rate * (times) the time units / (divided by) 100.

Prerequisites:

- The List of work domains must have been input.

- The Charging brand table must have been input.

- The Department table must have been input.

To specify an LI charging rate for a charging brand, do as follows:

1. In the **Maintenance** menu click on **WS master data** and then on **LI charging rate**. This opens the *LI charging rate* window.

2. Click on **New**. This opens the *LI charging rate* window.

3. Select the desired entries from the **Charging brand** and the **Department** drop-down menus.

4. Input the correct code in the **Charging rate code** field.

5. Input the correct charging rate in the **Charging rate** field.

6. Click on **Save +>** to confirm your entries.

> **Tip**
>
> The arrow keys allow you to switch between individual charging rates without having to first change to the list box view.

7.10 LI sales discounts

The LI sales discount (Labour item sales discount) section control discount distribution for labour items, certain combinations of charging brands, departments und purchaser.

> **LI discount for employees**
>
> The wholesaler does not offer any sort of payment for labour items.
>
> Labour item employee discounts can be specified here.
>
> The employee discount according to company rules should be input.

Prerequisites:

- The List of work domains must have been input.

- The Charging brand table must have been input.

- The Department table must have been input.

- The Customer group table must have been input.

To specify a LI sales discount for a labour item, do as follows:

1. In the **Maintenance** menu click on **WS master data** and then on **LI sales discount**. This opens the *LI sales discount* window.

2. Click on **New**. This opens the *LI sales discount* window.

3. Select the desired entries from the **Charging brand**, **Department** and **Purchaser group** drop-down menus.

4. Input the percentage for the amount of the assigned discount in the **Sales discount rate** field.

5. Input the percentage for the amount of the assigned discount for paint material in the labour item in the **Paint material discount rate** field.

6. Click on **Save**, to save your input.

7.11 Table space names

A table with valid groups for labour items is kept for each brand. You may allocate as many table spaces to a labour item as needed.

Necessary prerequisites:

- The List of work domains must have been input.

- The Brand table must have been input.

- The Charging rate table must have been input.

Replacement charging rate code

You must input a replacement charging rate code if a partner uses a different charging rate for a particular model.

Type groups

To get a better overview of the labour items you can assign LIs to a type group as an additional level of classification. The value for type groups can range from 0 to 9. The type groups can be used arbitrarily because there a no further definitions linked to them.

In the evaluation *Turnovers by charging rates* the type groups per charging brand are displayed.

7.11.1 Creating a table space

To create a new table space name, simply proceed as follows:

1. In the **Maintenance** menu click on **WS master data** and then on **Table space names**. The *Table space names* window opens.

2. Click **New** to open the *New table space name* window.

3. Select the desired entries from the **Brand** drop-down menu.

4. Enter the number in the **Tsp.** field.

5. Enter the name in the **Tsp. name** field.

6. Enter the appropriate plant category number in the **Plant category** field.

7. Select, if necessary, the **Type group** in the corresponding drop-down menu.

8. Click on **Save**, to save your input.

Warr. valid checkbox

The valid for warranty checkbox cannot be maintained here. This checkbox is only changed during the import of table spaces. Before starting the import all table space names are set to invalid and during the import the relevant table spaces are set to Warr. valid again.

7.11.2 Table space maintenance of house items

House items are LI which are created by the dealer for internal purposes.

To maintain the table spaces of house items, do as follows:

1. In the **Maintenance** menu click on **WS master data** and then on **Labour items**. The *Labour items selection* window opens.

2.   The maintenance has to be carried out for each brand separately. Select a **Brand** and enter **98000000** and **99999999** in the **LI no.** from and to field, confirm with **OK**.

3.   The *List of labour items* opens. Mark an entry and click on **Details**.

4.   Check if all listed table spaces have the same values and write down the four values for time units, charging rate code, LI price and paint material unit.

5.   After writing down the values click **Change validity**. This deletes the table spaces.

6.   Confirm the following query with **Yes**: `Existing entries for the table spaces will be deleted. Do you wish to continue?`

7.   In the line Valid for you will now see the entry **all table spaces**.

8.   Click on **New**. Enter the four values in the respective fields.

9.   **Save** your input.

From this moment on the values are valid for all table spaces and do not have to be maintained if new table spaces appear.

7.12 Type codes for LI table spaces

The **Type codes for LI table spaces** section allows you to assign model codes for each plant table spaces.

Prerequisites:

▪   The List of work domains must have been input.

▪   The Brand table must have been input.

▪   The Table space table must have been input.

To assign a type code (model code) to a table space, do as follows:

1.   Click on **WS master data** in the **Maintenance** menu and then on **Type codes for LI table spaces.** This opens the *LI table space types* window, which allows you to make a selection based on various criteria, e.g. the selection of table spaces via the drop-down menu.

2.   After you have made your selection, click on **OK**. This opens the *LI table space types* window.

3.   Click on **New**. This opens the *LI table space types* window.

4.   Select the relevant brand and table space from the **Brand** and **Table space** drop-down menus, respectively.

5.   Input the **Model code** and **Name** in the corresponding fields.

6.   Activate the **Dealer definition** checkbox if the labour item is only valid for the current dealer and not for other dealers in the dealer network.

7.   Click on **Save**, to save your input.

7.13 Perfomance price

The prices provided by the importer are the basis for the performance price calculation. Generally the calculations are automatically executed after each LI import. In the **Calculate performance price** menu, deviations from the prices specified by the importer (fixed prices) can be specified.

To allow calculation as often as desired, the price imported from the importer is stored and is used for every calculation.

7.13.1 Calculate performance price

To change the price of a particular labour item, do as follows:

1. In the **Maintenance** menu click on **WS master data** and **Calculate performance price**. This opens the *Calculate performance price* window.

2. Select the brand group from the **Brand** drop-down menu and click on **OK**. This opens the *Calculate performance price* window which displays a list of calculations.

3. Click on **New**. This opens the *Calculate performance price* window, in which you can select labour items that are to be recalculated.

4. To restrict the result by type group, select an entry from the **Type group** drop-down menu.

5. To recalculate the performance prices of a particular table space, select the corresponding entry from the **Table space** drop-down menu.

6. To calculate the labour items of a particular number group, input the relevant number in the **LI no starting with** field.

7. Input the percentage by which the importer's fixed price is to be changed in the **Deviation** field (Price increase = positive value, Price reduction = negative value).

8. Select the decimal places to be rounded from the **Rounding** drop-down menu.

9. Click on **Save**, to save your input.

10. To start a manual recalculation, click on **Recalculate**. (An automatic recalculation of the performance prices is executed at each LI import.)

> **House items**
>
> House items are no longer included for the calculation of dealer individual LI performance prices. Here you can assume that the dealer inputs the performance prices for the house items for which it wants to charge.

7.13.2 Changing the sequence

There may be overlaps when multiple calculations are input. These are generally not checked by the program. Input of a sorting allows you to specify which criteria are decisive in case of overlaps. Calculation is via a sorting sequence, i.e. every criterion is selected and calculated according to its specified sequence. In case of overlapping criteria, later execution can correct earlier overlaps.

To edit the sorting sequence do as follows:

1. Click on **WS master data** in the **Maintenance** menu and then on **Calculate performance** price to open the *Calculate performance price list* window. In the sequence column you can see the existing sorting sequence of the calculations.

2. To change the sequence of a calculation, select the relevant list entry and click on the **Up** or **Down** button.
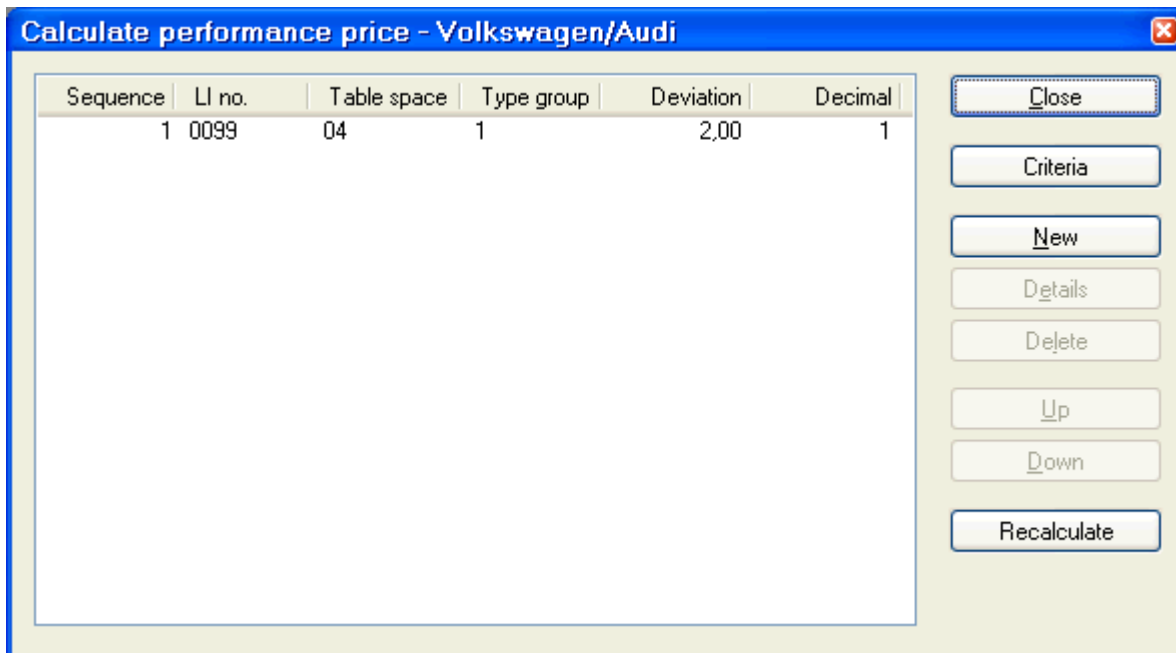
7.14 Paint types

The Paint types control the sales price, i.e. the price used for warranty payments and, if necessary, the time surcharge.

To input a new paint type, do as follows:

1. Click on **WS master data** in the **Maintenance** menu and then on **Paint types**. This opens the *Paint types* window.

2. Click on **New**. This opens the *New paint type* window.

3. Select the appropriate brand from the **Brand** drop-down menu.

4. Input a code for the paint type in the **Paint type** field and the name or description of the paint type in the **Name** field.

5. Input the sales and warranty prices in the **Sales price** and **Warranty price** fields.

6. Input the surcharge in percent in the **Calc. time surcharge** field.

7. For Seat and Skoda you have to input the warranty paint material parts number in the **Warr. paint mat. parts no.** field.

8. **Save** your input.

7.15 Various charging

This table allows you to define diverse charging items based on charging types. The assignment of labour items or spare parts is fixed for codes. In addition, this table also allows you to set the current and future sales prices, the purchase price and the warranty price for diverse charging items.

Prerequisites:

- The List of work domains must have been input.

- The charging type must have been input.

- The Charging brand table must have been input.

- The VAT table must have been input.

To input a diverse charging item, do as follows:

1. In the **Maintenance** menu click on **WS master data** and then on **Diverse charging**. This opens the *Diverse charging* window.

2. Click on **New**. This opens the *Diverse charging* window.

3. Input the **Charging number**, a **Name**, and a descriptive **Text**. Select a suitable **Charging type**.

4. **Save** your input.

7.15.1 Window description: Diverse charging

- **Charging number**: Input a code here for the diverse charging item.

- **Name**: Input a name or description for the diverse charging item here.

- **Text**: If necessary, an additional description of the diverse charging item can be input in this field.

- **Charging type**: This drop-down menu allows you to select the charging type to which the diverse charging item are to be assigned.

- **Assign to**: This field shows whether the charging type concerns a labour item or a spare part. This field is automatically filled out after selection of the charging type.

- **Current sales price**: Input the current sales price here.

- **Valid since**: Input the date since which the current sales price has been valid here. The current date is automatically suggested for new creation.

- **Future sales price**: Here you can input a future sales price for the diverse charging item.

- **Valid from**: Here you can input a date from which the future sales price is to be valid.

- **Purchase price**: Input the purchase price for the diverse charging item here.

- **Warr. price (Warranty price)**: Input the warranty price that you receive from the wholesaler here.

- **With / Without VAT**: Specify whether the diverse charging item is to be charged with or without VAT. If you select With VAT, then you can select the relevant VAT rate from a drop-down menu.

- **Request agent:** Acitvate this checkbox if an agent is to be assigned to the order when this diverse charging item is booked.

- **External parts number**: If the charging item is assigned to the spare parts, you can click on **New** to store external parts numbers for various warranty processes (various WARR systems). Click on **Details** to display the details of the selected entry.

- **External labour item**: If the charging item is assigned to the labour items, you can click on **New** to store external labour items for various warranty processes (various WARR systems). Click on **Details** to display the details of the selected entry.

7.16 Charging types

Charging types are the basis for the assignment of diverse charging items. For further information about diverse charging items see the Diverse charging [➜ 62] chapter.

> **Check new input with accounting!**
> A transfer must be established in the accounting system when a new charging type is input.

To input a new charging type, do as follows:

1. Click on **WS Master Data** in the **Maintenance** menu and then on **Charging types**. This opens the *List of charging types* window.

2. Click on **New**. This opens the *New charging type* window.

3. Input a code for the charging type in the **Charging type** field and the name or description of the charging type in the **Name** field.

4. Select a **Department** to which the charging items of this charging type are to be booked.

5. Activate the radio button to which the charging type should be assigned (**Labour** or **Material**)

6. In the *Usable for* area you can use the **New** button to specify for which order category this charging type can be used.

7. **Save** your input.

7.17 Badge

The range of validity for purchased badges is defined in this section to prevent incorrect badge numbers from appearing on an invoice.

Prerequisites:

- The List of work domains must have been input.

- The VAT table must be input.

To create a new badge range, do as follows:

1. Click on **WS master data** in the **Maintenance** menu and then on **Badge**. This opens the *Badge* window.

2. Click on **New**. This opens the *Badge* window.

3. Input the relevant badge number in the **Valid to** and **Valid from** fields.

4. Input a **Name** for the badge.

5. Aktivieren Sie eines der Optionsfelder **KAT** (weiße Plaketten), **Nicht-KAT** (grüne Plaketten) oder **LKW**, um anzugeben, für welche Fahrzeugart diese Plakette gültig ist.

6. **Save** your input.

7.18 Packages

A customer service package summarises labour items and spare parts (package items) for an order amendment. When the package is applied to the order, all items contained in the package are added to the order.

> **When specifying packages, remember:**
>
> Packages are predefined by the wholesaler but may be individually specified for each dealership.
>
> The dealer can only create packages with beginning letters P-Z. All other packages are provided by the wholesaler.

The following starting characters should be noted when creating packages:

0-9	For recall actions
A	For special recall actions
D	For marketing packages
H	For maintenance packages
L	For packages from PASS
P-Z	For individually defined packages

This helps to avoid overlapping package numbers and means that a selection of special package areas is at all possible.

7.18.1 Packages

To input a new package, do as follows:

1. In the **Maintenance** menu click on **WS master data** and then on **Packages**. Select the **Packages** sub menu. The *Package selection* window opens where you can use multiple criteria to make your selection.

2. After making your selection, click on **OK** to open the *List of Packages* window.

3. Click on **New** to open the *Package maintenance* window.

4. Input all data that describes the package and input the warranty information in tab 1.

5. Use the **New** button in tab 2 to input Package restrictions. You can add package items by clicking on the **LI**, **SP**, **Info**, **Text**, **Div.chrg**., **Badges** and **Conv.** buttons.

6. Use the fields in tab 3 to define package restrictions. To do so, click on **New**.

Package and restriction items

A customer service package is only valid if package items and restriction items are specified. A package without restriction items is not displayed if it is integrated into the order.

7. Click on **Save**, to save your input.

See also

Window description: Package maintenance

Tab 1: Package head

- **Package number**: The appropriate package number should be entered in the **Package number** field.

- **Cat. name** (Category name): The **Cat. name** drop-down menu allows you to select the appropriate category to which the package is to be assigned.

- **Pack. price (Package price):** The **Pack. price** field displays the price of the package. The price is comprised of individual package item prices from the list of package items.

- **Name:** The **Name** field allows you to input the name or description of the package.

- **Valid from/to:** The **Valid from/to** fields allow you to input the period of time when the package is to be valid.

- **Order and invoice text:** The **Order and invoice text** field allows you to enter the name or description of the package as it should appear on the order or invoice.

- **Brand:** The **Brand** drop-down menu displays the concerned brand. The brand is selected in the **Packages** menu, in the *Package selection* window, accessible via the. **Brand** drop-down menu

Warr. info. for binding actions (Warranty information for binding actions)

Please note:
Fields in the Warr. info. for binding actions area should only be filled out if the package in question is a warranty package.

- **Claim no. (Claim number):** Input the code for the parts provided by the manufacturer in the **Claim number** field.

- **Appl. type (Application type):** The *Appl. type* drop-down menu allows you to select the type of warranty application.

- **Type of claim:** Input the manufacturer's code for the type of damage in the **Type of claim** field.

- **Repair code:** The **Repair code** drop-down menu allows you to select the type of warranty repair.

- **Manuf. code (Manufacturer code):** Input the spare parts code as provided by the manufacturer in the **Manuf. code** field.

Repeat after completion

- **Always:** The **Always** radio button determines that the package is displayed in the order regardless of how often it is used.

- **Single handling:** The **Single handling** radio button allows the package to be booked to an order for a certain vehicle once only.

- **Interval time (months):** Activating the **Interval time (months)** radio button means that the package is displayed at intervals corresponding to the input number of months (field next to the button).

Print control

- **Print individual item:** Activate the **Print individual items** checkbox to print all items in the package on the invoice.

- **Price individual item:** Activating the **Price individual item** box means that all items in the package, including the price per item, are printed on the invoice.

- **Print package name:** Activating the **Print package name** box means that only the package name as input in the **Order and invoice end text** field is printed.

- **Contains info. items (Contains information items):** If an information text was input in the **Info** field in the *2 Res./Item lists* tab, a Y (Yes) is displayed in the **Contains info items** field; if not, an N (No) is displayed.

- **Contains conv. items (Contains conversion items):** If a conversion item was selected via the **Conv.** (Conversion item) button in the *2 Res./Item lists* tab, a Y (Yes) is displayed in the **Contains conv. items** field; otherwise, an N (No) is displayed.

- **Contains opt. items (Contains optional items):** If an optional item was selected via the **Badge** button in the *2 Res./Item lists* tab, a Y (Yes) is displayed in the **Contains opt. items** field; if not an N (No) is displayed.

- **FixPricePack (Fixed package price):** Activate the **FixPricePack** checkbox for packages with fixed prices that cannot be changed. Individual prices are then manually input for the individual package items.

- **Parts package:** Activate the **Parts package** checkbox for packages comprised only of spare parts.

- **For all branches:** Activate the **For all branches** checkbox for packages that are valid for the entire dealer network.

- **Pos. applicable chassis no. (Positively applicable chassis no.):** The **Pos. applicable chassis no.** field shows for which chassis number the package restriction is valid.

Tab 2: Res./Item lists

List of package restrictions:

Name: Name of the package restriction

From mod. code: Model code beginning at which a restriction was set

To mod. code: Model code up to which a restriction was set

Like mod. code: Restriction like the selected model code

Engine number: concerned engine number

Details/New:

The **Details** or **New** buttons take you to the third tab (**Restrictions**) in which package restrictions can be changed or created.

Duplicate

The **Duplicate** button allows you to create a duplicate when inputting a new restriction description.

> **Package restrictions**
>
> All restrictions defined in tab *3 Restrictions* are displayed in the List of package restrictions.

List of package items:

Item: Displays the type of item, e.g. labour item, spare part, etc.

Brand: concerned brand code

No.: number of the labour item or spare part number

Name: item name

Opt.: optional item

Trigger: Trigger

Price: booking price

Amount: amount of spare parts in the diverse charging or conversion item

Details

The **Details** button takes you to the detailed description for the added package items.

Duplicate

The **Duplicate** button creates a duplicate when assigning a new package item.

Up/Down

The **Up** and **Down** buttons allow you to change the sequence of package items.

> **Package items**
>
> All items contained in the package and which may be printed on the invoice (if so desired) are displayed in the List of package items.

Add:

- **LI (Labour item)**: This button allows you to add a labour item to the package.

- **SP (Spare part)**: This button allows you to add a spare part to the package.

- **Info. (Information)**: This button allows you to add an info item to the package.

- **Text**: This button allows you to add a text item to the package.

- **Div. chrg. (Diverse charging)**: This button allows you to add a diverse charging to the package.

- **Badge**: This button allows you to add a badge to the package.

- **Calc. (calculation)**: This button allows you to add a calculation item to the package, e.g. paint material, small and auxiliary material and disposal costs.

- **Conv. (Conversion item)**: This button allows you to add a conversion item to the package.

Tab 3: Restrictions

- **Name:** Input the name or description of the restriction in the **Name** field.

- **Model code from/to/or like (%):** Input the appropriate model codes for the restriction in the **Model code from/to/or like (%)** fields.

- **Engine number from/to/or like (%):** Input the appropriate engine number for the restriction in the **Engine number from/to/or like (%)** field.

- **Chassis no. (Chassis number):** The **Chassis no.** field allows you to enter the appropriate chassis number for the limitation.

- **Km status from/to/all (Kilometre status from/to/all):** Input the appropriate kilometre status for the restriction in the **Km status from/to/all** field.

- **Plus/minus km:** Input the validity range for the kilometre status in the **Plus/minus km** field.

- **First registration date from/to/all:** Input the appropriate first date or registration for the restriction in the **First registration date from/to/all** field.

- **Plus/minus Mon.:** Input the validity range in months following the initial registration date in the **Plus/minus Mon**. field.

New

The **New** button allows you to input a new restriction.

Duplicate

The **Duplicate** button means that a duplicate of the restriction item is made when a new name is created.

7.18.2 Conversion items

Conversion items allow you to use oils and lubricants for packages defined by the importer.

> **Please note:**
>
> If your dealership does not differentiate between petrol and diesel, the same oils should be input for both codes!

To create a new conversion item, do as follows:

1. Click on **WS master data** in the **Maintenance** menu and then click on **Packages.** Then select the **Conversion items** submenu. This opens the *Conversion items criteria* window where you can make your selection using the **Conv. item type** (Conversion item type) drop-down menu.

2. After you have made your selection, click on **OK.** This opens the *Conversion items for [conversion item]* window.

3. Click on **New**. This opens the *Conversion item for: [Conversion item]* window.

4. Input the relevant spare parts number in the **Parts number** field or select the number via the Selection button. The Details button takes you to spare parts maintenance. For more information see the Store master data chapter.

5. Click on **Save**, to save your input.

7.18.3 Package stock version

To display the package stock version per brand, do as follows:

1. Click on **WS master data** and on **Packages** in the **Maintenance** menu and then on **Package stock version**.

2. This opens the *Package stock version per brand* window, where you can view the last imported version number in the **Version no**. column.

7.19 Scheduling item groups

Scheduling item groups logically compile scheduling items. For more information about scheduling items see the Scheduling items [➜ 72] chapter.

Scheduling item groups input here can be viewed in tab 9 of the order window.

To create a new Scheduling item group, do as follows:

1. In the **Maintenance** menu click on **WS master data** and then on **Scheduling item groups**.This opens the *Scheduling item group* window.

2. Click on **New**. This opens the *Scheduling item group* window.

3. Input the name or description of the scheduling item group in the **Name** field.

4. Activate the **Open at entry into order window** checkbox if you want the scheduling item group to be displayed when you open tab 9 of the order. For more information about this topic see the Order processing chapter.

5. **Save** your input.

7.20 Scheduling items

Scheduling items are predefined items (i.e. customer details) for which time units are saved.

You can also define a certain time for the selected scheduling that is used for workshop load calculation. This time may be changed at any time in order selection scheduling.

To create a new scheduling item, do as follows:

1. In the **Maintenance** menu click on **WS master data** and then on **Scheduling items**. This opens the *Select scheduling item group* window.

2. Select the **Scheduling item group** from the drop-down menu and click on **OK.** This opens the *Scheduling item* window.

3. Click on **New**. This opens the *Scheduling item* window.

4. Input the concerned time units in the **Time units** field and the name or description of the scheduling in the **Labour description** field.

5. Select the concerned labour from the **Labour name** drop-down menu. For more information about this topic see the Labour in the Preplanning chapter.

6. Activate the **C repair** box to automatically generate a complaint when using this item in an order.

7. **Save** your input.

7.21 Labour items for quick access

In the Labour items for quick access menu you can define commonly used labour items for quick access in tab 8 of the order.

To create a labour item for quick access, do as follows:

1. In the **Maintenance** menu click on **WS master data** and then on **Labour items for quick access**. The *Predefined labour items* window opens. For more information see the Predefined labour items window description.

2. Click on **New** to open the *Predefined labour items* window.

3. Input the concerned brand code and labour item number in the **LI no.** field.

4. You can use the Selection button to search for the desired labour item. This opens the *Labour item* window; where you can make a selection based on various criteria. After you have made your selection, click on **OK.**

5. Click on **Save**, to save your input.

7.22 Warranty deviation limits

The **Warranty deviation limits** menu allows you to specify the maximum order amount that a business partner will accept for warranty reimbursements via the wholesaler.

If the payment is within these deviation limits, the order is deleted from warranty records.

To specify warranty deviation limits, do as follows:

1. In the **Maintenance** menu click on **WS master data** and then on **Warranty deviation limits**. This opens the *Deviation limits for warranty payments* window.

2. Input the order total of warranty payments in the **To application total / Step 1, Step 2, etc.** fields.

3. Input the order total of warranty payments in the **Deviation amount / Step 1, Step 2, etc.** fields.

4. Click on **Save**, to save your input.

7.23 SAGA deviation limits

The **SAGA deviation limits** menu allows you to specify the maximum order amount and deviation that a business partner will accept for warranty repayments by the wholesaler.

If the repayment is within these divergence borders, the order is considered as *fully paid* and deleted from warranty records.

To specify SAGA deviation limits, do as follows:

1.   In the **Maintenance** menu click on **WS master data** and then on **SAGA deviation limits**. This opens the *Deviation limits for SAGA payments* window.

2.   Input the application total of warranty repayments in the **To application total / Step 1, Step 2, etc.** fields.

3.   Input the order total of warranty repayments in the **Deviation amount / Step 1, Step 2, etc.** fields.

4.   Click on **Save**, to save your input.

7.24 GWL-Fremdleistungs-APs

Jede Fremdleistungs-Arbeitsposition, die im Zuge eines Gewährleistungsauftrages verwendet wird, muss mit einer GWL-Fremdleistungs-Arbeitspositionsnummer gekennzeichnet werden, damit das Werk ihm unbekannte APs trotzdem einer bestimmten Kategorie zuordnen kann.

Um eine neue Fremdleistungs-AP für die Gewährleistung anzulegen, gehen Sie bitte wie folgt vor:

1.   Klicken Sie im Menü **Wartung** auf **WS-Stammdaten** und auf **GWL-Fremdleistungs-APs**. Es öffnet sich das Fenster *Auswahl GWL-Fremdleistungs-APs*.

2.   Wählen Sie aus der Combobox **Verrechnungsfabrikat** den entsprechenden Eintrag aus und bestätigen Sie mit **OK**. Es öffnet sich das Fenster *Liste – GWL-Fremdleistungs-APs*.

3.   Click on **New**. ##NO_MATCH##.

4.   Überprüfen Sie, ob das entsprechende *Verrechnungsfabrikat* ausgewählt ist.

5.   Geben Sie eine **Fremdleistungsapnr.** ein.

6.   Geben Sie eine **Bezeichnung** ein.

7.   Click on **Save**, to save your input.

7.25 Acceptance type

You will need acceptance types for planning a vehicle.

To create an acceptance type, simply proceed as follows:

1.   In the **Maintenance** menu click on **WS master data** and then on **Acceptance types**. The *Acceptance types* window opens.

2.   Click on **New**. The *Acceptance types* window opens.

3.   Enter a three-digit abbreviation in the **Acceptance type code** field, e.g. DIR for direct.

4.   Enter the name or description of the acceptance type in the **Name** field.

5.   Enter the period of validity in the **Valid from/to** fields for the time in which the acceptance type is valid.

6.   Check the **SA necessary** checkbox if a SA is necessary for this acceptance type.

7. Check the **Collector necessary** checkbox if a Collector is necessary for this acceptance type.

8. Click on **Save**, to save your input.

> **Check at charging**
>
> Adding a labour item or a diverse charging to an acceptance type by clicking on **LI** or **Div. charg.** means that the order charging will automatically be checked to see if the item was entered into the order. If the labour item or diverse charging was not created in the order, it cannot be charged.

7.26 Return types

In this menu you can create return types that are needed for planning a vehicle.

To create a return type, simply proceed as follows:

1. In the **Maintenance** menu click on **WS master data** and then on **Return types**. The *Return types* window opens.

2. Click on **New**. The *Return types* window opens.

3. Enter a three-digit abbreviation in the **Return type code** field.

4. Enter the name or description of the return type in the **Name** field.

5. Enter the period of validity in the **Valid from/to** fields for the time in which the return type is valid.

6. Check the **SA necessary** checkbox if a SA is necessary for this return type.

7. Check the **Deliverer necessary** checkbox if a deliverer is necessary for this return type.

8. Click on **Save**, to save your input.

> **Check at charging**
>
> Adding a labour item or a diverse charging to a return type by clicking on **LI** or **Div. charg.** means that the order charging will automatically be checked to see if the item was entered into the order. If the labour item or diverse charging was not created in the order, it cannot be charged.

7.27 Workshop appointments

7.27.1 General

Workshop appointment types are defined and allocated by the importer.

7.27.2 Excluding WS events from invitations

You can exclude specified workshop events from the **invitation** function.

Do as follows:

1. Open the **Workshop events** menu under **Maintenance**, **WS master data** and **Workshop appointments**. This opens the *List of workshop events* window.

2. Select the desired entry and click on **Details**. This opens the *Workshop event* window.

3. Deactivate the checkbox **Invite**.

4. **Save** your entries.

7.28 Order printing

Via the **Order printing** menu item you can specify which order-relevant data are to be printed in the item are of the order. You can activate checkboxes to print these data on teh order. You can additionally include an image on the order printout..

7.29 Order forwarding configuration

Dealer who are allowed to forward orders are defined in order forwarding configuration. The system administrator can maintain this. Values that are defined here are suggested when order forwarding is processed and can be changed by users.

To input entries, do as follows:

1. In the **Maintenance** menu click on **WS master data** and **Order forwarding**. This opens the *Order forwarding – configuration* window.

2. Click on **New**. This opens the *Order forwarding configuration details* window.

In the *Order forwarding from* area, the dealer who can forward orders is defined:

1. Use the Selection button to select the relevant **Work domain**.

The invoice recipient (**Inv. recipient**) is automatically input. This is determined from the data in the work domain.

The dealer who is authorised to receive orders for processing is defined in the *Order forwarding to* area.

1. Select the **Work domain** of the order recipient.

In the *Order specifications* area you can define criteria that are applied by default when forwarding orders. To do so, do as follows:

> **Please note:**
> The acceptance type can be changed in arrears at any time. A change takes effect at the next charging of the instructed order (transfer of labour items).

For internal charging back you can define internal business cases that can be selected during forwarding. Please note that these specifications can be changed by the instructed dealer.

To specify internal business cases for charging back, do as follows:

1. Activate the **Internal charging** checkbox.

2. Click on **New**. This opens the *Internal business case* window.

3. Then use the Selection button to select an internal business case or input one in the **Int. bus. case** field.

4. **Save** your input.

8 Time recording

8.1 Tasks

If a mechanic's task are not able to be explained by a customer's order, it is because the task is an internal task. Various tasks for which a mechanic can clock on or off are included in the master data.

Each internal task has been assigned a three-digit code made up of numbers and/or letters. The most important internal tasks are predefined and begin with the letter U, which is why these tasks are called U-tasks.

Record tasks in detail!

Since created tasks are also an important part of various evaluations, it is important to record tasks in as detailed a form as possible. The basic premise here is that the more detailed the manner in which tasks are maintained, the more meaningful the corresponding evaluations will be.

8.1.1 Creating internal tasks

If the predefined tasks prove not to be enough to satisfactorily create processes in the workshop, it is possible to create other tasks as well. To create internal tasks, do as follows:
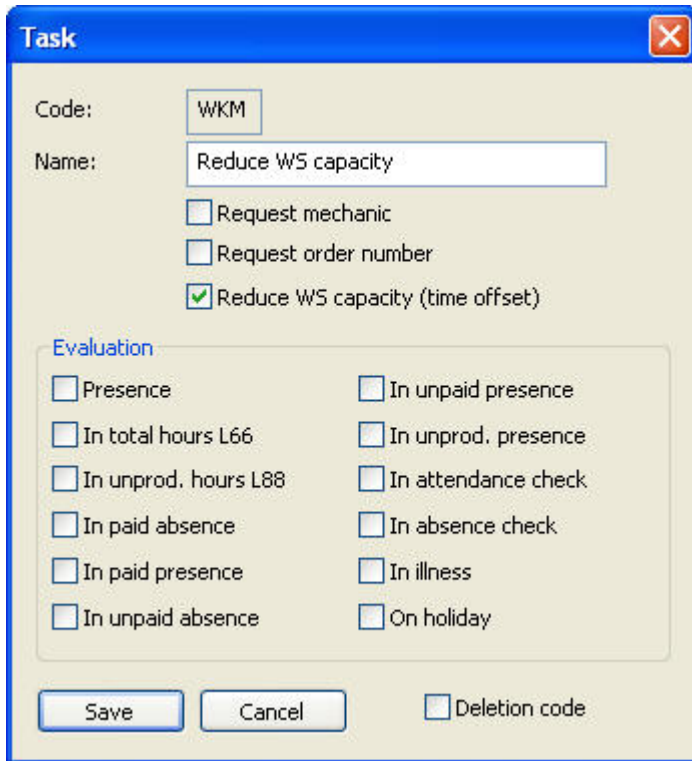
1. Click on **Timekeeping** in the **Maintenance** menu and then on **Tasks**. This will open the *Task* window which displays the list of internal tasks with task codes.

2. Clicking **New** opens the *Task* window in which a new task can be created.

3. Click on **Save** to finish and immediately view the newly created task code in the list of tasks (*Task* window).

See also

🗎 Window description: Task [→ 78]

8.1.2 Window description: Task

This window allows you to create an activity or edit an existing activity's characteristics.

Code:

The three-digit task code is comprised of numbers and/or letters. Various standard codes have been preset: the code "WCM" with the description of "workshop capacity minus", for example, is used to create time offset.

Name:

The name of the code can be freely defined (24 characters maximum).

Request mechanic:

Activating this checkbox means that adding the mechanic in question is required for clocking (and for corrections as well). Entering this activity code is not possible for either **General clocking** or **General pre/post clocking**.

The predefined activity called "workshop follow-up", for example, is used for workshop services which are required due to faulty or insufficient previous repairs. For clocking (and for clocking corrections) this task, entering the responsible mechanic for the respective repairs is necessary to call him or her in.

Request order number:

Activating this checkbox for this activity requires clocking in or out (for corrections as well) entering the corresponding order number since charging requires this number. Entering this activity code is not possible for either **General clocking** or **General pre/post clocking**.

For example, this is the case if a vehicle is brought back to the workshop following a previous workshop visit because the order was not carried out properly or there was a mistake. This entry requires the original order number because the performance should be charged for using this order.

Reduce WS (workshop) capacity (time offset):

In clocking this task, the performance capacity of the workshop is reduced by activating this criterion. Claiming compensatory time off, for example, a mechanic would clock the task at minus workshop capacity (WCM).

Evaluation

A number of criteria can be found in the *Task* window that have an effect on different evaluations. You can read more about diverse evaluations, analyses and logs under evaluations.

Presence:

The presence field has to do with the job position. If the respective task requires physical presence, the checkbox should be activated. If, for example, the task has to do with a substitution, this checkbox should be deactivated because the mechanic is only present for the position which needs to temporarily be filled.

In total hours L066:

The sum of productive hours and the sum of all unproductive hours with the allocation to wage type L066 is entered for the evaluation of the total hours according to L066. This checkbox should be activated for the respective tasks

In unprod. hours L88:

This checkbox should be activated for the respective tasks in order to be entered into the evaluation of unproductive hours according to wage type 088.

In paid absence:

Diverse external training courses, paid holidays, special leave etc. fall under this criteria. The mechanic is not present at the workplace, but still receives wage compensation.

In paid presence:

Unproductive hours which are incorporated into the calculation of actual hours and thus in the wage compensation meet this criterion.

Example:

Task code W11 "substitution of a cost centre": the **Presence** checkbox is deactivated because the employee is present at a different position. The task is, however, still decisive for the payment and inclusion in the actual times; thus, the **In paid presence** checkbox must be activated.

In unpaid absence:

The mechanic is still a company employee, but is absent for a longer period of time and does not receive payment in that time (e.g. W09 compulsory military service).

In unpaid presence:

For unpaid activities.

In unprod. presence:

E.g. W02 idle hours.

In attendance check:

This checkbox must be activated for working hours which are to be included in the evaluation of workshop efficiency.

In absence check:

This checkbox should be activated for activities which logically require absence with them (e.g. W08 paid absence) and which must be (negatively) included in workshop efficiency.

In illness:

To record illnesses, doctor's visits, etc.

On holiday:

To record holidays, special holidays, etc.

8.2 Shift schedules

The combination of working hours and breaks is displayed in the time models. They are the basis for calculating the hours of calculated presence, the time offset balances and for various evaluations (presence checks, productivity analyses, etc.).

This time model is allocated to all other days for which the same working times are valid. For example, weekdays have the WOT time model. If a mechanic only works on Fridays, there is a separate time model for that, too.

Depending on the exact shift schedule, the mechanic shift schedules comprise one or several work weeks (e.g. for shift operations) for a mechanic. A mechanic shift schedule is comprised of individual shift schedules, which is dependent on the number of covered work days. This means that if a shift schedule covers two work weeks, it is comprised of fourteen shift schedules; this is because each workday has been allocated an individual shift schedule.

Max. shift schedules per mechanic shift schedule

For this reason, only seven (or a multiple of seven) shift schedules can be allocated to a mechanic shift schedule.

8.2.1 Creating new shift schedules

If you wish to create a new shift schedule, do as follows:

1. Click on **Timekeeping** found in the **Maintenance** menu and then on **Shift schedules**. The *Shift schedules for mechanics* window opens which displays a list of the existing shift schedules.

2. Clicking **New** opens the *Shift schedule for mechanics* window in which a new shift schedule may be created.

3. Enter the three-digit code (which may consist of numbers and/or letters) in the **Code** field.

4. Fill out the **Name** field.

5. Enter the time at which work is begun in the **Start** field and the ending time in the **End** field.

6. You can enter up to three breaks in the **Break from/to** field.

7. The calculated presence time will automatically conform to the new entries.

8. Finish off by clicking **Save** or by pressing the *enter* key.

8.2.2 Modifying an existing shift schedule

If you would like to modify an existing shift schedule, do as below:

1. Click on **Timekeeping** found in the **Maintenance** menu and then on **Shift schedules**. The *Shift schedules for mechanics* window opens which displays a list of the existing shift schedules.

2. Selecting an entry and clicking **Details** opens the *Shift schedules for mechanics* window in which a new shift schedule may be created.

3. Modify the appropriate criteria. The **Name, Start, Break from/to** and **End** fields are available.

4. Finish off by clicking **Save** or by pressing the *enter key*.

Automatic adjustment

The calculated presence will automatically adjust according to the changes made. Pre-clockings will be automatically adjusted for the new shift schedule.

8.2.3 Deleting shift schedules

You can delete entries in shift schedules by using the following steps:

1. Click on **Timekeeping** found in the **Maintenance** menu and then on **Shift schedules**. The *Shift schedules for mechanics* window opens which displays a list of the existing shift schedules.

2. Selecting an entry and clicking **Delete** opens a popup, which asks `simply delete entry?`. This should be confirmed by clicking **Yes**.

8.3 Mechanic shift schedules

A shift schedule has been reserved for each day of the week and for every mechanic in the mechanic shift schedules.

Example:

A mechanic who works Monday to Thursday from 7:30 a.m. to 4:30 pm has the "WOD – weekday" shift schedule. On Fridays, this mechanic only works from 7:30 a.m. to 3:00 p.m. and thus has the schedule "WOF – Friday" for this day. Since Saturday and Sunday are days off, the shift schedule "FRE – free day" is marked for the weekend. The total of all calculated presence hours is calculated using the shift schedules and results in the calculated presence hours per week.

8.3.1 Schedule overview by mechanic

You can allocate a valid shift schedule to a mechanic at any time. For this reason, the period of validity should always be entered when creating a shift schedule. To retain an overview of which shift schedule is valid for which mechanic, which shift schedules were selected in the past and, if necessary, which ones have been selected for future use, do as follows:

1. Click on **Timekeeping** found in the **Maintenance** menu and then on **Mechanic shift schedules**. This opens the *Shift schedules for mechanics* window*.

2. Enter the mechanic number in the **Mechanic ID** field. If the mechanic number is not known, use the Selection button. This opens the *List of mechanics* window, from which the appropriate mechanic can be selected, clicked on and confirmed by clicking **Apply**.

3. Confirm your choice by clicking **OK**, which will then call up the *Time models for mechanics* window. The entries in the list provide an overview of the various shift schedules which were valid for the mechanic in the past and will be so in the present.

Window description: Mechanic shift schedules

This window displays the shift schedule(s) that has/have been created for a mechanic. Since only one shift schedule can be valid at any given time, each model is listed with its period of validity.

Mechanic

This field displays the mechanic's name and number.

Valid from

This field displays the starting date from which the mechanic shift schedule is valid.

Valid to

This field displays the ending date to which the mechanic shift schedule is valid.

Start index

The start index stands for the day on which the mechanic shift schedule starts or started. (e.g., 'valid from December 3 2001', which is a Monday, means that the start index 1 (= Monday) is displayed. If this mechanic shift schedule became valid on December 4, the start index 2 (= Tuesday) would be displayed here.)

The following buttons are also available:

Replace

To create a different shift schedule for one of the periods of validity in the list, click **Replace**. This opens the *Mechanic shift schedule* window where a new shift schedule can be entered.

Move

To change the period of validity of a mechanic shift schedule, click **Move**. The valid times for the previous and following shift schedules will correspondingly change.

Clockings

This button opens the *Clocking list* window which displays a list of periods for clocking which were used in this shift schedule.

Details

Marking a shift schedule from the list and clicking this button opens the *Mechanic shift schedule* window. This window displays the appropriate mechanic shift schedule.

New

Clicking this button opens the *Mechanic shift schedule* window where a new shift schedule can be created.

Criteria

This button opens the *Mechanic shift schedule* window which displays the selection criteria for the currently open window. Additional mechanics for whom a shift schedule should be displayed may also be selected from this window.

8.3.2 Create a new mechanic shift schedule

To create the working hours for a mechanic, proceed as follows:

1. Click on **Timekeeping** found in the **Maintenance** menu and then on **Mechanic shift schedules**. This opens the *Shift schedules for mechanics* window*.*

2. Enter the mechanic number in the **Mechanic ID** field. If the mechanic number is not known, use the Selection button to open the *List of mechanics* window from which the appropriate mechanic can be selected, clicked on and confirmed by clicking **Apply**.

3. Confirm your choice by clicking **OK**, which will then call up the *Time models for mechanics* window. The entries in the list provide an overview of the various shift schedules which were valid for the mechanic in the past and will be so in the present.

4. Click on **New** to open the *Mechanic shift schedule* window.

5. Enter the period of validity in the **Valid from/to** fields.

6. Enter the weekday number (displayed in the field on the right) on which the time model should begin in the **Start index** field.

7. Click **Add**. The *Shift schedules for mechanics* window opens which displays a list of the existing shift schedules. Select the appropriate time model and click **Apply**. Repeat this step for each further weekday.

8. You can correct (by clicking **Change**), add (by clicking **Add**) and delete (by clicking **Delete**) the entries.

9. As soon as a time model exists for each day of the week, confirm your entries by clicking **Save**.

8.3.3 Altering an existing mechanic time model

To change the labour times of a mechanic time model, first ensure that the changes to the time model do not affect clockings in the past.

To change an existing mechanic time model, it must either concern only newly created mechanic time models, which have no clockings yet, or end the validity of the current mechanic time model and create a model at this time [➜ 84](see Creating a new mechanic time model [➜ 84]).

To change an existing time model which has no clockings in the past, do as follows:

1. Click on **Timekeeping** found in the **Maintenance** menu and then on **Mechanic shift schedules**. This opens the *Mechanic shift schedules* window*.*

2. Enter the mechanic number in the **Mechanic ID** field. If the mechanic number is not known, use the Selection button to open the *List of mechanics* window from which the appropriate mechanic can be selected, clicked on and confirmed by clicking **Apply**.

3. Confirm your choice by clicking **OK**, which will then call up the *Time models for mechanics* window. The entries in the list provide an overview of the various shift schedules which were valid for the mechanic in the past and will be so in the present.

4. Click on **Details** to open the *Mechanic shift schedule* window.

5. Highlight the entry which you would like to change and click **Change**. The *Mechanic time models* window will open and will display a list of existing time models. Select the appropriate time model and click **Apply**.

6. Click on **Add** to add entries to the marked item, and if necessary you can delete marked entries by clicking on **Remove**.

8.3.4 Replace an existing mechanic time model

You have the option of replacing an entire mechanic time model. Several changes are only possible when the period of validity for the mechanic time model in question have yet to occur and no clockings have been made. If pre-clockings have been performed in the past which fall in the period of validity for the mechanic time model to be replaced, each pre-clocking will be noted that must be individually confirmed and fit in.

To replace a time model, do as follows:

1. Click on **Timekeeping** found in the **Maintenance** menu and then on **Mechanic shift schedules**. This opens the *Shift schedules for mechanics* window.

2. Enter the mechanic number in the **Mechanic ID** field. If the mechanic number is not known, use the Selection button to open the *List of mechanics* window from which the appropriate mechanic can be selected, clicked on and confirmed by clicking **Apply**.

3. Confirm your choice by clicking **OK**, which will then call up the *Time models for mechanics* window. The entries in the list provide an overview of the various time models which were valid for the mechanic in the past and will be so in the present.

4. Highlight the entry which should be replaced and click **Replace**. The *Shift schedule for mechanics* window will open.

5. Click **Add** to create the time model. The *Mechanic time models* window will open and will display a list of existing time models. Select the appropriate time model and click **Apply**. Repeat this step for each further weekday.

6. As soon as a time model exists for each day of the week, confirm your entries by clicking **Save**.

8.3.5 Copy an existing mechanic time model

Since most mechanics have the same time model, it is quite convenient to simply copy another mechanic's time model instead of creating a new one. The process by which this can be completed is described in the following steps.

1. Click on **Timekeeping** found in the **Maintenance** menu and then on **Mechanic shift schedules**. This opens the *Shift schedules for mechanics* window.

2. Enter the mechanic number in the **Mechanic ID** field. If the mechanic number is not known, use the Selection button to open the *List of mechanics* window from which the appropriate mechanic can be selected, clicked on and confirmed by clicking **Apply**.

3. Confirm your choice by clicking **OK**, which opens the *Time models for mechanics* window. The entries in the list provide an overview of the various time models which were valid for the mechanic in the past and will be so in the present.

4. Click on **New** to open the *Shift schedule for mechanics* window.

5. Enter the period of validity in the **Valid from/to** fields.

6. Enter the weekday number in the **Start index** field (which can be seen in the right-hand field) for the beginning date (1 for Monday, 2 for Tuesday, 3 for Wednesday, 4 for Thursday, 5 for Friday, 6 for Saturday and 7 for Sunday).

7. Click on **Copy from** which opens the *Shift schedule for mechanics* window.

8. Enter the number of the mechanic time model to be copied in the **Mechanic ID** field. If the mechanic number is not known, use the Selection button to open the *List of mechanics* window from which the appropriate mechanic can be selected, clicked on and confirmed by clicking **Apply**.

9. This opens the *Mechanic shift schedule* window with a list of the available shift schedules of the concerned mechanic. Selected the desired entry and click on **Apply**.

10. The entire time model for the mechanic will be displayed in the *Shift schedule for mechanics* window. These entries can be recorded by clicking **Save**.

Window description: Mechanic time model

This window allows you to create or edit a mechanic time model – or simply display on greater detail.

Mechanic

This field displays the mechanic's name and number.

Valid from/to

This field displays the period of validity (start and end dates) for the mechanic time model.

Start index

The number of the weekday of the valid-from-date (Monday = 1, Tuesday = 2, Wednesday = 3, etc.) should be entered here.

Number of models

This field displays how many time models in the mechanic time model have been selected. However, to save the mechanic time model, at least seven (or a multiple of seven) time models must be selected.

Proj. presence

The projected presence that has been calculated based on the sum of the entered time models is displayed here.

Average proj. pres.

The average projected presence time is displayed here.

List

This list displays the weekdays with the corresponding time models.

- **Index**: The number of the weekday for the respective entry is displayed here (Monday = 1, Tuesday = 2, Wednesday = 3, Monday of the second week = 8, etc.).

- **Day**: The name of the weekday is displayed here.

- **Code**: The three-digit code for the time model is displayed here.

- **Name**: The name of the time model is displayed here.

- **Proj. pres.**: The projected presence for the respective day, calculated by using the time model, is displayed here.

The following buttons are available:

Copy to

Clicking this button allows you to select the time model for the mechanic, even for a different mechanic.

Change

You can change a selected time model by highlighting a list item and clicking this button. The *Time models for mechanics* window opens from which a different time model can be selected.

Add

Clicking this button opens the *Time models for mechanics* window from which a further time model can be selected and added. This entry will be displayed as the last item in the list.

Insert

You can insert a labour model into the workweek by clicking on the desired weekday on the list and clicking this button. The *Time models for mechanics* window opens, where another time model can be selected and added.

Remove

You can remove an entry from the list by selecting the entry and clicking this button. The highlighted item will be deleted and the following entry will move up one position in the list.

Copy from

Clicking this button will apply a different mechanic's time model. The *Shift schedules for mechanics* window opens, where the desired mechanic can be selected.

9 Accounting

In CROSS the initial account adjustment for booking is created in an accounting program. The data need for booking, with the account number and contra account number are input and summarised in a file for export to the accounting system.

9.1 Transfer

The accounting processes are displayed in the transfer. The functions describe the business cases that are booked in CROSS. Certain criteria are necessary per business case (function). Each combination of these factors is described in an accounting process (transfer). During day end processing the collected business cases are processed to booking rates and output in an export file.

The user can use this menu item for viewing. If an error log is output, then the list of transfers is often useful for identifying errors.

The function codes, their names and the necessary criteria are displayed in the following list.

Function code	Name	Required criteria
LS	Delivery note booking	▪ Brand group ▪ Product type ▪ Supplier group ▪ Parts type ▪ Brand code
OB	Obsolete	▪ Brand group ▪ Product type ▪ Cost centre
TR	Parts return	▪ Brand group ▪ Product type ▪ Cost centre
VA	Sale of labour items	▪ Department ▪ Order type ▪ Combo code ▪ Cost centre
VB	Sale of calculation items	▪ Order type ▪ Calculation item type ▪ Combo code ▪ Cost centre

VD	Sale of non stock items	• Brand group • Product type • Order type • Combo code • Cost centre
VE	Sale of Spare parts	• Brand group • Product type • Order type • Combo code • Cost centre
VF	Sale of external performances	• Department • Order type • Combo code • Cost centre
VP	Sale of badges	• Combo code • Cost centre
VS	Scrapping	• Product type • Cost centre
VV	Sale of diverse charging	• Order type • Charging type • Combo code • Cost centre
WD	Sales cost non stock item	• Brand group • Product type • Order type • Cost centre
WE	Sales cost spare part	• Brand group • Product type • Order type • Cost centre
WF	Sales cost external performance	• Department • Order type • Cost centre

WP	Sales cost badge	▪ Cost centre
WV	Sales cost diverse charging	▪ Order type ▪ Charging type ▪ Combo code ▪ Cost centre

9.1.1 List of transfers

To see a list of transfers, do as follows:
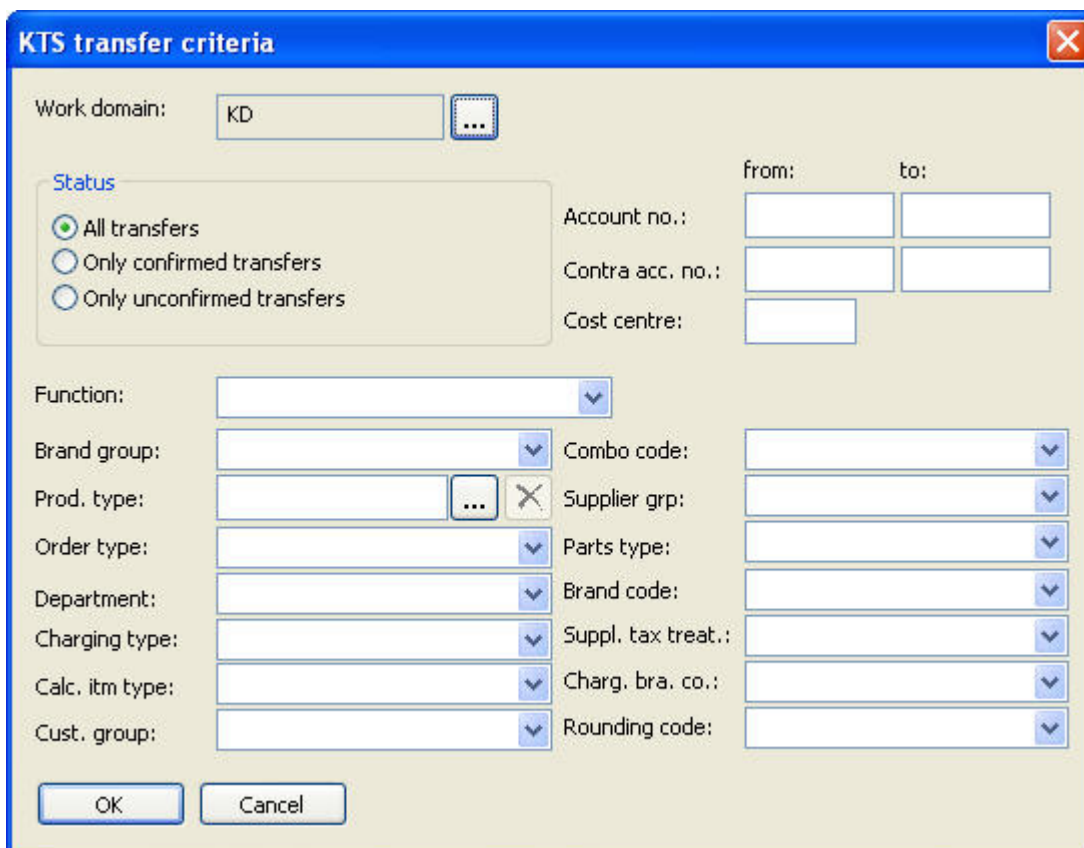
1. In the **Maintenance** menu click on **Accounting** and on **Transfer**. The *KTS Transfer criteria* window opens.

2. Here, define the selection criteria for the transfers, that you want to see in the *List of Transfers*.

3. Click **OK**, to access the *List of Transfers*.

See also

📄 Window description: List of SSP-Transfers [➜ 92]

Window description: KTS-Transfer Criteria

In this window the transfers to be processed are selected and limiting criteria are defined. If there is no further limitation, then you can access to the *List of KTS-Tra*nsfers by clicking **OK**.

Work domain

The work domain code is preset in this field. If the work domain is to be changed, clicking the Selection button opens a list of available work domains, from which you can select the desired entry.

Area: Status

By activating an options field, select whether you want to process *All transfers*, *Only confirmed transfers* or *Only unconfirmed transfers*. Unconfirmed transfers are newly created / copied transfer rates, that are not yet effective. (For confirmation the **Confirmed** checkbox is activated in the *KTS-Transfer details*)

Account number from/to

If transfers are to be processed that affect certain account numbers that are booked in debit, then enter the from – to numbers in these fields.

Contra acc. No. from/to

If only transfers are to be processed, that concern certain contra account numbers that are booked to credit then enter the from – to numbers in these fields.

Cost centre

If only transfers for a certain cost centre are to be processed, enter the desired cost centre here.

Function

For further limiting select the desired entry in this drop down menu.

Brand group

To process transfers for a certain brand group, select the desired entry in this drop down menu.

Product type

To process transfers of a certain product type, enter the concerned code in this field. Clicking the Selection button opens a list of *Product types*, from which you can select the desired entry and apply it.

Order type

To limit the transfers by order type, select the desired entry in this drop down menu.

Department

To limit the transfers by department, select the desired entry in this drop down menu.

Charging type

To limit the transfers by charging type, select the desired entry in this drop down menu.

CalcItemType

To limit the transfers by type of calculation item, select the desired entry in this drop down menu.

Cust. group

To limit the transfers by customer group, select the desired entry in this drop down menu.

Combo code

To limit the transfers by the criteria *Warranty*, *Internal* or *Customer*, select the desired entry in this drop down menu.

Supplier grp

To limit the transfers by supplier group, select the desired entry in this drop down menu.

Parts type

To limit the transfers by parts type, select the desired entry in this drop down menu.

Brand code

To limit the transfers by brand code, select the desired entry in this drop down menu.

Charg. bra. Co.

To limit the transfers by charging brand code, select the desired entry in this drop down menu.

Rounding code

To limit the transfers by rounding code, select the desired entry in this drop down menu.

Window description: List of SSP-Transfers

This list window displays the defined transfers. The required criteria for accounting are displayed per business case.

One business case is displayed per line. All possible criteria are displayed in the columns. Entries are only in the columns that are necessary for the concerned business case.

The following criteria are displayed in the columns:

- Work domain

- Function

- **Brand grp.** (brand group)

- **P.** (Product group)

- **Combo code** (combination code: cust = customer, int = internal business case, warr= warranty)

- **OrdType** (Order type displayed)

- **Department** (Department)

- **Cust. group** (Customer group)

- **Charg. bra. co.** (Charging brand code)

- **Cost centre**

- **Account no.**

- **Contra-Acc-No.**

- **Last change.**

- **User**

The following buttons are available for you at the bottom of this window:

Details

Clicking this button opens the *SSP-Transfer details* window, which contains details about the concerned item.

New

Clicking this button opens the *SSP-Transfer new* window, in which new transfers can be created.

Delete

Marking a list entry and clicking on this button deletes the marked transfer. The *Query* window opens "`An indi-`
`vidual transfer will be deleted, the standard transfer will be used in future. Really`
`delete?` Clicking **Yes** deletes the transfer.

Criteria

Clicking this button opens the *SSP-Transfer criteria* window, in which you can make a new selection of transfers.

Duplicate

By clicking this button you can duplicate the transfer marked in the list. The *SSP-Transfer new* window opens with the entries of the marked transfer. The criteria can be changed and amended. Clicking **Save** creates the transfer newly again.

Actions

By clicking this button you can make certain changes:

- Change the cost centre in all entries of the list

- Change the account number in all entries of the list

- Change the contra account number in all entries of the list

- Set the status of the marked entry to confirmed

- Copy all rates of the list

- Delete all (overwritten) rates of the list

- Swap account number and contra account number of the marked transfer

9.1.2 Exporting transfers

The export function can be used to export the transfers in a file for the entire selected work domain.

To carry out an export, do as follows:

1. In the **Maintenance** menu click on **Accounting** and on **Transfer**. The *CSSP transfer criteria* window opens.

2. In the **Work domain** field, specify for which work domain you want to export the transfers.

3. After inputting the desired criteria click on **OK**. The *List of NV/UV transfers* opens.

4. Clicking the **Export** button opens the *NV/UV Transfer Export* window.

5. Use the selection button by the **Output file** field to define the location for saving.

6. Click on **OK** to export the data as a text file.

> **Please note:**
> The export can only be carried out for the whole work domain. All transfers of the selected work domain will be exported.

9.1.3 Transfer functions

Available functions / business cases:

9.1.4 Fields in the customer service transfer

Basically the transfer is similar in structure to a booking dataset:

For outgoing invoices the **Account number** and **Cost centr***e* fields remain blank, the **Contra account number** and **Contra account cost centre** are filled out.

Sales cost bookings require all of the fields: the **Account number** and **Cost centre** fields must be filled out with the data of the **Sales cost account** and the **Contra account number** and the **Contra account cost centre** must be filled out with the data of the **Stock account**.

Also, the content of the **Account** field is sent to the interface as a cost account / stock account and is therefore sent with pretax coding, the content from the **Contra account** field is sent as the **Rev. acc.** and therefore with VAT coding.

Datasets in the transfer table are automatically standard datasets. This means that these datasets are changed during release imports.

Field name	Content	Information
Work domain		Client-module combination
Function	Obligatory field	
Brand group	If this field is empty, the transfer is valid for all criteria.	Criteria input in **Brand groups** menu (**Maintenance SP master data**)
Product type	If this field is empty, the transfer is valid for all criteria.	Product types are defined in the **Maintenance** menu, under **SP master data Prod. types** and are only explicit in combination with the brand group. If no differentiation between product types is needed in account location, these can be summarised in **Maintenance Accounting Merge product types for transfer** to save space.

Field name	Content	Information
Combo code	If this field is empty, the transfer is valid for all criteria.	The combocode describes the distribution of the order into customer, warranty and internal receipt. Here, only *knd*, *gwl* and *int* are possible.
Order type	If this field is empty, the transfer is valid for all criteria.	Available order types are recorded under **Maintenance** --> **WS master data** --> **Order types**, and are always connected to the order mode.
Department	If this field is empty, the transfer is valid for all criteria.	The available departments are recorded via **Maintenance**, **WS master data, Department**.
Charging type	For functions XV", HV" and ЦV", this field must be filled out.	A charging type must be assigned to every diverse charging. The charging types are defined in **Charging type** in the **Maintenance** menu under **WS master data**.
Calculation item type	Currently not used	
Supplier group	Currently not used	
Part type	Currently not used	
Brand code	Currently not used	
Supplier tax treat.	Is currently used to differentiate between internal and external external performances.	The possible tax treatments are input in the **Tax treatments** menu (**Maintenance Dealer master data**).
Purchaser group	If this field is empty, the transfer is valid for all criteria.	The purchaser groups are defined in the **Purchaser groups** menu (**Maintainance** --> **Dealer master data**).
Charging brand code	The charging brand comes from the order. It is either the brand of the assigned vehicle or the default brand from customizing.	
Rounding code	Currently not used	Selection whether manual or automatic rounding (only possible if the CROSS configuration supports different types of rounding).
Package code	Currently not used	
Cost center	If filled out, the content is sent to the interface.	
Contra account cost centre	If filled out, the content is sent to the interface.	
Account no.	If filled out, the content is sent to the interface.	
Contra acc. no.	If filled out, the content is sent to the interface.	
Account no. 2	If necessary	
Contra acc. no.2	If necessary	
Account no. 3	If necessary	
Contra acc. no.3	If necessary	
Account no. 4	If necessary	
Contra acc. no.4	If necessary	

Field name	Content	Information
Account no. 5	If necessary	
Contra acc. no.5	If necessary	

9.2 Merging product types for transfers

Not all product types that are specified for handling reasons have to be booked to different accounts in accounting. To reduce the amount of transfer definitions and thereby the associated maintenance, product types that are booked in the same way can be merged into accounting product types for accounting. Thereby transfer definitions need only be added for the accounting product types. To merge product types and thereby add a new accounting product type, do as follows:

1. In the **Maintenance** menu, click on **Accounting** and then on **Merge product types for transfer**. Everyone authorised for transfers can do this.

2. This opens the *Criteria for product type assignment* window. Select a work domain and click on **OK**.

3. This opens the *List of product type assignment* window. Click on **New**.

4. In the *Product type assignment* window, select a **Brand group** from the drop-down menu.

5. Input a code (max. 2 digits) for **Prod. type ACC** (accounting). Ensure that you use a different code for the accounting product types than for the CROSS product types.

6. Use the selection button to select the **Product type** for which the same transfer is to apply as for product type accounting.

7. **Save** your input.

8. This opens the *Copy/Assign transfer for new product type?* window.

9. If the transfer for an existing product type is t be copied, select the **Brand group** and **Product type**. Then click on **Execute**.

10. If you do not want to copy a transfer, click on **Cancel**. In this case the transfer must be added / assigned in transfer maintenance and must be confirmed to make it active.

9.3 Impersonal accounts

9.3.1 Call up of list of impersonal accounts

In CROSS you can create and process impersonal accounts. To call up a list of impersonal accounts, do as follows:

1. In the **Maintenance** menu click on **Accounting** and **Impersonal accounts**. The *Criteria for impersonal accounts* window opens.

2. Select the desired client in the **Client no.** drop down menu.

3. Enter the desired number range in the **Account number from/to** fields. If you only enter a number in the **Account number from** field, then all impersonal account numbers from the input number are displayed. If you want to see an entire account group, enter the first digits of the account group in the **Account number from/to** fields.

4. To select an impersonal account by its **Name**, enter the name of the impersonal account in the corresponding field.

5. Click **OK**, to access the List of impersonal accounts.

9.3.2 Processing impersonal accounts

You can change the name and cost distribution for an existing impersonal account. To do so, select the impersonal account:

1. In the **Maintenance** menu click on **Accounting** and **Impersonal accounts**. The *Criteria for impersonal accounts* window opens.

2. Select the account to be changed by either inputting the account number to be changed in the **Account number from** and **to** fields of the **Name** of the account in the corresponding field.

3. Click **OK**. The *List of impersonal accounts* window opens.

4. Select the list entry and click **Details**. The *Impersonal account details window* opens.

5. You can change the **Name**, by changing the entry in the corresponding field.

6. In the **Cost distribution** drop down menu you should select whether a cost distribution is to occur. The following options are available: *set*, *variable* or *no distribution*.

7. You can define whether the account is to handle a quantity unit or not. The quantity unit is to be input in the **Amount** field if there is quantity handling (e.g. pcs for pieces).

8. Click **Save**, to save your changes.

9.3.3 Create new impersonal account

To create a new impersonal account, do as follows:

1. In the **Maintenance** menu click on **Accounting** and **Impersonal accounts**. The *Criteria for impersonal accounts* window opens.

2. Click **OK**. The *List of impersonal accounts* window opens.

3. Click **New**. The *New impersonal account* window opens.

4. Enter the number of the new account in the **Account number** field.

5. Enter the name in the **Name** field.

6. Select the desired entry in the **Cost distribution** drop down menu.

7. Enter the desired amount in the **Amount** field.

8. Click **Save**, to create the account.

9.4 Personal accounts

The accounts of customers and suppliers are automatically created when a business partner is created. The customer number noted at order processing is decisive for further booking. In most cases only viewing of the last allocated account number is necessary and the processing of number ranges is only necessary in exceptional cases.

9.4.1 Overview list of personal account number ranges

You can call up the last allocated account numbers per client by doing as follows:

1. In the **Maintenance** menu click on **Accounting** and **Account numbers**.

2. The *Account no. list* window opens, which contains the last allocated customer account number and the last allocated supplier account number.

9.4.2 Processing number ranges

The structure of number ranges is mostly according to a set schema. Thereby processing is limited by certain specifications. Basically you can change the name of number ranges, the prefix, the last allocated customer account number, the last allocated supplier account number and the client number of an existing number range. Proceed as follows:

1. In the **Maintenance** menu click on **Accounting** and **Account numbers**. The *Account no. list* window opens, which contains the last allocated customer account number and the last allocated supplier account number.

2. Mark the number range to be corrected and click **Details**. The *Account no. details* window opens.

3. To change the **Name**, input this in the corresponding field.

4. To add a **Prefix**, input this is the corresponding field.

5. To change the last allocated customer account number, enter the corrected value in the **Cust. acc. no** field.

6. To change the last allocated supplier account number, input the corrected value in the **Supplier acc. no** field.

7. You can allocate the values to an other client by clicking **New** by the **Client** field. This opens the *Account number details* window in which you can select and save the client. The new client number thereby appears in the field.

8. Click **Save**, to save the changes.

9.4.3 Creating a new number range

To create a new number range for personal accounts, do as follows:

1. In the **Maintenance** menu click on **Accounting** and **Account numbers**. The *Account no. list* window opens, which contains the last allocated customer account number and the last allocated supplier account number.

2. Click **New**. The *Account no. details* window opens.

3. Proceed according to the point: Processing number ranges (from point 3), to input further criteria.

    See also

    📄 Processing number ranges [➜ 97]

9.5 General transfer

The transfer of means of payment stock is displayed in this menu item. The transfer of the daily cash receipts, the means of payment and the cash desk stock are predefined as standard transfers and can not be changed by the user.

The preset criteria are displayed in the List of general transfers.

9.5.1 Creating a general transfer

When creating general transfers please bear in mind that only one function can be created per client, otherwise there would be two transfer rate with the same attributes, which is not allowed. To create a general transfer, do as follows:

1. In the **Maintenance** menu click on **Accounting** and **Gen. acc transfer accounts** to open the *Criteria for gen. acc transfer accounts* window.

2. Open the *List gen. transfers* window, as described in the point List of general transfers.

3. Click **New**. The *Gen.-transfer new* window opens.

4. Select the desired function in the *Function* drop down menu.

5. Select, if necessary, the *Client number* in the corresponding drop down menu.

6. Select, if necessary, the *Cash desk code* in the corresponding drop down menu.

7. Enter the account number to be booked in the **Account number** field.

8. Click **Save**, to save your entries.

9.5.2 Individual account for each means of payment

As payments for credit card and cash card requests occur at different times, coordination of payments is difficult if everything is booked to a single account. Therefore each means of payment (e.g. cash, Cash card, credit card) can be booked to a separate account.

In the general transfer definitions you can define multiple entries for the "Means of payment" function. A particular means of payment can also be added for the Means of payment function, which is booked to its own account.

Using the CROSS Till module

Booking of the till per means of payment:

First there is a check as to whether there is a precise definition of the concerned means of payment in general transfer. If yes, then its account number is used.
If not, then the definition without a means of payment is used. If this is not available, the process is aborted.

Example:

Function	Means of payment	Account
Means of payment	empty	100200
Means of payment	Visa	100201
Means of payment	American	100202

A Visa payment is booked to account 100201.

A MasterCard payment is booked to account 100200, as this account is the default account for the Means of payment function and there is no separate account defined for MasterCard payments.

Without CROSS Till module

> **System settings**
>
> You can use the BHBUCHUNGEN [**Rangename**] TAGESLOSUNG_JE_ZAHLUNGSMITTEL [**Neutralkey**] system parameter to specify whether each means of payment is booked to its own account ("Y") or whether the daily cash receipts are only booked to a single account ("N"). The system parameter can be changed by Rollout/Support on request
>
> If the TAGESLOSUNG_JE_ZAHLUNGSMITTEL system parameter is set to "Y", at least one entry with no means of payments assignment must be added for the "Means of payment" function in the general transfer.

Booking of the daily cash receipts at the day end (without CROSS Till book):

- If TAGESLOSUNG_JE_ZAHLMITTEL = "Y": then the account to be booked to per means of payment with criterion Means of payment is determined via the "Means of payment" general transfer function.

- If not, the account is determined as previously via the existing "Daily cash receipts" transfer function.

9.6 Send business partners to accounting

Changes in the business partner data are sent to accounting in end of day processing. If necessary you can send the data during the day. Do as follows:

1. Click on **Accounting** in the **Maintenance** menu and then on **Send business partner to accounting**.

2. Confirm the query `Do you really want to send all changed customers/suppliers to the ACC system?` with **Yes**.

> **Only changed or all business partners**
>
> You can also transfer all business partners, to do so, activate the **Send all customers/suppliers, not only changed** checkbox.
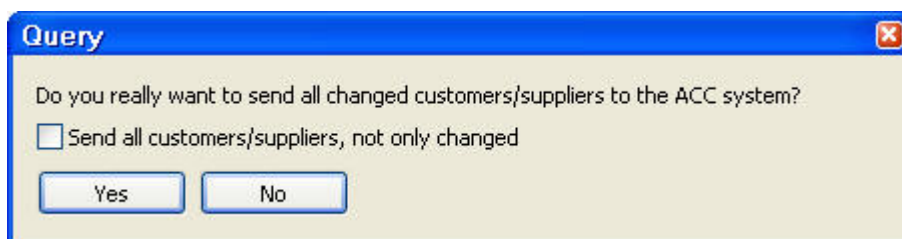
10 Till maintenance

10.1 Adding a till

To add a new till, do as follows:

1. In the **Maintenance** menu, click on **Till** and **Tills**. This opens the *Till criteria* window.

2. Select the number of the client in the **Client no.** drop-down menu and click on **OK**. This opens the *Till list* window, in which all tills stored for the selected client are listed.

3. Click on **New** to add a new till. This opens the *New till* window.

4. Input an alphanumeric code of up to 3 characters in the **Till code** field.

5. Input a **Name** in the corresponding field.

6. In the *Accounting data* area, input the data necessary for the till to be identified in accounting. The following fields are provided:

   ▪ **ACC-Till code** (Accounting till code)

   ▪ **ACC-Dealer number** (Accounting dealer number)

7. In the *Suggested values* area you can select values that are thereby automatically suggested when processing till transactions:

   ▪ In the **Means of payment** line, in the **Revenues** drop-down menu, select the suggested value for till incoming and in the **Outgoings** drop-down menu select the suggested value for till outgoings.

   ▪ In the **Tax treatment** (Tax treatment) line, select the suggested value for the tax treatment of purchases in the **Purchase** drop-down menu and in the **Sales** drop-down menu select the suggested value for the tax treatment of sales.

   ▪ In the **VAT** line, select the VAT rate for **Purchases** and the VAT rate for **Sales**.

8. The data for setting up the till have now been input and can be fixed by clicking on **Save**.

10.1.1 Window description: New till

You can add a new till using this window.

Till code

Input an alphanumeric code of up to three characters in this field.

Name:

You can input the name of the till in this field.

Client no. (Client number)

This field displays the number of the client to whom the till is assigned.

Till book relevant data

Last till book page

This field displays die last till book page an.

Last receipt number

This field displays die Last receipt number an.

Reset

The **Reset** button opens the corresponding window, in which Last till book page and Last receipt number fields can be maintained. 0 is suggested for both fields. This function is particularly interesting if till book pages and receipt numbers are to start at 1 on the 1.1..

Authorisation necessary

Only staff authorised to maintain the till can reset the till book page and receipt numbers.

Till level

This field displays the till level.

Accounting data

ACC till code (Accounting till code)

Input a till code for accounting here.

ACC dealer no. (Accounting dealer number)

Input the accounting dealer number here.

Suggested values

Means of payment (Revenues / Outgoings)

Use this drop-down menu to set the means of payment allowed for this till for revenues and outgoings.

Tax treatment (Purchase / Sales)

Use this drop-down menu to set the tax treatment for purchases and sales.

VAT (Purchase / Sales)

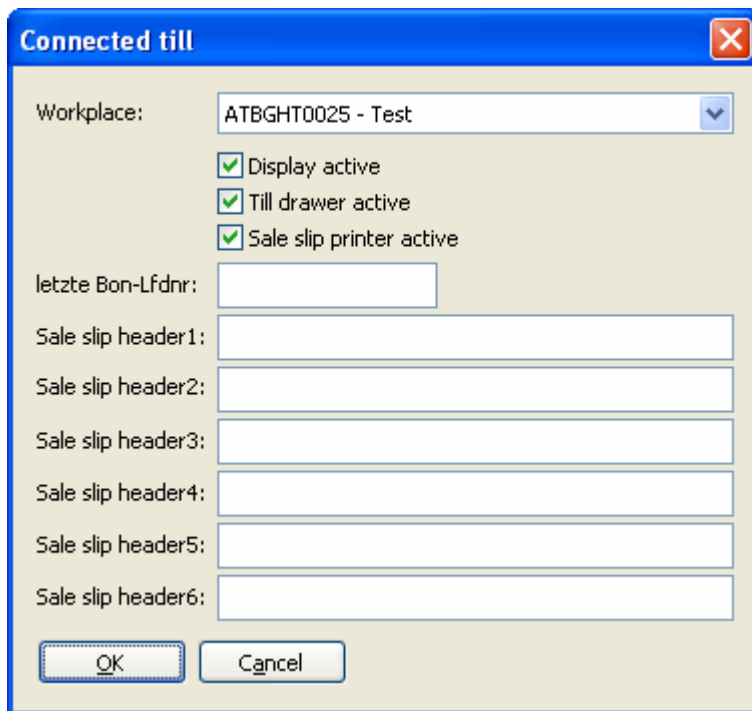Use this drop-down menu to set the VAT for purchases and sales.

Starting up

Use this button to start operating the till.

See also

10.1.2 Window description: Connected till

Workplace

Here you can select the desired workplace.

Display active

Activate this checkbox, if a display is connected to the above selected workplace and is to be used.

Till drawer active

Activate this checkbox, if a till drawer is connected to the above selected workplace and is to be used.

Sales slip printer active

Activate this checkbox, if a sales slip printer is connected to the above selected workplace and is to be used.

last sa.sl.ser.no.

The serial number of the last sales slip of a till in use at the dealer is displayed here. This number can not be changed. If a new till is added to a dealer, a number can be input here, from which the serial numbering of the sales slips is to continue. If e.g. 30 is input here, then the first sales slip from the new till is numbered 31.

Sale slip header1-6

These fields can only be filled out if the sales slip printer is active. For this, input the name, address, telephone number, homepage of your dealer.

10.1.3 Starting up the till

To immediately start using the till, do as follows:

1. Click on **Starting up** in the *New till* window (or *Till*, if the till has already been set up). This opens the *Starting up* window.

2. Input the **Last till book page** in the corresponding field.

3. Input the **Last receipt number** in the corresponding field.

4. Input the **Till level** in the corresponding field.

5. Click on **Execute**, to finish starting up.

10.2 Assigning a work domain

A till can be used for one or more work domains. To define the work domains for a till, do as follows:

1. In the **Maintenance** menu, click on **Till** and **Till work domain assignment.** This opens the *Till criteria* window.

2. Select the concerned client in the *Client no.* drop-down menu and click on **OK**. This opens the *List of till work domain assignments* window, which displays a list of tills per work domain.

3. To input a new assignment, click on **New**. This opens the *New till work domain assignment* window.

4. Input the **Work domain** in the corresponding field. If this is not known, you can select and apply one from a list using the Selection button.

5. Select the desired till in the **Till code** drop-down menu.

6. Click on **Save**, to fix the work domain assignment.

10.3 Till authorisation

You can specify users who are authorised to use a till, by doing as follows:

1. In the **Maintenance** menu, click on **Till** and on **Till authorisation**. This opens the *Till criteria* window.

2. Select the concerned client in the **Client no.** drop-down menu and click on **OK**. This opens the *List of till authorisations* window.

3. To set authorisation for a user, click on **New**. This opens the *Till authorisation* window.

4. In the **Till code** drop-down menu select the concerned till.

5. Input the **User** in the corresponding field. If the username is unknown, you can use the Selection button to select and apply the desired user from a list.

6. You can specify whether the user is authorised as a **Till staff** and/or as a **Accounting staff**, by activating the corresponding checkboxes.

7. Click on **Save**, to set the authorisation.
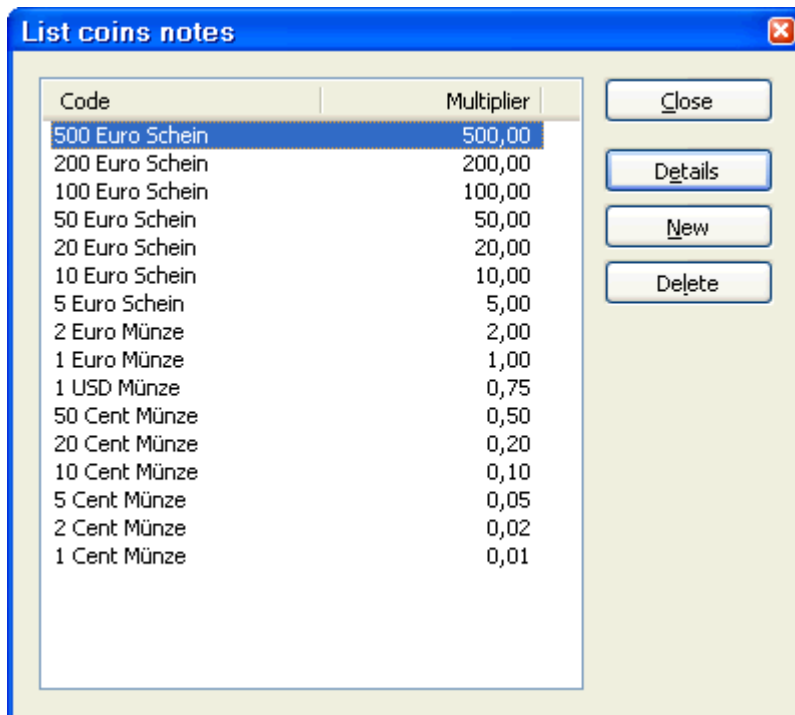
10.4 Till printers

For the output of till receipts a printer must be specified for the desired till. Proceed as follows:

1. In the **Maintenance** menu, click on auf **Till** und **Till printers**. This opens the *Till criteria* window.

2. Select the concerned client in the **Client no.** drop-down menu and click on **OK**. This opens the *List of till printers* window.

3. Click on **New**, to add a new till printers. This opens the *Till printers* window.

4. Select the desired till by selecting the desired entry from the **Till code** drop-down menu.

5. Select the printer by selecting the desired printer from the **Printer** drop-down menu.

6. Click on **Save**, to save your input.

10.5 Coins/Notes

To maintain the coins and notes, do as follows:

1. In the **Maintenance** menu, click on **Till** and then on **Coins/Notes**. This opens the *List of coins/notes* window.

2. This list contains all coins and notes of the relevant house currency with the corresponding value multiplier.

List coins notes

Code	Multiplier
500 Euro Schein	500,00
200 Euro Schein	200,00
100 Euro Schein	100,00
50 Euro Schein	50,00
20 Euro Schein	20,00
10 Euro Schein	10,00
5 Euro Schein	5,00
2 Euro Münze	2,00
1 Euro Münze	1,00
1 USD Münze	0,75
50 Cent Münze	0,50
20 Cent Münze	0,20
10 Cent Münze	0,10
5 Cent Münze	0,05
2 Cent Münze	0,02
1 Cent Münze	0,01

Close

Details

New

Delete

11 Authorisations

For more information about adding new users, authorisation roles, password protected features, etc. see the System manual.