



Apple Dealer.su

Apple Dealer Options Plug-In

The following is a quick run-through of the Apple Dealer Options and how they relate to the Service Repair functions in PIMS-X.

System Requirement:

You must be on PIMS-X version 10.0.2.0 or greater.

The “**Apple Dealer.su**” PIMS-X start-up plug-in must be in the **PIMS Plug-Ins** folder on any terminal in need of these functions.

Areas In PIMS-X That Are Modified:

- Location Records
- Inventory Records
- SRO Records/Reports
- Receiving Records

Datafile Set-up:

There are a few things that need to be set-up prior to using these features. These include data on **Inventory** and **Location** records. Here is what needs to be done:

Inventory Record:

Clicking The **Service Info** button (page 1) of the Inventory entry screen will product the following drop-down screen:

The screenshot shows a software window titled "INVENTORY ENTRY SCREEN". On the left, there is an "IDENTIFICATION:" section with three input fields: "PART CODE:" containing "661-1000", "MODEL#:" containing "661-1000", and "DISTRIBUTOR#:" containing "661-1000". In the center, there is a "COMPTIA CODES:" section with a list box containing "133" and "546". On the right, there is an "ACTIVATE REMOTE API:" section with a checkbox labeled "Apple Computer's GSX System" which is currently unchecked. Below the checkbox, there are two input fields: "LABOR REIMBURSEMENT:" with the value "\$90.00" and "ON-SITE FLAT RATE:" with the value "\$50.00".

There are three main fields that are currently required to use the extended Apple Dealer functions:

COMPTIA CODES:

These are the COMPTIA codes designated by Apple for a particular part. For now, this is optional. However, this should be filled-in prior to sending information to Apple as either a direct GSX Web Service or HTML Page Upload. Whatever is entered here will act as a default selection to an SRO Parts line-item during entry.

LABOR REIMBURSEMENT:

This field holds the default Apple labor reimbursement amount for this part. Later, this figure will be subjected to the Performance Index Percentage for further calculations and reconciliations. To import into this field, find the field name "Labor_Reimbursement_Value".

ON-SITE FLAT RATE:

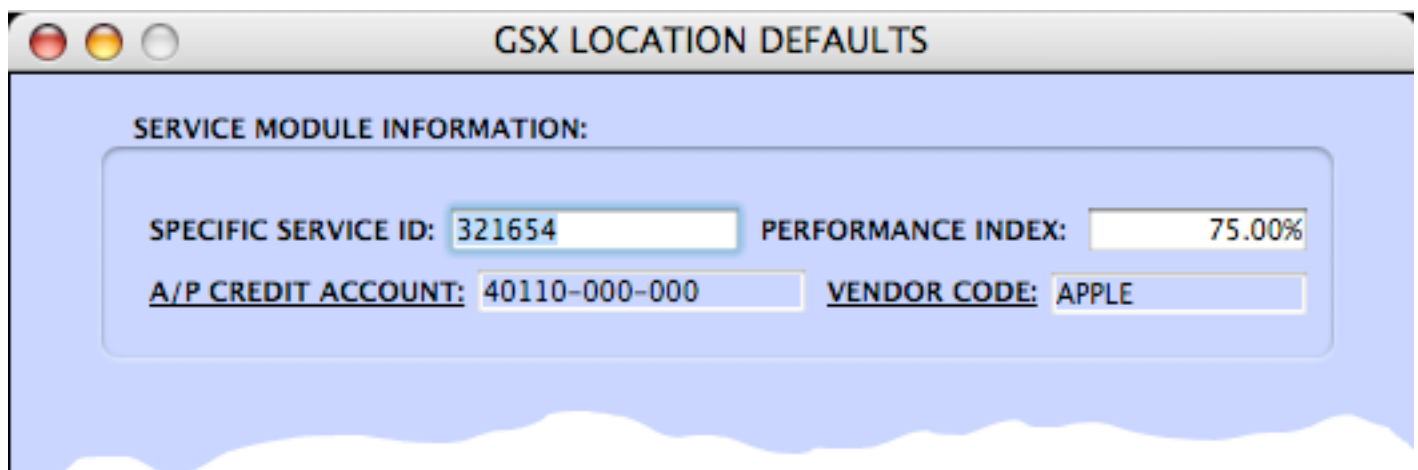
This field holds the Apple flat-rate reimbursement figure for this product. Generally, this is the same amount for all items subject to this type of labor/travel reimbursement. However, Apple might change this in the future and that's why this is a field for a number and not a checkbox. This figure will show on the SRO if this item is entered and "Extended Warranty" is also checked. To import into this field, find the field name "On_Site_Flat_Rate". Make whatever changes are necessary to your spreadsheet to import into this field.

Once this information is entered, click the DONE button and save that Inventory record. Importing an "Update" via the PIMS-X "Import/Export" Module will speed the entry of these fields.

Location Records:

Because Apple requires information to be submitted and processed on a Location by Location basis, Location records are where certain default information is kept concerning these functions. Even if you have no additional PIMS-X Locations, you will still need to enter this information on the "MAIN" Location record.

You can either go directly to the Location entry screens or select "Update GSX Location Defaults..." from the SRO Module's **File** menu. Upon doing so, you will see the following information:



The screenshot shows a window titled "GSX LOCATION DEFAULTS" with a light blue background. Under the heading "SERVICE MODULE INFORMATION:", there are four input fields arranged in two rows. The first row contains "SPECIFIC SERVICE ID:" with the value "321654" and "PERFORMANCE INDEX:" with the value "75.00%". The second row contains "A/P CREDIT ACCOUNT:" with the value "40110-000-000" and "VENDOR CODE:" with the value "APPLE".

SPECIFIC SERVICE ID:

This is the Apple Service ID number assigned you for this Location.

PERFORMANCE INDEX:

This is the current figure assigned to you by Apple at the beginning of every month. Be sure and change this every month as needed. Please Note: If and when a formula becomes available to calculate this number, that calculation will be used to forecast next month's Performance Index.

A/P CREDIT ACCOUNT:

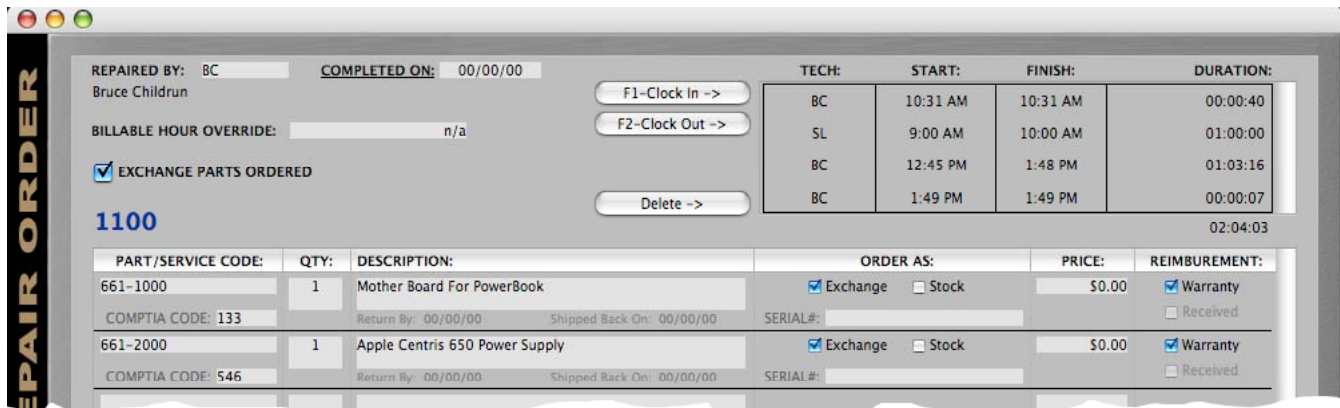
This is the PIMS-X EDC Accounting Chart-Of-Account to use as an offset to the Accounts Receivable, when booking a "credit" to Apple's A/P ledger card. This is usually an "Income" account. You can click on the underlined text to display the COA Chooser.

VENDOR CODE:

This is the Vendor Code of the Apple Vendor record to place the A/P credits on.

Service Repair Orders (SROs):

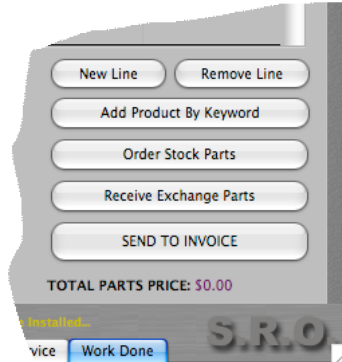
There are many new functions/fields on the SRO entry screen and Menus to help facilitate the interaction between an SRO and Apple, Inc. This will be explained as a process:



First, an SRO is created, Equipment an time are added, and then Parts are added and ordered. We will concentrate on the "Exchange Warranty" Parts in this document.

When you have tied into Apple's GSX via your WEB Browser and ordered the necessary Exchange Parts (we will try and automate this GSX connection in the future), then you must check the checkbox called **EXCHANGE PARTS ORDERED**. This lets the PIMS-X system know that GSX will be sending these Parts soon. Make sure that the **Exchange** checkbox is checked on those line-items that you expect to receive and return Parts for.

Once these Parts show up at your Dealership, you need to Receive them. To do this, click the button called **Receive Exchange Parts**.



Clicking that button will produce a **Receiving Record** with those Exchange Parts that have yet to be received.

Home Posting Detail

GENERAL DOCUMENT INFORMATION:

DATE: TIME: ENTERED BY:

OPTIONAL DESCRIPTION:

Exchange Parts From SRO# 1100

PART#:	MODEL#:	PRODUCT NAME:
661-1000	661-1000	Mother Board For PowerBook
661-2000	661-2000	Apple Centris 650 Power Supply

Before Posting this Receiving Record, you must go into each applicable line-item and enter the following information:

ADDITIONAL SERVICE PARAMETERS:

RETURN-BY DATE:

02/15/2007

SHIPPER RETURN NUMBER:

321654987

RETURN-BY DATE:

This is the date Apple is expecting this Part back by. Any later than this, and you will be penalized.

SHIPPER RETURN NUMBER:

This is where you enter the Shipper Account Number for the return of this specific Part.

Once this information is entered for each Part requiring it, then you can Post the Receiving Record. Upon doing so, you will notice the information contained in the **Detail Posting** section:

PRODUCT DISTRIBUTION LIST:

PART#/SOURCE REF#	PRODUCT/CUSTOMER:	SALESPERSON/TECHNICIAN:	ALLOCATED
661-1000 2161378-22	Mother Board For PowerBook SRO# 1100 (Anderson Hardware Corporaton)	Bruce Childrun	1
661-2000 2161378-22	Apple Centris 650 Power Supply SRO# 1100 (Anderson Hardware Corporaton)	Bruce Childrun	1

Now save the Receiving Record, and you will return to the originating SRO.

You will now notice that the SRO Parts have been updated on the Parts listing:

PART/SERVICE CODE:	QTY:	DESCRIPTION:	ORDER AS:	PRICE:	REIMBURSEMENT:
661-1000 COMPTIA CODE: 133	1	Mother Board For PowerBook Return By: 2/15/07 Shipped Back On: 00/00/00	<input checked="" type="checkbox"/> Exchange <input type="checkbox"/> Stock SERIAL#:	\$0.00	<input checked="" type="checkbox"/> Warranty <input checked="" type="checkbox"/> Received
661-2000 COMPTIA CODE: 546	1	Apple Centris 650 Power Supply Return By: 2/13/07 Shipped Back On: 00/00/00	<input checked="" type="checkbox"/> Exchange <input type="checkbox"/> Stock SERIAL#:	\$0.00	<input checked="" type="checkbox"/> Warranty <input checked="" type="checkbox"/> Received

When received in full, the **Received** checkbox is set. Also notice the **“Return By”** field has a date in it now. The next field over, **Shipped Back On**, will contain the date this Part was actually shipped back to Apple on. This field is manually enterable and should be filled-in by whomever when the Part ships back. This will aid in reporting and will help reduce penalties.

To see the “Shipper Return Number”, simply click on the text “**Shipped Back On**”.

SRO RECONCILIATION:


When you tie into GSX and find that an SRO has been processed and Invoiced by Apple, it’s time to check their information against yours. This is done on an SRO by SRO basis (an automated import plug-in is coming soon!).

To reconcile an SRO against Apple figures, select **Reconcile Apple Invoice...** from the SRO screen’s **GSX** menu. The following pop-down window will display:


SRO RECONCILIATION SCREEN: 1100

VENDOR INVOICE NUMBER: VENDOR INVOICE DATE: VENDOR A/P CODE:

<p>CALCULATED FIGURES:</p> <table border="0" style="width: 100%;"> <tr> <td>TOTAL BASE LABOR REIMBURSEMENT:</td> <td style="text-align: right;">\$190.00</td> </tr> <tr> <td>CURRENT PERFORMANCE INDEX:</td> <td style="text-align: right;"><input type="text" value="75.00%"/></td> </tr> <tr> <td>NET LABOR REIMBURSEMENT:</td> <td style="text-align: right;">\$142.50</td> </tr> <tr> <td>ON-SITE REIMBURSEMENT:</td> <td style="text-align: right;">\$50.00</td> </tr> <tr> <td>VENDOR PENALTIES:</td> <td style="text-align: right;"><input type="text" value="\$0.00"/></td> </tr> <tr> <td>TOTAL REIMBURSEMENT EXPECTED:</td> <td style="text-align: right;">\$192.50</td> </tr> </table>	TOTAL BASE LABOR REIMBURSEMENT:	\$190.00	CURRENT PERFORMANCE INDEX:	<input type="text" value="75.00%"/>	NET LABOR REIMBURSEMENT:	\$142.50	ON-SITE REIMBURSEMENT:	\$50.00	VENDOR PENALTIES:	<input type="text" value="\$0.00"/>	TOTAL REIMBURSEMENT EXPECTED:	\$192.50	<p>NOTES:</p> <div style="border: 1px solid gray; height: 150px; width: 100%;"></div>
TOTAL BASE LABOR REIMBURSEMENT:	\$190.00												
CURRENT PERFORMANCE INDEX:	<input type="text" value="75.00%"/>												
NET LABOR REIMBURSEMENT:	\$142.50												
ON-SITE REIMBURSEMENT:	\$50.00												
VENDOR PENALTIES:	<input type="text" value="\$0.00"/>												
TOTAL REIMBURSEMENT EXPECTED:	\$192.50												



VENDOR INVOICE FIGURES:

ACTUAL AMOUNT RECEIVED:	<input type="text" value="\$192.50"/>	
DIFFERENCE:	\$0.00	

<p>SRO STATUS:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> RECONCILED <input type="checkbox"/> UNDER DISPUTE <input type="checkbox"/> PARTS SHIPPED BACK <input checked="" type="checkbox"/> PARTS NEED TO GO BACK 	<p>REIMBURSEMENT VENDOR A/P POSTING (Credit):</p> <div style="border: 1px solid gray; padding: 5px; text-align: center; margin-bottom: 5px;"> Post Actual Reimbursement To A/P As Credit </div> <p><input type="checkbox"/> POSTED TO A/P 00/00/00</p>
--	---

This is where you enter information from Apple’s invoice, check it against your figures, and Post any credits to Apple’s Vendor record.

TOTAL BASE LABOR REIMBURSEMENT:

This is the total of all of the Base Reimbursement amounts from the Exchange Parts showing in the Parts line-items.

CURRENT PERFORMANCE INDEX:

This comes directly from the Location report of the Location that matches the Location Code of the SRO. This can be changed if necessary (between months?).

NET LABOR REIMBURSEMENT:

This is the Total Base figure multiplied by the Performance Index.

ON-SITE REIMBURSEMENT:

If **Under Extended Warranty** is checked on the front page of the SRO, then this field will hold the highest dollar amount found on any one Part for On-Site Reimbursement. If more than one Part has a figure for this, only one is used and it is the highest dollar amount from the list.

VENDOR PENALTIES:

Any Apple penalties for returning the Part late.

TOTAL REIMBURSEMENT EXPECTED:

This should be equal to what Apple owes you...

ACTUAL AMOUNT RECEIVED:

This is where you enter the total reimbursement amount from Apple's invoice. If there is a difference from what PIMS-X says and Apple's invoice, then this figure is placed in the **DIFFERENCE** field.

Once an **ACTUAL AMOUNT RECEIVED** is entered, then the **Post Actual Reimbursement To A/P As Credit** button is lighted-up. Before clicking this button, make sure that the **VENDOR INVOICE NUMBER** and **VENDOR INVOICE DATE** are entered. Clicking this button will post the credit to Apple's Vendor record using the Offsetting account number as the balanced entry. Once posted, this button can be clicked again to "Un-Post" this transaction. Please keep in mind that every time this button is clicked (Post then Un-Post) an entry to Apple's A/P card is made. The same holds true for the General Journal entries.

This is what the G/L entry looks like:

ACCOUNT CODE:	ACCOUNT DESCRIPTION:	DEBIT:	CREDIT:	BALANCE: 01/31/07
20000-000-000	Accounts Payable	\$192.50		\$807.50 -
40110-000-000	Income - Apple Labor Reimbursement		\$192.50	\$192.50 +

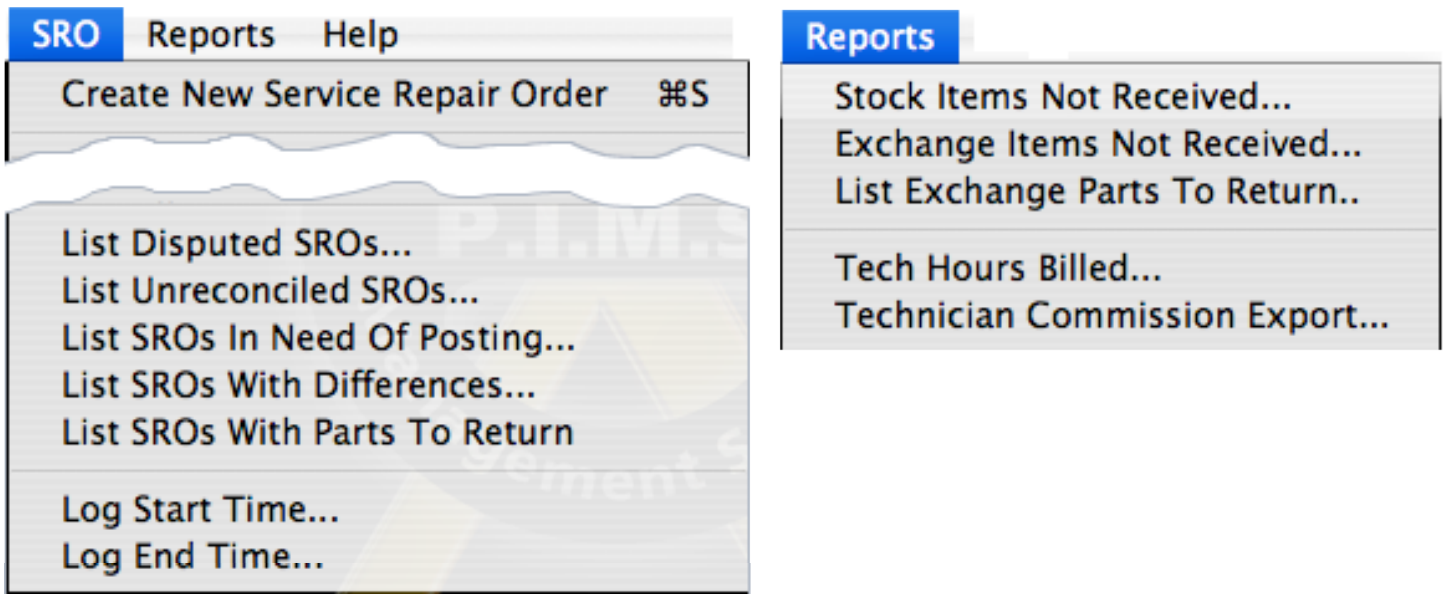
Here is what Apple's A/P ledger looks like:

REFERENCE#	P.O.#	DUE DATE	DAYS OLD	DISCOUNT DATE	DISCOUNT	ORIGINAL \$\$	BALANCE DUE
SRO#: 1100		02/01/07	???	00/00/00	\$0.00	-\$192.50	-\$192.50

Using normal PIMS-X accounting features, you can consolidate these credits to a final bill and/or receipt.

REPORTING:

Several reports have been added in this initial release to help in returning Parts back in a timely manner. There is also an export for the purpose of paying Technicians a commission on work performed.



The Listings under the SRO menu are more or less self-explanatory. Here are some guidelines to understand:

“*Disputed*” SROs simply mean that the **Disputed** checkbox is checked.

“*Unreconciled*” means SROs with the **Reconciled** checkbox un-checked and they have a **Completed Date**.

“*In Need Of Posting*” means SROs that have not been posted to A/P but have an “**Actual Reimbursement Amount**” entered.

“*Differences*” relates to SROs that have a figure in the “Difference” field.

“*Parts To Return*” means SROs with line-items with a “Return By” date entered but no “Shipped Back On” date entered.

Under the **Reports** menu, there are three new reports of interest:

- **Exchange Items Not Received...**
- **List Exchange Parts To Return...**
- **Technician Commission Export...**

Exchange Items Not Received:

This report finds all SROs with the “**EXCHANGE PARTS ORDERED**” checkbox checked and at least one line-item that has not been received. Once found, a listing of Parts that are “Exchange” Parts that have not been received yet is created and displayed:

SRO#	PART#	PRODUCT NAME	QUANTITY	RECEIVED	OUT
1098	661-1000	Mother Board For PowerBook	1	0	1
1098	661-2000	Apple Centris 650 Power Supply	1	0	1

List Exchange Parts To Return:

This report prompts you for a date that Parts need to be sent back by. Once you select a date, SROs are scanned for any SRO whose “**Parts Need To Go Back**” flag is set. Once found, a list of Parts whose “**Return By**” field is filled in and whose “**Shipped Back On**” field is blank:

SRO#	PART#	PRODUCT NAME	RECEIVED	RETURN BY	SHIPPER#	HERE FOR	DAYS LEFT
1100	661-1000	Mother Board For PowerBook	1/31/07	02/15/2007	321654987	1 Days	14 Days
1100	661-2000	Apple Centris 650 Power Supply	1/31/07	02/13/2007	987654321	1 Days	12 Days

Double-clicking on a line will display the associated SRO entry screen.

The **HERE FOR** column shows how many days has gone by since this Part was received on a Receiving Record.

The **DAYS LEFT** column shows how many days are left to send that Part back (to be received at Apple).