



Customer Structure- Customers Manual

Version management

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1 Customers

This document will be a manual about the Customer Structure General. Each laundry will have customers (or accounts). General information about the customers is needed in the ABSolute-application. You can think of the code, name and address of each customer. But also information about related matters e.g. activities, product groups, ordering, deliveries, billing and garments/linen per customer. A customer can also have multiple departments/consumption points. This will be explained here.

2 Customers dialog

Customers (or Accounts) are entered in the system to be able to service and invoice them. Within this dialog the overall details are entered such as address, contact persons, delivery locations, delivery days, route/stops, contracts and specific settings for ordering, delivery, garment/linen/residential services, billing and credit information. A customer could have also multiple department/consumption points.

Inquiry Customers

+ Add ✎ Modify 📄 Duplicate ✖ Delete

Number: Name: Legacy Customer Number:

General | Ordering | Delivery | Garments | Garment Charges | Residential 1 | Residential 2 | Web Portal / App | Billing | Payment | Special | Flex Fields

General

Legal Name: <input type="text" value="ABS Demo Customer"/>	Search Name: <input type="text" value="ABSDEMO"/>	Contract(s)
Bill To Customer: <input type="text" value="3 ABS Demo Customer"/>	Date Active: <input type="text" value="01/24/2012"/>	<input checked="" type="checkbox"/> Active
Default processing BU: <input type="text" value="15 ABS-TEST"/>	Date Inactive: <input type="text"/>	<input type="checkbox"/> Internal Customer
Default invoicing BU: <input type="text" value="15 ABS-TEST"/>		

Contact info

Address Line 1: <input type="text" value="TEST 2"/>	Phone#: <input type="text" value="0612345678"/>	Contact Persons
Zipcode/ City: <input type="text" value="1234 Bortel"/>	Fax#: <input type="text"/>	
Country: <input type="text" value="CH Schweiz"/>	Language: <input type="text" value="NL_NL Nederlands (Nederland)"/>	
E-Mail address: <input type="text" value="helpdesk@absibs.com"/>	Service Empl.: <input type="text" value="?"/>	
Sales Empl.1: <input type="text" value="?"/>	Sales Empl.2: <input type="text" value="?"/>	

Categories

Market Segment: <input type="text" value="1 null"/>	SIC: <input type="text"/>	Nat. Account: <input type="text"/>
Sales Area: <input type="text" value="- null"/>	Chain: <input type="text"/>	

Miscellaneous

Master Account: <input type="text" value="Is Master Account"/>	Currency: <input type="text" value="CHF CHF"/>	Surveys
Remark: <input style="height: 20px;" type="text"/>	CoC#/P-Site: <input type="text" value="0"/>	<input type="text" value="0"/>
	Ranking: <input type="text"/>	
Common Customer: <input type="text" value="?"/>		

2.1 General Information

As general information you can enter fields like the number and name of the customer.

Inquiry Customers

Add
 Modify
 Duplicate
 Delete

Number: Name: Legacy Customer Number:

General
Ordering
Delivery
Garments
Garment Charges
Residential 1
Residential 2
Web Portal / App
Billing
Payment
Special
Flex Fields

General

Legal Name:

Search Name:

Contract(s)

Bill To Customer:

Date Active:

Active

Default processing BU:

Date Inactive:

Internal Customer

Default invoicing BU:

Field/Option	Description
Number	The number of the customer. Each customer must have a unique number. This is independent of the business unit the customer belongs to.
Name	The name of the customer. This is a mandatory field.
Legacy Code	The Legacy Code field is mostly used to store the old code that was used in previous systems, or the code that is used for interfacing other systems (master or slave). Note: Depending on a system setting "LEGACY_CODE" (General) it is possible this field is not visible, visible but not editable, or visible and editable.
Legal Name	The full name of the customer as it should appear on invoices.
Search Name	Short name that can be used to search for a certain customer.
Bill To Customer	The customer (debtor) that should receive the bill can be different than the delivery customer. Note: The customer (debtor) that is entered/selected here must already exist; have been entered as a customer.
Default processing Business Unit	This will be the Business Unit that will provide most of the customer's services. See also Activities per Customer.
Default invoicing Business Unit	This will be the Business Unit that will handle the invoicing.
Date Active	The date the customer is registered in the ABSSolute system.
Date Inactive	This date is used to indicate the customer has ended its contract. Initially this can be left empty.
Active	Only active customers can be serviced. Uncheck this box if customer is not active anymore, but you do not want to delete the customer. Recommended: never delete old customers.

2.1.1 General - Contracts Button

Contracts contain all the negotiated contract terms for the customer. There can be multiple contracts and amendments entered that contain the anniversary dates, start-end dates, the automatically price adjustments, the gain and loss reasons etc.



Contract
— □ ×

Add Contract

✓ Save and Exit
✗ Cancel
⬆ First
⬆ Previous
⬇ Next
⬇ Last

Customer | ABS Demo Customer

Code

Contract Document 📁 ▶

Document URL ▶

Account Manager ⋮

Start

Date Active 16 Contact Person

Sign Date 16 Gain Reason

Next Anniversary Date 16 Gain Competitor

End

Date Inactive 16 Lost Reason

Continue Service Lost Competitor

Signaling Weeks Before Expiration

Annual Price Increase

Anniversary Price Adj. No Consumer Price Index Based

Automatic Rent Wash Replacement Sales Weight

Signal only Fixed % % % %

Purchase Order

Purchase Order Purchase Order Value

Purchase Order Expiration Date 16 Estimated Weekly Sales

Field/Option	Description
Contract Document	This is a document in file-form. For example this can be a scanned contract-document.
Document URL	This is a document that is accessible via a web-browser. Can be filled by manually entering a string, or via Copy/Paste (e.g. an URL).Via the 'Open' button it is possible to open the URL. When pressed the webpage is opened via the default browser. The entered URL should start with either http, https or ftp.
Account Manager	The Account Manager of the Laundry.
Gain Reason	The reason (predefined) why the customer left the competitor.
Gain Competitor	The competitor the customer is coming from.
Lost Reason	The reason (predefined) why the customer went to a competitor.
Lost Competitor	The competitor the customer is going to.
Continue Service	Mark this option to indicate the service should be continued also after the end date of the contract.

Signaling Weeks Before Expiration	This many weeks before the contract is ending, it should be shown on a list of expiring contracts. Also when the Signal Only option is chosen at the Anniversary Price Increase, this number of weeks will be taken into account.
Anniversary Price Adjustment	Anniversary Price Adjustment, can be No, Automatic or Signal Only. No: This means that there is no contracted price adjustment negotiated. Maybe the customer will be taken into account when the general price increase takes place. Automatic: The price adjustment will automatically take place. Signal Only: In the Process Scheduler, there can be a process scheduled called "Price Update at Anniversary Date".
Consumer Price Index Based	The price increase will be equal to the consumer price index percentage. The CPI is filled in the System Settings; Billing Settings; CPI_INCREASEPERCENTAGE.
Purchase Order options	This is information only, this has no influence on the behavior of the system. This could be used for reporting purposes.

2.1.2 General - Contact Info

Contact info			
Address Line 1	TEST 2	Phone#	0612345678
Zipcode/ City	1234 Boxtel	Fax#	
Country	CH Schweiz	Language	NL_NL Nederlands (Nederland)
E-Mail address	helpdesk@abslbs.com	Service Empl.	?
Sales Empl.1	?	Sales Empl.2	?

Field	Description
E-Mail address	The e-mail address. It is possible to mail invoices by e-mail.
Service Employee	The employee of the laundry who is responsible for this customer. Select from a list of user-defined employees.

2.1.3 General - Contract Persons-Button

By clicking this button, you can enter information about one or more contact persons for this customer. It could be the manager, the owner, the purchase manager or someone responsible for certain departments. The contact person can also be linked to calls, to departments or even to contracts.

Note: When module 'MASTERACCOUNTMANAGEMENT' is in the license then instead of the dialog below, another dialog is opened with more options.

Contact Person

Modify Contact Person

✓ Save and Exit ✗ Exit ⬆ First ⬆ Previous ⬇ Next ⬇ Last

Customer	3 ABS Demo Customer	
Number	10	<input type="checkbox"/> Active
Name	John Doe	
Phone#	123456	
Mobile#	654321	
Fax#	159753	
E-Mail Address	info@info.com <input checked="" type="checkbox"/>	
Function	100	

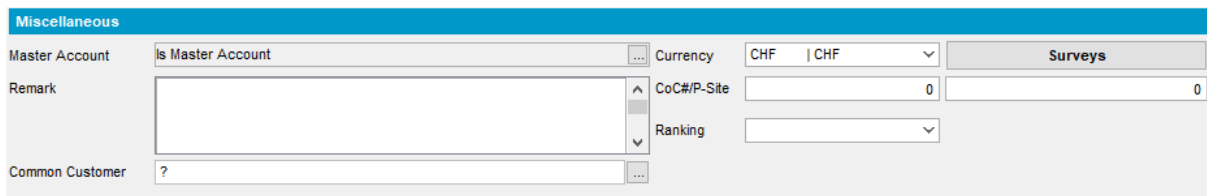
2.1.4 General - Categories

Categories

Market Segment	1 null	SIC		Nat. Account	
Sales Area	- null	Chain			

Field	Description
Market Segment	This is used for grouping in reports. Also default Residual Value Schemes and Price-tables can be connected to this that can be linked to this customer. See also Market Segments in manual General Fixed Files.
SIC Code	Standard Industrial Classification Code as assigned by the U.S. government. (See www.siccode.com)
National Account	Enter the national account number here. This will only be visible when module 'CRM Interface' is in the license.
Sales Area	This information can be used for grouping in reports. The Sales Area does not have any other influence on functionality. See also Sales Area in manual General Fixed Files.
Chain	Choose the chain to which this customer belongs. Chains are pre-defined in the Chains Dialog. Using the chain as a property of a customer, enable grouping of customers in reports, grids etc. See also Chains in manual General Fixed Files.

2.1.5 General - Miscellaneous



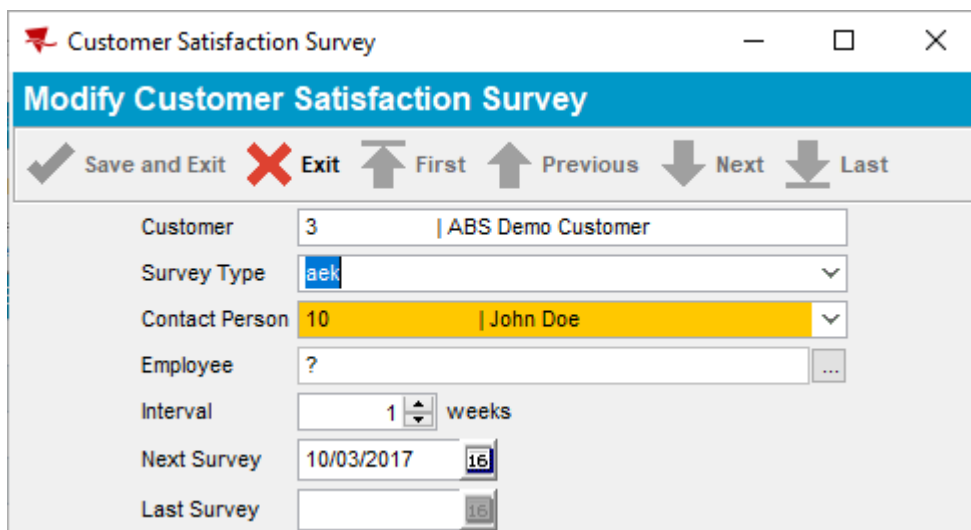
The screenshot shows a form titled "Miscellaneous" with the following fields and controls:

- Master Account:** A text field containing "Is Master Account" and a selection button "...".
- Currency:** A dropdown menu showing "CHF" and "CHF".
- Remark:** A large text area.
- CoC#/P-Site:** A text field containing "0" and a selection button "...".
- Ranking:** A dropdown menu.
- Common Customer:** A text field containing "?" and a selection button "...".
- Surveys:** A button located to the right of the Currency field.

Field	Description
Master Account	The customer inherits the product list per customer from the master account.
Currency	The currency in which the customer should be invoiced.
CoC#/P-Site	This is the CoC-number/P-Site used for accounting systems. The maximum length of this field is depending on the value of the system setting "COCDEFINITION" (possible values 10 or 20; set to 10 by default).
Ranking	This is used to define a ranking for the customer.
Common Customer	A common customer is a customer that is setup for having items related to itself.

2.1.6 Surveys-button

With the surveys-button you can add information about the last time a survey was done to determine how satisfied the customers are about the services of the laundry. For example, a laundry can do a survey by mailing question-forms the customers can fill in.

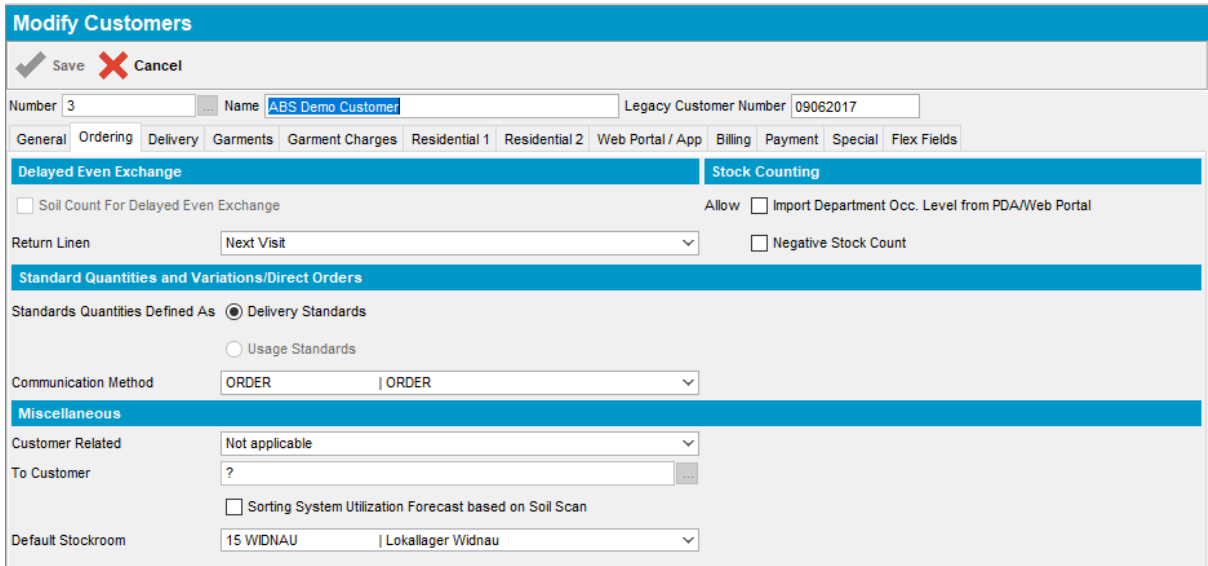


The screenshot shows a dialog box titled "Customer Satisfaction Survey" with a blue header "Modify Customer Satisfaction Survey". It contains the following controls:

- Buttons:** "Save and Exit" (checked), "Exit" (with a red X), "First", "Previous", "Next", and "Last".
- Customer:** A text field with "3" and a dropdown showing "ABS Demo Customer".
- Survey Type:** A dropdown menu with "aek" selected.
- Contact Person:** A dropdown menu with "10" selected and "John Doe" displayed.
- Employee:** A text field with "?" and a selection button "...".
- Interval:** A spinner box set to "1" with the unit "weeks".
- Next Survey:** A date field showing "10/03/2017" and a selection button "...".
- Last Survey:** A date field showing a date and a selection button "...".

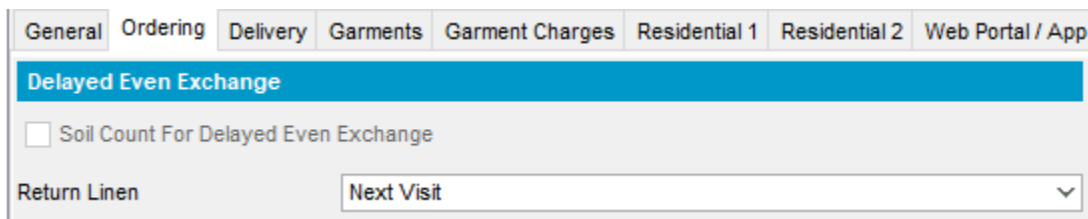
2.2 Ordering

With this tab-page you make settings about ordering. For example, there are settings for the delayed even exchange, Internet, soil counting and other things.

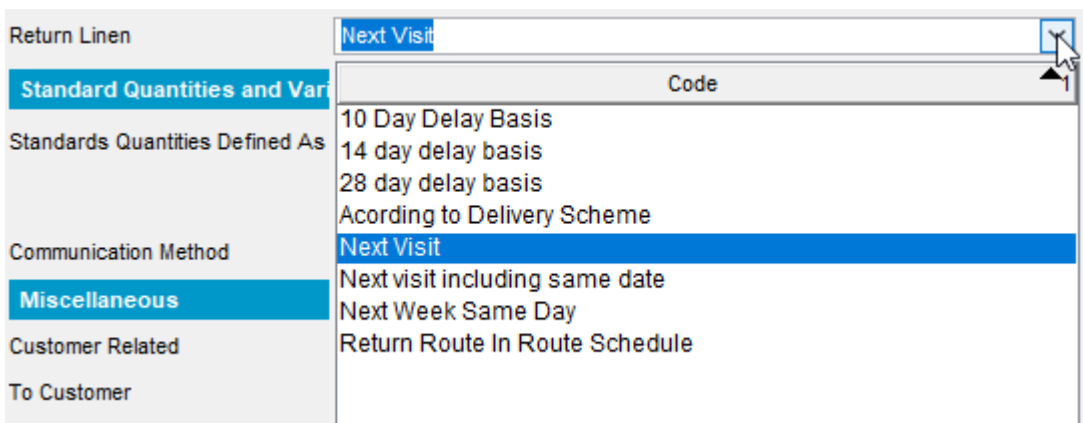


The screenshot shows the 'Modify Customers' interface. At the top, there are 'Save' and 'Cancel' buttons. Below that, fields for 'Number' (3), 'Name' (ABS Demo Customer), and 'Legacy Customer Number' (09062017) are visible. A series of tabs are present: General, Ordering, Delivery, Garments, Garment Charges, Residential 1, Residential 2, Web Portal / App, Billing, Payment, Special, and Flex Fields. The 'Ordering' tab is active, showing sub-sections for 'Delayed Even Exchange' and 'Stock Counting'. Under 'Delayed Even Exchange', there is a checkbox for 'Soil Count For Delayed Even Exchange' and a 'Return Linen' dropdown menu set to 'Next Visit'. The 'Stock Counting' section includes an 'Allow' checkbox, a checkbox for 'Import Department Occ. Level from PDA/Web Portal', and a checkbox for 'Negative Stock Count'. Below these are sections for 'Standard Quantities and Variations/Direct Orders' (with 'Delivery Standards' selected) and 'Miscellaneous' (with 'Customer Related' set to 'Not applicable').

2.2.1 Ordering - Delayed Even Exchange



This close-up shows the 'Ordering' tab with the 'Delayed Even Exchange' sub-section highlighted. It contains a checkbox for 'Soil Count For Delayed Even Exchange' and a 'Return Linen' dropdown menu currently set to 'Next Visit'.



The screenshot shows the dropdown menu for the 'Return Linen' field. The menu is open, displaying several options with their corresponding codes. The 'Next Visit' option is highlighted in blue. The options are:

- 10 Day Delay Basis
- 14 day delay basis
- 28 day delay basis
- According to Delivery Scheme
- Next Visit
- Next visit including same date
- Next Week Same Day
- Return Route In Route Schedule

Field	Description
Soil Count for Delayed Even Exchange	The customer has products for which the soil counted quantities will be turned into delivery variations. Remark: System setting SOILCOUNT (Customer Screen Settings) determines if this field can be modified or not, or has a fixed value.

Return Linen	<p>You can select the following from a pre-defined list:</p> <p>Next Week, Same Day: The non-garments will be returned when the same route is driven next week.</p> <p>Return Route in Route Schedule: The non-garments will be returned with the return route that is connected to the route that the non-garments were received with.</p> <p>Next Visit: The soil counted non-garment products will be returned with the first next visit.</p> <p>10 Day Delay Basis: Non-garments will be returned clean 10 days after receiving them from the customer. Also 14 and 28 days are possible.</p> <p>According to delivery scheme: Non-garments are returned according to the delivery scheme.</p> <p>Remark: System setting RETURNLINEN (Customer Screen Settings) determines the default value for this field.</p>
--------------	--

2.2.2 Ordering – Stock Counting

Stock Counting

Allow Import Department Occ. Level from PDA/Web Portal

Negative Stock Count

Field	Description
Allow Import Department Occupation Level for PDA/Web Portal	If marked; the occupation level entered on the handheld terminal or ABSolute Internet Application will be used to calculate the quantity to be delivered.
Negative Stock Count	If marked; it is possible to enter negative stock counts in ABSolute but also on the handheld terminal and the ABSolute internet application.

2.2.3 Ordering – Standard Quantities and Variations/Direct Orders

Standard Quantities and Variations/Direct Orders

Standards Quantities Defined As Delivery Standards

Usage Standards

Communication Method | ▼

Field	Description
-------	-------------

<p>Standards Defines As</p> <ul style="list-style-type: none"> • Delivery Standards • Usage Standards 	<p>Delivery Standards: Packing Notes will be based on Delivery Standard quantities.</p> <p>Usage Standards: Packing Notes will be based on Usage Norm quantities. The usage is calculated together till the next delivery day.</p>
<p>Communication Method</p>	<p>The medium the customer uses to communicate changes, orders etcetera to the laundry. This has no further functional influences within the system.</p> <p>Select from a list of user-defined settings. For example:</p> <p>F – Fax</p> <p>E – E-Mail</p> <p>T – Telephone</p> <p>L- Linen Assistant</p>

2.2.4 Ordering - Miscellaneous

Miscellaneous

Customer Related	? <input style="width: 90%;" type="text" value=""/>
To Customer	? <input style="width: 90%;" type="text" value=""/> ...
	<input type="checkbox"/> Sorting System Utilization Forecast based on Soil Scan
Default Stockroom	<input style="width: 90%;" type="text" value=""/>


Field	Description
Customer Related	<p>Possible options are:</p> <ul style="list-style-type: none"> • Not applicable • Related to other customer • Related to this customer
Sorting System Utilization Forecast based on Soil Scan	<p>This setting is used for sorting systems.</p> <p>It can only be used when the SORTINGSYSTEM module is in the license.</p>
Default Stockroom	<p>A choice can be made for stockrooms that service the business unit as defined for the customer.</p>

2.3 Delivery

Settings about delivery can be made here. For example, you can set the delivery-address, delivery-schemes, and route-stops among other things.

General Ordering Delivery Garments Garment Charges Residential 1 Residential 2 Web Portal / App Billing Payment Special Flex Fields

Delivery At **Delivery Settings**







Address Line 1 

Zipcode/ City

Container Recording

Delivery Schemes Route Stops

Delivery On

      Show Only Active

Code	MO	TU	WE	TH	FR	SA	SU
02W02	<input type="checkbox"/>	Multiple	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1W1	20/0	4/999	7/1	<input checked="" type="checkbox"/>	40/0	<input type="checkbox"/>	<input type="checkbox"/>
2W1	<input type="checkbox"/>	31/13	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5W3	<input type="checkbox"/>	1978/0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Visit on MO TU WE TH FR SA SU

Visit every weeks

Delivery Documents **Consignment Note**

Suppress printing of delivery notes Layout DN | null Print On Department Level

Print Delivery Note For BulkPutup Items Copies

Layout 1 | Consignment Send by e-mail

Visit every weeks

Visit Mask

Delivery Term


Non Business Days

Define Delivery Points

Route Description

2.3.1 Delivery – Delivery At

Delivery At

Address Line 1 

Zipcode/ City

Container Recording

Field	Description
Delivery Address, Zip Code, City	The address of the delivery at the customer. This address will be shown on the route-list.
Container Recording	Use this button to configure container recording. This can be used when module KNT is in the license.

2.3.2 Delivery – Delivery At – Container Recording-button

Container Recording
— □ ×

Container Recording

✓ Save and Exit
✗ Cancel

Ownership

Containers Owned by Completeness Check

Container Reporting

Send Container Usage Report via e-mail
 Contact Person

Field	Description
Containers owned by	Define the owner of the containers here.
Completeness check	Should a completeness check be used for containers? This means a scan-in and -out is needed in order to know if all items are complete.

2.3.3 Delivery – Delivery Schemes

The customer's delivery scheme is inserted during the entry of a new customer. Here we define the possible and agreed Delivery schemes with the customer. This could be Weekly, Every Other Week, or any other combination. Each Scheme is related to Route/Days. The stop number can be left empty since this is mostly not known at the moment of entering a new customer. The stop number will be defaulted to 0 (zero) and the Route Manager will be able to put the new customer on the right stop within the route.

Routes and route stops are explained in the manual about Company Structure.

Example: Customer SMITH LTD will be visited at Tuesday on route '4' and at stop '3'. This delivery frequency is once a week.

Delivery Schemes **Route Stops**

Delivery On Grid View All ▾

+ Add ✎ Modify — Delete 📄 Duplicate 📅 Show in Calendar ▶ Show Only Active

Code ▲1	MO	TU	WE	TH	FR	SA	SU
1W1	<input type="checkbox"/>	<input type="checkbox"/>	6/130	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Visit on MO TU WE TH FR SA SU
 Visit every weeks

Delivery Scheme Per Customer — □ ×

Inquiry Delivery Scheme Per Customer

✖ Exit ⬆ First ⬆ Previous ⬇ Next ⬇ Last

Customer
 Delivery Scheme

Delivery On	Route	Stop	Active
MO <input type="checkbox"/>	<input type="text"/>	<input type="text" value=">>"/>	<input type="text"/>
TU <input type="checkbox"/>	<input type="text"/>	<input type="text" value=">>"/>	<input type="text"/>
WE <input checked="" type="checkbox"/>	6 MI Umgebung	<input type="text" value=">>"/>	<input type="text" value="130"/> <input checked="" type="checkbox"/>
TH <input type="checkbox"/>	<input type="text"/>	<input type="text" value=">>"/>	<input type="text"/>
FR <input type="checkbox"/>	<input type="text"/>	<input type="text" value=">>"/>	<input type="text"/>
SA <input type="checkbox"/>	<input type="text"/>	<input type="text" value=">>"/>	<input type="text"/>
SU <input type="checkbox"/>	<input type="text"/>	<input type="text" value=">>"/>	<input type="text"/>

Field/Option	Description
Delivery Scheme	You select the delivery scheme from a list of user-defined delivery schemes. This defines the delivery frequency.
Delivery day	The day the delivery takes place. You have to mark one or more of the days, depending on the delivery frequency.
Route	The route of the delivery.

By pressing the '>>' button you can select one or more routes and stops for the delivery scheme. Select these from a list of user-defined routes.

2.3.4 Delivery – Route Stops

It is possible to enter the route stop from this dialog. It is also possible to leave the stop number empty and let the Route Manager take care of the proper entry.

Route stops are explained in manual Company Structure.

Delivery Schemes		Route Stops			
Route Stops					
Modify Delete Move Grid Views Print					Count : 1 Grid View Alle
<input checked="" type="checkbox"/> Only show active					
Day	Route Number	Stop Num...	Delivery Sche...	Delivery P...	Plant
Wednesday	6	130	1W1		CB Suisse ...

Apart from entering a route stop, you can also delete or move it to another route stop.

Move Route Stop ✕

Move Route Stop

<p>From</p> <p>Day: <input type="text" value="Wednesday"/></p> <p>Route: <input type="text" value="6 MI Umgebung"/></p> <p>Stop: <input type="text" value="130"/></p> <p>Last visited on: <input type="text" value="08/01/2018"/> Wednesday, week 31</p>	<p>To</p> <p>Day: <input type="text" value="Thursday"/></p> <p>Route: <input type="text" value="6 MI Umgebung"/></p> <p>Stop: <input type="text" value="0"/></p> <p>First visited on: <input type="text" value="07/01/2020"/> Wednesday, week 27</p>
---	---

See picture above: You can move the route stop to another route stop with this dialog. For example, if you want to move it to another day. This means the delivery schemes will also be changed by this action.

2.3.5 Delivery – Delivery Settings

Delivery Settings

Bulk Delivery

Uses Bundles

Correct with next delivery:

Shortages OverDeliveries

Passer by Customer

Signature Required

Visit every weeks

1 2 3 4

Visit Mask

Delivery Term

Non Business Days

Define Delivery Points

Route Description

Field/Option	Description
Bulk Delivery	If this checkbox is activated, the customer could order per department/consumption point but the packing department is delivering in total bulk quantities only. This means that the distribution is in bulk instead of a container per department.
Use Bundles	A bundle is a certain pre-set quantity of products (for example, bundle of 10 towels). If marked, this will enable the use of bundles or even specific bundles sizes per product. See also Products and Product List per Customer for specific bundle size.
Correct with next delivery:	<p>Select the following:</p> <ul style="list-style-type: none"> • Shortages • Over deliveries • Passer by Customer • Signature required <p>Shortages: Shortages from the delivery note will be corrected with the next delivery. This is only a default value that will be used when creating a consumption point for this customer.</p> <p>Over deliveries: Over deliveries from the delivery note will be corrected with the next delivery. This is only a default value that will be used when adding a consumption point for this customer.</p> <p>Passer by customer: This is an incidental customer that 'passes by'. For this passer by customer, it would be too cumbersome to create a full customer record. Therefore one passer by</p>

	<p>customer can be created. The system will then identify this passer by customer when a special order is entered in the system for which the system allows to enter the name and other details that will be stored in the system with the delivery note and invoice details.</p> <p>Signature required: When the laundry is using the ABSolute PDA Route Assistant, the system will identify for which customers a Signature for Delivery is required. Some customers could not be asked for a signature for delivery and the driver (or route representative) is informed not to ask for a signature prior to departure.</p>
<p>Visit every x weeks Visit mask</p>	<p>Visit every x week shows the frequency of the delivery. Visit mask shows at what weeks the delivery will be.</p>
<p>Delivery Term</p>	<p>An extra delivery term can (optional) be defined here, selectable from a list of pre-defined delivery terms.</p> <p>For each delivery term it is possible to define the 'Postage & Transport Costs' that will be charged when the delivery has a certain weight. When the delivery exceeds a certain net order value, then no 'Postage & Transport Costs' will be charged.</p> <p>NOTE: This option is only available when module TRADE is in the license.</p>

2.3.6 Delivery – Delivery settings - Non business days

Via this button, you can set the days the customer is closed. With the use of a calendar these days can be marked. For example, if the customer is closed for a week during Christmas, this can be entered in the calendar. This is to ensure the laundry is not going to visit this customer during these days.

Customer
— □ ×

Customer Non-Business Days

✓ Save and Exit
✗ Cancel

Customer | PWB AG Year
■ Closed ■ Closed on higher level

Closed for delivery
 Open

January

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	

March

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

April

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

June

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

September

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

October

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

December

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

2.3.7 Delivery – Deliver Settings - Define delivery points

Delivery Points are the physical locations at the customer premises where the delivery needs to be dropped (like backdoor entrance, delivery dock 1). If there is only one then this entry is not needed.

Delivery points
×

Delivery points

✗ Exit

Customer | PWB AG Currency: ...

Delivery points
Count : 2 Grid View Alle ▼

+ Add
 Modify
— Delete
 Duplicate
 Grid Views
 Print

Code	Description
541	Main Hall
999	Park Road 12

Page 20 of 50

Delivery point
— □ ×

Modify Delivery point

✓ Save and Exit
✗ Exit
⬆ First
⬆ Previous
⬇ Next
⬇ Last

Customer: 15000041 | PWB AG

Code: Sort Address:

Description: Active

Contact Person: Send Consignment Note by E-mail

Proof of Visit Barcode: Send Container Usage Report by E-mail

Locker Feed Scanning

Delivery At: Delivery Address of Customer Specific Delivery Address

Address Line 1:

Zipcode/ City:

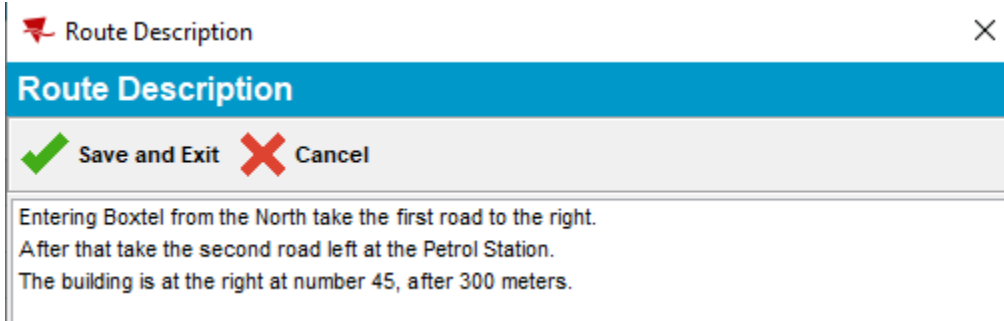
Business Hours

	MO	TU	WE	TH	FR	SA	SU	<input type="checkbox"/> Break
From:	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>
To:	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>	<input type="text" value="00:00"/>

Field	Description
Sort Address	This field can be entered for the sorting system interface. This only is relevant when a sorting system interface is activated.
Delivery at: <ul style="list-style-type: none"> Delivery Address of Customer Specific Delivery Address 	At what address is the delivery point located? Is it at the same address of the customer, or is it a specific address. In the latter case an alternative address can be entered.
Address, Zip code, City	The address of the customer is shown as default address. If it is at a specific delivery address, then it can be entered here.
Business hours	Here the opening hours can be entered of the delivery point.
GPS Info	Any GPS info can be entered here. This can be used by navigation-software.

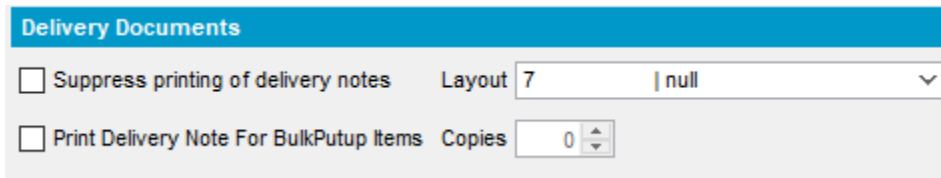
2.3.8 Delivery – Delivery Settings - Route Description

In this free text field instructions for the truck driver can be entered. These instructions will appear on the route list or when the Route Assistant is in use, on the hand held.



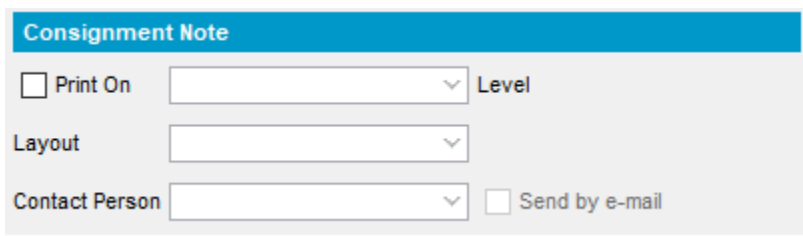
2.3.9 Delivery – Delivery Documents

Here you can make some settings about the delivery documents needed by the customer. For example you can configure the layout of these documents.



2.3.10 Delivery - Consignment Note

The consignment note is a summary of a set of delivery notes for the customer. Here you can make settings about the consignment note, for example you can configure the layout of this document.



2.4 Garments

Here settings related to garment services can be made. For example information like the preferred service team, sorting information, what to show on the delivery note, if garment dispensers are used, etcetera, can be entered here.

General		Ordering		Delivery		Garments		Garment Charges		Residential 1		Residential 2		Web Portal / App		Billing		Payment		Special		Flex Fields		
Services																								
Visit on	<input type="checkbox"/> MO <input type="checkbox"/> TU <input checked="" type="checkbox"/> WE <input type="checkbox"/> TH <input type="checkbox"/> FR <input type="checkbox"/> SA <input type="checkbox"/> SU																							
Service Team	<input type="text"/>																		<input type="checkbox"/> Locker Management					
Return Garments On	<input type="text" value="Return Route In Route Schedule"/>																		<input type="checkbox"/> Obligated Use of Bank/Locker for Every Wearer					
Sorting Info during Outscan	<input type="text" value="Bank/Locker"/>																		<input type="checkbox"/> Use Garment Dispenser					
Phased Delivery WO	<input type="text" value="Allowed, not defaulted"/>																		<input checked="" type="checkbox"/> Code Uniquely					
Delivery Note Settings												<input type="checkbox"/> Swing Suit Delivery												
Quantities Per	<input checked="" type="radio"/> Product <input type="radio"/> Product / Size											<input type="checkbox"/> Allow Automatic Sales of Garments during Issue												
Show ID Codes	<input type="checkbox"/> Out Scanned Items											<input type="checkbox"/> Allow Automatic Flag Season Change												
	<input checked="" type="checkbox"/> Items Delivered from Stock											<input type="checkbox"/> Show wearer change message in outscan												
	<input type="checkbox"/> Items Returned to Stock											<input type="checkbox"/> Show reason code at outscan from stock												
Printing	<input type="checkbox"/> Suppress printing of batch delivery notes											<input checked="" type="checkbox"/> Make COG only for PLPC products												
											<input type="checkbox"/> Allow prewash													
											<input type="checkbox"/> Allow Mixed Product Pool Item Stacks													
Printed Labels												Minimum Grade												
Cust Name On Label	<input type="text" value="PWB AG"/>											First	<input type="text" value="0"/> Days:											
Printed Code Label	<input type="text" value="W-36"/> <input type="text" value="WD Standard Schr/Fach"/>											First Issue	<input type="text" value="N"/> Afterwards											
<input type="checkbox"/> Printed Name Label	<input type="text"/>																							

2.4.1 Garments – Services

Services																							
Visit on	<input type="checkbox"/> MO <input type="checkbox"/> TU <input checked="" type="checkbox"/> WE <input type="checkbox"/> TH <input type="checkbox"/> FR <input type="checkbox"/> SA <input type="checkbox"/> SU																						
Service Team	<input type="text"/>																						
Return Garments On	<input type="text" value="Return Route In Route Schedule"/>																						
Sorting Info during Outscan	<input type="text" value="Bank/Locker"/>																						
Phased Delivery WO	<input type="text" value="Allowed, not defaulted"/>																						

Locker Management

Obligated Use of Bank/Locker for Every Wearer

Use Garment Dispenser

Code Uniquely

Swing Suit Delivery

Allow Automatic Sales of Garments during Issue

Allow Automatic Flag Season Change

Show wearer change message in outscan

Show reason code at outscan from stock

Make COG only for PLPC products

Allow prewash

Allow Mixed Product Pool Item Stacks

Field	Description
Visit on	This shows on what day the customer will be visited for the delivery. This is related to the route and route stop.
Service team	The laundry team that is responsible for servicing this customer. This is especially used when a sorting system is installed at the finishing department. This could increase the constant quality (check) for certain customers.
Return Garments On <ul style="list-style-type: none"> • 10 Day Delay Basis • 14 Day Delay Basis • 28 Day Delay Basis • Next Visit • Next Week Same Day • Return Route in Route Schedule 	The schedule for returning the washed garments to the customer. This information is related to the Inscan, Outscan and the Completeness Check. The options are self-explanatory.
Sorting info during Outscan <ul style="list-style-type: none"> • Bank/Locker • Delivery Point 	This information will be shown during sorting at the Outscan.

<ul style="list-style-type: none"> • Department • Finishing Method • No Sorting Info • Service Team 	
<p>Phased Delivery Work Order</p>	<p>Via this setting it can be defined if a phased delivery based on work orders is allowed or not. Choices are:</p> <ul style="list-style-type: none"> • Allowed and defaulted • Allowed, not defaulted • Never allowed
<p>Locker Management</p>	<p>If marked, banks and lockers have to be predefined before they can be connected to a wearer. One locker can only be connected to one wearer at the same time.</p>
<p>Obligated use of bank/locker for every wearer</p>	<p>If this is marked, the system will require always a choice of an available bank/locker for every wearer that is entered in the system. If this checkbox is not marked: the system will allow wearers without a bank/locker as well.</p>
<p>Use Garment Dispenser</p>	<p>If marked; a garment dispenser is used at the customer. Wearers can be connected to it and it will be possible to sort garments per garment dispenser. See Garment Dispensers in another manual.</p>
<p>Code Uniquely</p>	<p>The customer will use uniquely coded garments (identified with barcodes or chipcodes/tags).</p>
<p>Swing Suit Delivery</p>	<p>If marked; the first delivery for additional or new garments will be done in two separate deliveries. Example: Requested 11 jackets, 1st delivery will be 6 jackets, 2nd delivery will be 5 jackets. The advantage; more customers may be started sooner with the available stock.</p>
<p>Allow Automatic Sales of Garments during Issue</p>	<p>When this checkbox is marked, the system will allow generating automatically a sales line (to be invoiced against sales price) when a garment is issued to a wearer. This will only be triggered, when for that product in the Product List per Customer the checkbox "Automatic Sales during Issue" is checked too!</p>
<p>Allow Automatic Flag Season Change</p>	<p>When marked; An automatic flag for season change is allowed. This means a scheduler can put a flag on garments about a season change. Flags are explained in another manual.</p>

<p>Allowed Deposit Stock (DEPOSITSTOCK-module) Or: Allow charge rent on stock (RENTONSTOCK-module)</p>	<p>Allow Deposit Stock: When marked; Deposit stock is allowed. Deposit stock is mainly used for seasonal items, or if a wearer has a long leave (for instance pregnant). The items are kept in deposit stock until they are needed again. Note: This option is only visible and active if the plant has license for the module DEPOSITSTOCK.</p> <p>Allow charge rent on stock: When marked; it allows to charge rent on stock.</p> <p>Note: If the plant has license RENTONSTOCK then the option will be named "Allow charge rent on stock" instead of "Allow deposit stock".</p>
<p>Show wearer change message in outscan</p>	<p>When marked; A message about a wearer change will be shown during outscan.</p>
<p>Show reason code at outscan from stock</p>	<p>When marked; A reason code will be shown during outscan from stock.</p>
<p>Make COG only for PLPC products</p>	<p>When marked; It is possible to make Customer Owned Garments for products defined in Product List Per Customer.</p>
<p>Allow prewash</p>	<p>Mark this to allow prewash.</p>
<p>Allow mixed product pool item stacks</p>	<p>Mark this to allow to make stacks of mixed product pool items.</p>

2.4.2 Garments – Delivery Note Settings

Use 'Delivery Note Settings' to configure what type of information should be shown in delivery notes.

Delivery Note Settings

Quantities Per Product Product / Size

Show ID Codes Out Scanned Items
 Items Delivered from Stock
 Items Returned to Stock

Printing Suppress printing of batch delivery notes

2.4.3 Garments – Printed Labels

Here some settings can be made about printed labels. Labels are used to identify the garments. For example by showing the barcode and some wearer information. It is possible to have customer specific labels, with a different layout for each customer.

Printed Labels	
Cust Name On Label	PWB AG
Printed Code Label	W-36 WID Standard Schr/Fach
<input type="checkbox"/> Printed Name Label	

2.4.4 Garments – Minimum Grade

Settings can be made about the minimum quality grade used for garments. There are settings to define the grade based on the number of days, based on first issue, and the grade after the first issue.

Minimum Grade			
First	0	Days:	
First Issue	N	Afterwards	N

2.5 Garment Charges

Here you can define settings about garments charges. There are settings about charges for rent, stock, repairs and residual value, etcetera.

General	Ordering	Delivery	Garments	Garment Charges	Residential 1	Residential 2	Web Portal / App	Billing	Payment	Special	Flex Fields
Garment Charges											
Rent Spec.	Quantities per Product			Repair Rented	<input type="checkbox"/> Allow	<input type="checkbox"/> Charge					
Insurance	Not applicable			Repair COG	<input type="checkbox"/> Allow	<input type="checkbox"/> Charge					
<input type="checkbox"/> Restocking Fee				Charge	Repair specification on invoice: Summarized for LOG / COG						
<input type="checkbox"/> Stock Charge				<input checked="" type="checkbox"/> Residual Value							
				<input type="checkbox"/> Washes at First Issue							
				<input type="checkbox"/> Loss Charges	<input type="checkbox"/> Allow Depreciation on Loss Charge						
Temporary Rent Stop											
Prep Charges, Emblems & Labels						Locker Service Charges					
<input checked="" type="checkbox"/> General Prep Charge	0.00			<input type="checkbox"/> Charge Rent per Bank Locker							
<input type="checkbox"/> One Time Charge per New Em...				<input checked="" type="radio"/> Charge Fixed Number of Bank/Lockers	0						
# of Days No Prep Charges	0			<input type="radio"/> Charge per Occupied Locker							
Emblem Specification	Summarized			<input type="radio"/> Charge per Circulating Garment per Locker							
Define Prep & Emblem Te...				<input type="checkbox"/> Charge Service per Delivery							
Code Label Price	2.40			<input checked="" type="radio"/> Charge per Locker							
Name Label Price				<input type="radio"/> Charge per Garment per Locker							
				<input type="checkbox"/> Mention filling of Bank/Lockers on Routelist							



2.5.1 Garment Charges – Garment Charges

Garment Charges

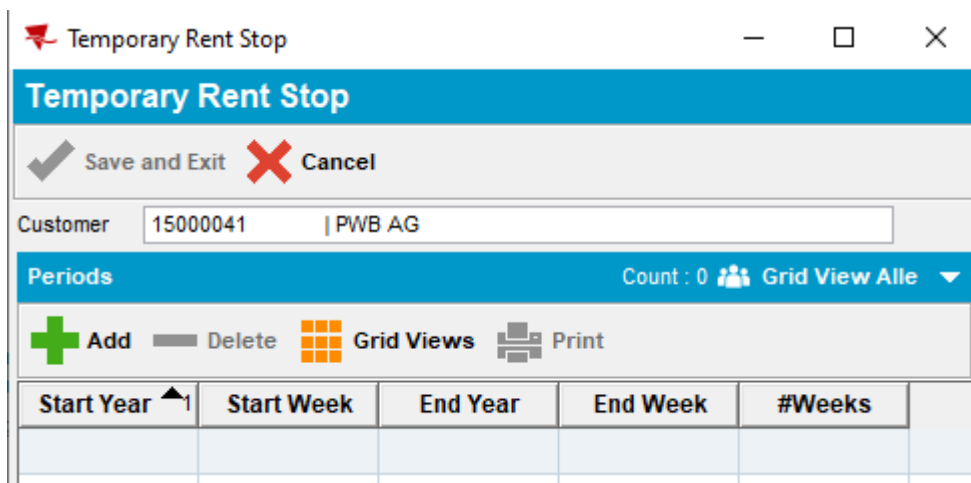
Rent Spec.	<input type="text" value="Quantities per Product"/>	Repair Rented	<input type="checkbox"/> Allow	<input type="checkbox"/> Charge
Insurance	<input type="text" value="Not applicable"/>	Repair COG	<input type="checkbox"/> Allow	<input type="checkbox"/> Charge
<input type="checkbox"/> Restocking Fee	<input type="text"/>	Charge	Repair specification on invoice: <input type="text" value="Summarized for LOG / COG"/>	
<input type="checkbox"/> Stock Charge	<input type="text"/>	<input checked="" type="checkbox"/> Residual Value		
		<input type="checkbox"/> Washes at First Issue		
		<input type="checkbox"/> Loss Charges	<input type="checkbox"/> Allow Depreciation on Loss Charge	

Field	Description
Rent Specification	<p>There are several specifications possible in the way the rental costs of garments will be shown on the invoice for the customer:</p> <ul style="list-style-type: none"> - Products per Wearer: each wearer will be listed as well as the products (one line per product) - Products per Wearer Condensed: each wearer will be listed and in the first line 2 products will be shown (Pants and Shirts (this is often used in the US)) - Wearer Totals: this will show the total rental cost per wearer (no product details) - Quantity per Product: this will show each Product and the total number In Circulation - Number of Wearers same Total Price: Total of wearers will be added together as long as the total price is equal - Per Wearer Function: This will show the Function Codes and the related costs on the invoice
Insurances	<p>There are four possibilities:</p> <ul style="list-style-type: none"> - Not Applicable: there will be no insurance fees charged - For Repair - For Loss - For Repair and Loss <p>When one of the last 3 is chosen also an insurance fee must be entered. An Insurance fee will be charged for every piece Circulation Inventory.</p>
Restocking Fee	Whenever an item is returned from Circulating Inventory to the Passive Stock a restocking fee could be charged.
Stock Charge	This price will be charged to a customer on a weekly or monthly basis for each customer owned item that is in (passive) stock. Weekly or Monthly is depending on the Scheduled Status Quo process.

Repair rented, Allow, Charge	Use this setting to allow and/or charge repair of rented items.
Repair COG, Allow, Charge	Use this setting to allow and/or charge repair of Customer Owned Garments.
Repair specification on invoice	Configure how the repair charges should be shown on the invoice.
Charge <ul style="list-style-type: none"> • Residual Value • Washes at First Issue • Loss Charges <ul style="list-style-type: none"> ○ Allow Depreciation on loss charge 	There are three checkboxes that can be used to have charges for 'residual value', 'washes at first issue', 'loss charges'. When 'washes at first issue' is marked, every time a garment is issued from stock to the customer, the system will add the product to the delivery note and the first delivery will be including a wash price. This means that the stockroom may ship the items directly to the customer (without out scanning) but the items still will be charged for washing. This principle of course is only valid when wash prices are charged separately. The main reason behind this is, that items that are returned to stock, are not charged for washing either (even though they could be soiled).

2.5.2 Garment Charges – Temporary Rent Stop

With this button, a one or more temporary rent stop(s) can be defined. This is a period the customer does not want/need to rent items.



2.5.3 Garment Charges – Prep Charges, Emblems and Labels

This is about charges for preparation, emblems & labels. For example, for a new customer preparations are necessary like collecting information about what garments the customers wants to rent and/or wash. The garments have to be ordered at the supplier. They have to be put in stock, etcetera.

Prep Charges, Emblems & Labels

General Prep Charge ...
 One Time Charge per New Em...
 # of Days No Prep Charges ...
 Emblem Specification ...
 Code Label Price ...
 Name Label Price ...

Field	Description
General Preparation Charge	When marked, you can enter a price for the general preparation charge.
One Time Charge per new Employment	When marked, a one-time charge per new employment will be made.
# of days no-preparation Charges.	You enter the number of days there will be no charge for preparation.
Emblem Specification <ul style="list-style-type: none"> Detailed Summarized 	<p>You can select how the emblem specification charges should be shown on the invoice, detailed or summarized.</p> <p>An emblem is for example a logo that is attached to garments with a mark-name on it. For example, an 'OPEL'-emblem is put to the back of a coat.</p>
Code Label Price	The price you want to charge for code labels that are used to identify the garments.
Name Label Price	The price you want to charge for name labels that are used to identify the garments.

2.5.4 Garment Charges - Define preparation & emblem templates

The templates for preparations and emblems can be used later on for this customer. By clicking on this button a dialog will appear where you can define these templates.

Emblem Template

Modify Emblem Template

✓ Save and Exit ✗ Exit ⬆ First ⬆ Previous ⬇ Next ⬇ Last

Customer	3 ABS Demo Customer	Prep Charge	0.00
Template Code	1 <input checked="" type="checkbox"/> Active	Total Amount Emblems	0.00
Description	Emblem test	Total Amount Labels	0.05
	<input type="checkbox"/> Printed Name Label Applicable	Total Prep&Emblem	0.05
	<input type="checkbox"/> Charge Rent Rent Price / Week <input style="width: 50px;" type="text"/>		

Emblems
Count : 1 Grid View All ▼

Add
 Modify
 Delete
 Duplicate
 Grid Views
 Print

Type	Product Code	Product Description	Description	Quantity
Company	000195	HOBVKN		

Field	Description
Charge Rent	Mark this if you want to charge rent for the emblem.
Rent Price/Week	If you want to charge rent for the emblem, you can enter the price here.
Prep Charge, Total Amount Emblems, Total Amount Labels and Total Prep & Emblem	This shows you information about charges that were already made.
Emblems Type, Code, Description, Quantity and Price/Piece.	Here you can add the product(s) that represent the emblem.

2.5.5 Garment Charges – Locker Service Charges

When Locker Services are charged, the system enables multiple charges like:

- Rent per locker, a fixed number of lockers or rent per occupied bank/locker
- Service charges per delivery/product and per locker/bank

Note: These options become available if you marked 'Locker Management' in the Garments-tab page in the customer-screen.

Locker Service Charges

Charge Rent per Bank Locker

Charge Fixed Number of Bank/Lockers

Charge per Occupied Locker

Charge per Circulating Garment per Locker

Charge Service per Delivery

Charge per Locker

Charge per Garment per Locker

Mention filling of Bank/Lockers on Routelist

Field	Description
Charge Rent per Bank Locker <ul style="list-style-type: none"> Charge fixed number of bank/lockers Charge per occupied locker Charge per circulating garment per locker 	Mark this if you want to charge rent per bank locker. You can also define the price for this. Charge fixed number of bank/lockers: Select this if you want to charge a fixed number of bank/lockers, You can also define the number for this. This means the fixed number of bank/lockers will always be charged, regardless if they are occupied or not. Charge per occupied locker: Select this if you want to charge per occupied locker (instead of a fixed number of bank/lockers). Charge per circulating garment per locker: Select this if you want to charge lockers based on circulating inventory for the garments linked to these lockers.
Charge Service per Delivery <ul style="list-style-type: none"> Charge per Locker Charge Per Garment per Locker 	Based on scanning-out the system will know how many garments are distributed to the banks and lockers. This delivery service can be charged for in two ways: per Garment or per Bank/Locker.
Mention filling of Bank/Lockers on Routelist	Mark this if you want to show information about the filling of bank/lockers on the route list-report.

2.6 Residential 1

For Residential Services, a configuration can be made about delivery, soil receiving, outscan and sorting.

NOTE: This tab is only available when the Residential-module is in the license.

General | Ordering | Delivery | Garments | Garment Charges | Residential 1 | Residential 2 | Web Portal / App | Billing | Payment | Special | Flex Fields

Services

Delivery On MO TU WE TH FR SA SU

Customer Clients are Residents Private Persons Continue service clients until Days after Date Inactive

Allow Unknown Client
 Pool Client

Soil Receiving | **Outscan/Sorting**

In Registration Customer is registered in Inscan in Bulk allowed
 Inregistration per Client Only

Inscan Per Wash Accept Items Other Client Return to Sender
 Return to Owner
 Accept Items Inactive Client Return to Sender
 Move to Pool Client

Products Accept All Products
 Accept only from Product List

Client filter No filter
 Filter on finishing method
 Filter on finishing method per product

Print Stickers at Packing Station
 Print Del. Note At Outscan
 Use Presort numbers
 Outscan in Bulk no sort during outscan

Return Items

Sort Per

Display Info

2.6.1 Residential 1 – Services

General | Ordering | Delivery | Garments | Garment Charges | Residential 1 | Residential 2 | Web Portal / App | Billing | Payment | Special | Flex Fields

Services

Delivery On MO TU WE TH FR SA SU

Customer Clients are Residents Private Persons Continue service clients until Days after Date Inactive

Allow Unknown Client
 Pool Client

Option	Description
Delivery on	Select the day(s) the delivery should take place for this customer. You can select the day(s) you had entered in the 'Delivery Tab'. Only then it is possible to enter the other fields in this tab-page.
Customer clients are Residents or Private Persons	<p>You have to select one of the options:</p> <p>Residents</p> <p>These clients are the residents of a nursing home. All garment-services will go via the nursing home.</p> <p>Private Persons</p> <p>These clients are residents in their own homes. This means the collection/delivery of garments is person-related instead of nursing home-related.</p> <p>The option you choose will influence the information that is needed for each Client.</p>

Inscan per wash	<p>The Incan Per Wash is fixed to:</p> <ul style="list-style-type: none"> Return to Owner <p>When scanning in per wash and an item is scanned from another client it can be rejected (the user must create a separate delivery note for the owner of the item) or it can be accepted. If it is accepted, it can be returned (and invoiced to) the sender or to the owner.</p> <p>When 'accept items from inactive client' is marked, it means a client can already be indicated as in-active while items from this client should still be accepted during scanning-in.</p> <p>Note: The option 'Return to Sender' can be enabled with a System Setting.</p>
<p>Products:</p> <ul style="list-style-type: none"> Accept all products Accept only from product list 	<p>For each customer it is possible to define a list of products with the Product List Per Customer-dialog.</p> <p>You can select here what products you want to accept during Soil Receiving. All possible products or only the products from the product list per customer?</p>
Client filter	<p>It can be defined what client filter should be used during soil receiving: No filter, filter on finishing method or filter on finishing method per product.</p>

2.6.3 Residential 1 – Outscan/Sorting

Outscan/Sorting

Print Stickers at Packing Station

Print Del. Note At Outscan

Use Presort numbers

Outscan in Bulk no sort during outscan

Return Items Next Visit ▼

Sort Per Client Delivery Note ▼

Display Info No Sorting Info ▼

Option	Description
Print Stickers at Packing Station	Mark this option if you want to print stickers at the packing station. Example: These stickers can be used to identify bags or containers that contain garments for a specific client or customer.
Print Delivery Note at Outscan	Mark this option if you want to print delivery notes during outscan.



Use Presort Numbers	Mark this option if clients must be grouped using a presort number. Clients are sorted out using these presort groups. Note: You can enable this option with a System Setting.
Outscan in Bulk no sort during outscan	Mark this option if you want to outscan in bulk – all items together for one customer – and do not want to sort during this.
Return Items	Return items; select from a list of pre-defined options. For example 'Next Visit'. Possible options: Next visit / Same route next week / Based on return route
Sort Per	Select the way you want to sort the items during outscan, possible options: Client Delivery Note / Client Number / Client Search Name / Department+Room number
Display info	What info to display during outscan/sorting, select from a list of pre-defined options: Box Number / Box Number + Department Number / Client Number / Delivery Point / Department Number / No Sorting Info / Room Number / Service Team

2.7 Residential 2

Via Residential 2 settings can be made about printed labels, client delivery note layout and invoicing.

NOTE: This tab is only available when the Residential-module is in the license.

The screenshot shows the 'Residential 2' settings page with the following sections:

- Printed Labels:**
 - Label Layout: 5
 - Customer Name on Label: [Empty field]
 - Label Price: 0.05
 - Patch Price: [Empty field]
 - First Time Free of Charge: 0
- Client Delivery Note Layout:**
 - Show Quantity Received:
 - Show ID Codes:
 - Print Late Pieces On Washlist:
 - Price: No price
 - Layout: 1 | null
 - Print Note: Manual
 - Remarks on Client Delivery Note: [Button]
- Invoicing:**
 - Invoice Layout: 1 | null
 - End User Price List: [Empty field]
 - Allow Client Invoice Emailing:

Residential 2 – Printed Labels

Printed Labels

Label Layout B ▼

Customer Name on Label

Label Price 0.05 ...

Patch Price ...

First Time Free of Charge 0 ▲ ▼

Labels

Option	Description
Label Layout	Select the label layout you want to use for printing labels. You can decide to use the same layout for all customers or use different layouts for one or more of them. Select from a list of user-definable layouts.
Customer Name on Label	Enter the name of the customer for printing on a label. Be sure this name is not too long, so it will fit on the label during printing. If you do not print this name on a label you can leave it empty.
Label Price / Patch Price	If you want to charge the labels to the customer and/or the patching of the labels to the items, you can set a price here.
First Time Free of Charge	The first number of printed labels that are free of charge can be set here.

2.7.1 Residential 2 – Client Delivery Note Layout

Client Delivery Note Layout

Show Quantity Received

Show ID Codes

Print Late Pieces On Washlist

Price No price ▼

Layout 1 | null ▼

Print Note Manual ▼

Remarks on Client Delivery Note

Option	Description
Show ID Codes	Mark this if you want to show ID codes on the delivery notes. This means all ID codes (like barcodes) will be shown on the delivery note.

Print Late Pieces on Wash list	Mark this if you want to print late pieces on the wash list. These are pieces that will be delivered at a later time.
Price	<p>Select one of the following pre-defined options:</p> <p>Invoice Price The delivery note should include price-information. For Residential Services, the wash-price can be shown on the delivery note.</p> <p>No Price The delivery note should not include price-information. This means it will only show a list of garments that have been washed, without price information.</p> <p>Specific Price (excl. Vat) Use this option if you want to make a difference in the price that appears on the delivery note for clients compared to the price for the customer. Excluding VAT. This specific price can be entered in the Product List per Customer-dialog in field 'Price on Del. Note'. Example: Jacket wash-price on delivery note for client is '0.50'. Jacket wash-price for customer is '0.40'.</p> <p>Specific Price (incl. Vat) See above, but including VAT.</p>
Layout	Select the layout for the delivery note. You can decide to use a default layout for all customers, or make different layouts for one or more of them.
Print Note	Select how to print the note from pre-defined options: Manual / Outscan and sorted upon change of client / Outscan and sorted upon closing batch / Soil receiving upon change of batch
Remarks on client delivery note	Use this button to enter remarks that should appear on the delivery note. By entering a start- and end-date you can relate this to a specific date-period. For example 'Merry Christmas!'.

2.7.2 Residential 2 – Invoicing

Invoicing

Invoice Layout	1 null	▼
End User Price List		▼
<input type="checkbox"/> Allow Client Invoice Emailing		



Option	Description
Invoice Layout	Select the invoice layout from a list of user-definable layouts.
End User Price List	It is possible to use a price list for the end user. This can be defined here.
Allow Client Invoice E-mailing	Mark this to allow sending invoices by e-mail to clients.

2.8 Web Portal / App

Here settings can be made for the Web Portal-application or app, when this is used by the customer. This makes it possible for the customer to handle stock counts, ordering, maintain norms for stock levels and delivery standard, etcetera.

NOTE: This tab is only visible if the plant has the license for at least one of the modules LVMINTERNET, BKLINTERNET or PWBINTERNET or ORDERAPP.

The screenshot shows the 'Web Portal / App' settings tab. At the top, there are navigation tabs: General, Ordering, Delivery, Garments, Garment Charges, Residential 1, Residential 2, Web Portal / App (selected), Billing, Payment, Special, and Flex Fields. Below the tabs, there is a checkbox 'Customer uses Web Portal / App' which is checked, and a button 'View Web / App Users'. The main content area is divided into sections: 'Ordering' with 'Customer uses' (checked) and 'Customer maintains' (checked) options; 'Product Filter' with 'Allow' and 'Non-Garments', 'Garments', and 'Sales' options; 'Garment/Wearer Services' with 'Customer uses' (checked) and 'Automatically Approve Garment Orders via Web' options; and 'Shipment Check Scans' with 'Customer Scans' (checked) options.

Option	Description
Customer uses Web Portal / App	Mark this when the customer is using the web portal-application or app.
View Web / App users	Use this button to view the web/app users that are defined for using the web application or app.

2.8.1 Web Portal / App – Ordering

Ordering

Customer uses Stock count / Ordering via Web Portal

Order by Date Web Portal

Maximum Order Qty

Customer maintains Norm Stock Level

Delivery Standards

Option	Description
Customer uses <ul style="list-style-type: none"> Stock count / ordering via web portal Order by Date web portal 	Define here what the customer can do related to ordering.
Maximum Order Qty	The maximum order quantity can be defined here. Select from a list of pre-defined options. This option can be made available via system setting "MAXORDERQTYWEBPDA".
Customer maintains <ul style="list-style-type: none"> Norm stock level Delivery Standards 	Define here what data can be maintained by the customer related to ordering.

2.8.2 Web Portal / App – Product Filter

Product Filter

Allow Non-Garments

Garments

Sales

Option	Description
Allow Non-garments, Garments, Sales	Define what products are allowed to use for the customer.

2.8.3 Web Portal / App – Garment/Wearer Services

Garment/Wearer Services	
Customer uses	<input checked="" type="checkbox"/> Garments Web Portal <input type="checkbox"/> Obligated using Standard Inventory per Function <input type="checkbox"/> Automatically Approve Garment Orders via Web

Option	Description
Customer uses Garments Web Portal	Mark this option when customer uses Garments related to Web Portal/App.
Obligated using standard inventory per function	Mark this option when it is obligated by the customer to use standard inventory per function.
Automatically approve garment orders via Web.	Mark this if garment orders made via Web Portal/App should be approved automatically.

2.8.4 Web Portal / App – Shipment Check Scans

Shipment Check Scans	
Customer Scans	<input checked="" type="checkbox"/> Items received from laundry <input checked="" type="checkbox"/> Items to send to laundry

Option	Description
Customer scans <ul style="list-style-type: none"> Items received from laundry Items to send to laundry 	These options indicate if the customer (via Web Portal / App) will scan items received from laundry or scan items send to laundry, or both.

2.9 Billing

Via this Tab you can make settings about billing. There are settings about invoicing, the layout of the invoice, special charges, appendixes, etcetera.

General | Ordering | Delivery | Garments | Garment Charges | Residential 1 | Residential 2 | Web Portal / App | Billing | Payment | Special | Flex Fields

Invoice

Frequency: 45 | 4-4-5 week schedule Charge VAT
 In Arrear In Advance Correct Additions Only
 VAT Number:
 Sales Order Discount: 0.00 %

Cluster:
 Min. Inv. Amount: 0.00 CHF Per Week Number of Copies: 1
 Separate Invoice Per: No split up Min. Inv. Per Split Group
 Invoice Layout: 2 | null
 Direct Invoice: <None>
 Allow Partial Invoicing of sales orders/sales delivery notes

Send To

Send Invoice To: Bill to Customer Del to Customer Consolidated Report Invoices
 Extra Name 1: Consolidated Invoices Email consolidated invoices only
 Extra Name 2: Layout:
 Contact Person: 20 | Jane Doe Cover Page Cover Page Address
 Address Line 1: TEST 2 Print Invoice Local
 Zipcode/ City: 1234 | Bostel Send Invoice by: E-mail

2.9.1 Billing – Invoice

Invoice

Frequency: 45 | 4-4-5 week schedule Charge VAT
 In Arrear In Advance Correct Additions Only
 VAT Number:
 Sales Order Discount: 0.00 %

Cluster:
 Min. Inv. Amount: 0.00 CHF Per Week Number of Copies: 1
 Separate Invoice Per: No split up Min. Inv. Per Split Group
 Invoice Layout: 2 | null
 Direct Invoice: <None>
 Allow Partial Invoicing of sales orders/sales delivery notes

Field	Description
Frequency	The frequency for sending an invoice to the customer.
In Arrear	Select this when the invoice should be made and send at the end of the invoice-period. Default option is taken from system setting INVOICEMETHOD.
In Advance	Select this when the invoice should be made and send at the start of the invoice-period. Default option is taken from system setting INVOICEMETHOD.
Correct Additions only	This applies only to invoices that are made <i>in advance</i> : When marked; only additions to the invoice will be added. For example if <i>more</i> trousers were rented in the invoice-period, they will be added to the invoice. When not marked; all changes will be added to the invoice. For example if <i>more</i> or <i>less</i> trousers were rented in the invoice-period, then this change will be added to the invoice.

Cluster	When customers are grouped in a cluster, the invoices for customers belonging to this cluster will be generated within one selection.
Minimum Invoice Amount (Per week)	If the total amount of the invoice is lower than this amount, an extra charge will be on the invoice to reach this minimum. Default 0. When this minimum > 0 then via 'per week' can be marked to indicate this is on week-basis.
Number of Copies	This determines the number of invoice copies that are needed. Default 1.
Separate Invoice per (Min. inv. per Split Group)	This feature allows the system to split the invoice per Cost Center. Default value is 'No split up'. Min. inv. per Split Group: When a split of invoices is needed, then it can be indicated by marking 'Min. inv. per Split Group' when the 'minimum invoice amount' should be used, for the invoices that are split. Option 'Min. inv. per Split Group' is only enabled when 'Separate Invoice per' is not 'No split up' and when 'Minimum Invoice Amount' is not 0.
Invoice Layout	The layout for the invoice that this customer should receive (if there are multiple layouts available).
Direct Invoice	US: this is most common used. Each delivery is done with the direct invoice. EU: rarely used; most of the times a Periodical Invoice is made (weekly, periodically, monthly). There are additional settings for 'direct invoicing': <ul style="list-style-type: none"> • A choice can be made for what it applies to, like 'For all services, from route status control', 'delivery notes', 'Clean weighing tickets', 'soil weighing tickets', 'sales / credit notes'. • The minimum amount can be defined. • It can be defined if a direct invoice should be send by e-mail.
Allow Partial Invoicing...	Mark this to allow partial invoicing of sales orders/sales delivery notes.
Charge VAT	This checkbox determines if the customer is charged for VAT. An inter-company customer would be not charged for VAT/TAX.
VAT Number	This VAT or TAX number is a must for international banking and for Tax-exempt.
Sales Order Discount	Define a discount percentage for sales orders.

2.9.2 Billing - Special Charges

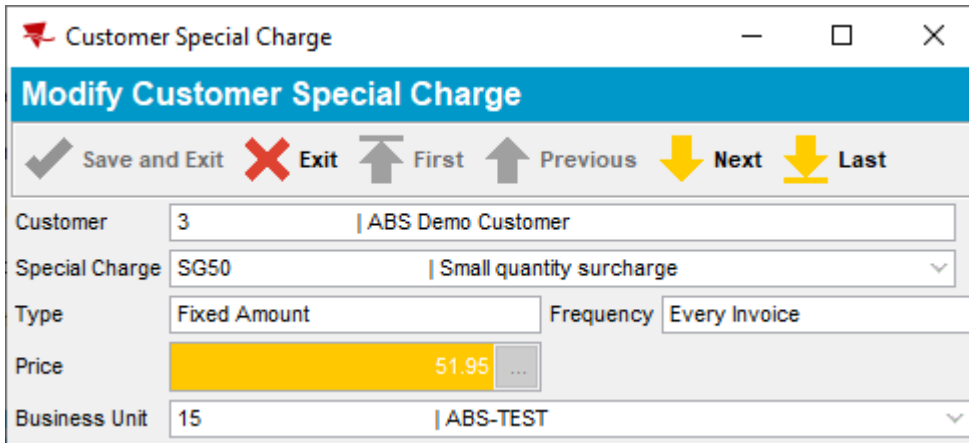
Per customer special charges may apply. This button will show a dialog. This dialog will enable the user to link special charges to the particular customer.

In the Special Charges dialog (from main menu) all the possible special charges need to be defined first. Per customer, one or more special charges can be assigned via this separate list. After this the specific conditions for this customer can be entered.

Example: Environmental charges are set up as a special charge. In the predefined Special Charges the default value is set to 5% per invoice. This can be activated for this customer, or one could make the special charge a specific value, e.g. 4.5%.

Special Charges							
Special Charges							
Count : 3 Grid View Alle							
Add Modify Delete Grid Views							
Code	Description	Fixed Am...	Percenta...	Minimu...	Maximum ...	System User	Timest
SG50	Small quantity surcha...	51.95				JDV	Jun 6, 20...
SG53	Distribution	36.37				JDV	Jun 6, 20...
SG54	Repair with materials	10.00				ABSADM	Aug 22, ...

Assign special charges to customer											
Assign special charges to customer											
Save and Exit Exit											
Customer 3 ABS Demo Customer											
Available special charges				Selected special charges							
Co...	Descripti...	Type	Frequency	Amount	Percent...	Code	Descripti...	Type	Frequency	Amount	Percent...
01	Discount f...	Percentage	Every Inv...		0.00	SG50	Small qua...	Fixed Amo...	Every Inv...	51.95	
02	Discount f...	Percentage	Every Inv...		0.00	SG53	Distribution	Fixed Amo...	Every Inv...	36.37	
03	Discount f...	Percentage	Every Inv...		0.00	SG54	Repair wit...	Fixed Amo...	Weekly	10.00	
04	Discount f...	Percentage	Every Inv...		0.00						
07		Percentage	Every Inv...		0.00						
08		Percentage	Every Inv...		0.00						
09		Percentage	Every Inv...		0.00						
1		Percentage	Every Inv...		0.00						
10		Percentage	Every Inv...		0.00						



Note: This dialog only displays information, no changes can be made. As mentioned the special charge itself is taken from the general list of special charges (started from main menu), so any changes that are needed can be done there.

Field	Description
Customer	The current selected customer.
Special Charge	The special charge that was selected for this customer.
Type, Frequency, Price	This shows fields that belong to the 'special charge'. Special charges (option from main menu) are explained in another manual.
Business Unit	The business unit linked to the customer.

2.9.3 Billing - Appendixes

With this button you can add appendixes to the invoice, these are used to show additional costs and are added as an extra document to the invoice. Invoice appendixes can be defined from the main menu via Invoice appendixes-dialog. Here you add these to the customer, in case they are needed.

Customer Invoice Appendixes

Customer Invoice Appendixes

Save and Exit Cancel

Customer Invoice Appendixes Count : 21 Grid View Alle

Add Delete Grid Views Print

Code	Description	Print Every X In...	Last Printer
CONCOST	Standard Condensed Cost Report	1	Apr 2, 2020
COST	Standard Cost Report	1	Apr 2, 2020
COSTWE	1	1	Apr 2, 2020
GARCC	Garment charges per cost center	1	Apr 2, 2020

Customer Invoice Appendixes

Customer Invoice Appendixes

Save and Exit Exit

Available Invoice Appendixes Selected Invoice Appendixes

Code	Description	Code	Description
111	111	CONCOST	Standard Condensed C
CONSIG	ConsignmentNote-Append	COST	Standard Cost Report
COSTW	COST wearer	COSTWE	1
		GARCC	Garment charges per cc
		KG2_J	Saubergewicht pro Jahr

2.9.4 Billing – Comment on Invoice

With this button you can enter a customer specific comment that will be printed on the invoice during a certain given period. For example you can enter a comment like 'Happy Anniversary!'.

Customer Specific Comments on Invoice
✕

Customer Specific Comments on Invoice

✔ Save and Exit
✕ Cancel

Valid From to

Happy Anniversary!

2.9.5 Billing – Send To

The system enables to decide per customer to where the invoice needs to be send/addressed. This can be send to the Bill-to or to the Deliver-to Customer.

Send To

Send Invoice To Bill to Customer Del to Customer

Extra Name 1

Extra Name 2

Contact Person |

Address Line 1

Zipcode/ City

Consolidated Report Invoices

Consolidated Invoices Email consolidated invoices only

Layout

Cover Page

Print Invoice

Send Invoice by

Field	Description
Send Invoice To	You can chose to send the invoice to the 'bill-to' or the 'deliver-to'-address of the customer.
Extra Name 1 Extra Name 2	Here two extra names/descriptions can be entered that should appear on the invoice.
Contact Person	The system allows addressing the right contact person for sending the invoices.
Billing Address, Zip Code and City	Enter the billing address here.
Consolidated Report Invoices	When this is selected, a consolidated invoices report will be made for this customer when consolidated invoices are generated. Consolidated invoices contain information about multiple invoices for customers that are related to one debtor.
Consolidated Invoices Layout	Here you can enter the layout for the consolidated invoice.
E-mail consolidated invoices only	Mark this when consolidated invoices should only be send by e-mail.

<p>Cover Page Cover Page Address-Button</p>	<p>A cover page is used when the billing address is different for organizations with multiple customers that receive invoices. Example: There are 12 invoices made for 12 customers, these first need to be send to a central address and will from there be forwarded to each billing address as known in the customer details.</p> <p>By clicking on the cover page-button, a dialog will be shown where you can enter the address of the cover page.</p>
<p>Send invoice by</p>	<p>Here it can be defined how the invoice should be send, for example by e-mail or by regular mail.</p>

2.10 Payment

Here you can make settings about the way the customer will do payments. For example, there are settings for the payment terms, bank account number and credit limit.

General	Ordering	Delivery	Garments	Garment Charges	Residential 1	Residential 2	Web Portal / App	Billing	Payment	Special	Flex Fields
Payment											
Payment Terms	[Dropdown]										
Payment Via	Accept Giro [Dropdown]										
<input type="checkbox"/> Credit Squeeze Specific	0.00 %										
Bank Info											
Bank Institution	01-2647-1 Credit Suisse SA [Dropdown]										
Bank Account#	012345678										
IBAN-Number	TEST01234578										
<input type="checkbox"/> Specific Bank Institution For Deposit	[Dropdown]										
Credit Info											
Credit Limit	0 CHF										
Mark as Delinquent After	0 [Spinner] Days										
Collection Respons.	? [Dropdown]										

2.10.1 Payment – Payment

Payment	
Payment Terms	- [Dropdown]
Payment Via	Accept Giro [Dropdown]
<input type="checkbox"/> Credit Squeeze Specific	0.00 %

Field	Description
-------	-------------

Payment Terms	Select the appropriate Payment Term for this customer, from a user-definable list.
Payment Via	Select the payment-method; like check, accept giro and credit card.
Credit Squeeze Specific Or: Special Payment Discount	<p>If the customer gets a 'credit squeeze specific' or 'special payment discount' then the percentage can enter be entered here. This applies to customers who are paying faster, in which case a discount or a surcharge is possible.</p> <p>Note: It shows a different option depending on a system setting. When system setting CREDITSQUEEZETYPE is 1 (surcharge) then it shows option 'Credit Squeeze Specific'. When the system setting is 2 (discount) then it shows option 'Special Payment Discount'.</p>

2.10.2 Payment – Bank Info

Bank Info

Bank Institution	01-2647-1 Credit Suisse SA ▼
Bank Account#	<input type="text" value="012345678"/>
IBAN-Number	<input type="text" value="TEST01234578"/>
	<input type="checkbox"/> Specific Bank Institution For Deposit
	<input type="text"/>

Field	Description
Bank Institution	Select the bank institution from a list of user-defined options.
Ban Account#	The bank account number of the customer.
IBAN-number	The IBAN-number of the customer. This is the international bank account number.
Specific bank institution for deposit	Mark this option if there is a specific bank institution used by the customer for deposits.

2.10.3 Payment – Credit Info

Credit Info

Credit Limit	<input type="text" value="0"/> <input type="text" value="CHF"/>
Mark as Delinquent After	<input type="text" value="0"/> <input type="button" value="↕"/> Days
Collection Respons.	<input type="text" value="?"/> <input type="button" value="..."/>



Field	Description
Credit Limit	The customer can have this maximum amount in outstanding invoices.
Mark as Delinquent After x days	The customer will be marked as a delinquent customer after the number of days and invoices are still open. This delinquent status will appear during the generation of next invoices.
Collection Responsible Person	Here optional information can be stored of the employee within your company who is responsible for collecting outstanding invoices. This is for reporting and information purposes only.

2.11 Special

This tab-page will show settings that are tailor made. So it can differ for the ABSolute-version you are using. Please contact ABS if you want more information about this.

2.12 Flex Fields

This Tab is only visible if module FLEXFIELDS is in the license and flex fields have been defined for the Customer dialog. Flex fields are fields that can be defined by the customers themselves in order to enhance the flexibility of the ABSolute application.