

A large, light grey abstract graphic in the center of the page. It consists of several overlapping shapes: a large downward-pointing triangle at the top, a thick wavy line below it, and another downward-pointing triangle at the bottom. The overall shape is roughly triangular but with rounded and wavy edges.

Linen Manual

Contents

Introduction.....	4
1 Scheme: Ordering procedure	5
2 General aspects.....	6
2.1 Delivery and usage norms.....	6
2.1.1 Usage Norms.....	7
2.1.2 Delivery standards	7
2.1.3 Departments and occupation	7
2.1.4 Non-business days: holidays	8
2.2 Delivery Variations.....	8
2.2.1 Shortage	8
2.2.2 Over delivery.....	8
2.3 Calculation of delivery amounts.....	9
3 Product Information	9
3.1 Product Group.....	9
3.2 Products.....	10
4 Customer/ Product Information	11
4.1 Order and delivery	11
4.1.1 Order and Delivery: Delayed Even Exchange	12
4.1.2 Order and Delivery: Fixed Delivery Scheme.....	13
4.1.3 Order and Delivery: Season related	14
4.2 Logistics.....	15
4.2.1 Logistics: Soil Counted	15
5 Delivery Schemes	15
6 Customer Information.....	17
6.1 Stock Counting	18
6.2 Standard quantities.....	19
6.3 Delivery schemes	22
6.4 Delivery Settings	23
7 Consumption Point Logistics.....	24
7.1 Delivery Standards Tab	25
7.1.1 Products.....	26
7.1.1.1 Adding a consumption point product	26
7.1.1.2 Modifying a consumption point product	27
8 Replenishment Schedules.....	30
8.1 Stock count schedule-dialog	30
8.1.1 Days Tab	31
9 Ordering and Stock Counting.....	32
9.1 Stock count entry	32
9.2 Delivery Variations	33
9.2.1 Modify delivery variations	33
9.2.2 Adding delivery variations	34
9.2.3 Add zero lines button.....	35
9.2.4 Copy delivery standards button.....	36
9.2.5 Generate packing notes button	36

9.3	Internet ordering and stock counting.....	37
9.4	Linen Assistant ordering and stock counting.....	38
10	Soil Count Entry per Consumption Point	39
11	Weighing Setup	40
11.1	Weighing categories	40
11.2	Weighing categories per customer	41
11.3	Container Types.....	43
12	Soil Weighing.....	44
13	Packing/delivery notes	47
13.1	Generating packing notes.....	47
13.1.1	Number of transport articles	51
13.1.2	Log file	51
13.1.3	Preview of packing notes.....	52
13.1.4	Example of packing note.....	52
13.2	Maintain packing and delivery notes.....	53
13.2.1	Changing a packing note.....	53
13.2.2	Process to delivery note.....	55
14	Correction Notes	57
14.1	Searching a correction ticket	57
14.2	Adding a quantity correction ticket	57
14.3	Adding a weight correction ticket.....	59
15	Invoicing	60
15.1	Generate invoices.....	60
15.2	Maintain invoices.....	62
15.3	Print Invoices	63
15.3.1	Action	63
15.3.2	Selections.....	64
16	System Settings	64
16.1	Linen Recording	64
16.2	General	67
16.3	Billing.....	68
16.4	File Locations	68
16.5	Financial Export	68

Introduction

This will be a manual about Linen Services. This applies to customers like Hospitals, Restaurants and Hotels that use products like e.g. Sheets, Towels, Napkins and Tablecloths. For this purpose, there are several procedures in ABSSolute like:

- Setup of delivery schemes

Delivery schemes are used to define at what days of the week deliveries are needed at a customer.

- Setup of standard delivery and usage norms, consumption point logistics

Standard delivery norms are fixed quantities of products defined for the customer. Usage norms are quantities of products based on usage at the customer. Both norms can be used to determine what should be delivered. This type of information is maintained in the consumption point logistics.

- Ordering / Stock counts

It is possible for the customer to keep track of its own stock and to make orders. This information can be used during ordering of products.

- Delivery variations

Based on information from the customer about its stock and customer orders, delivery variations are used to determine what and how many products are needed during the next delivery.

- Generating packing notes

Packing notes are generated based on standard delivery and delivery variations. This result in deliveries that are conform the usage of the products at the customer. Packing notes are used for the packing-department to know what products are needed per customer. During this action it is possible to make corrections, for example, if a product is partly out of stock, the packing note must be changed.

- Processing delivery notes

Delivery notes are based on packing notes and show what items – with details about product, size, quantity, weighing categories and finishing method - are delivered for the customer on department/consumption point level.

- Generating invoices

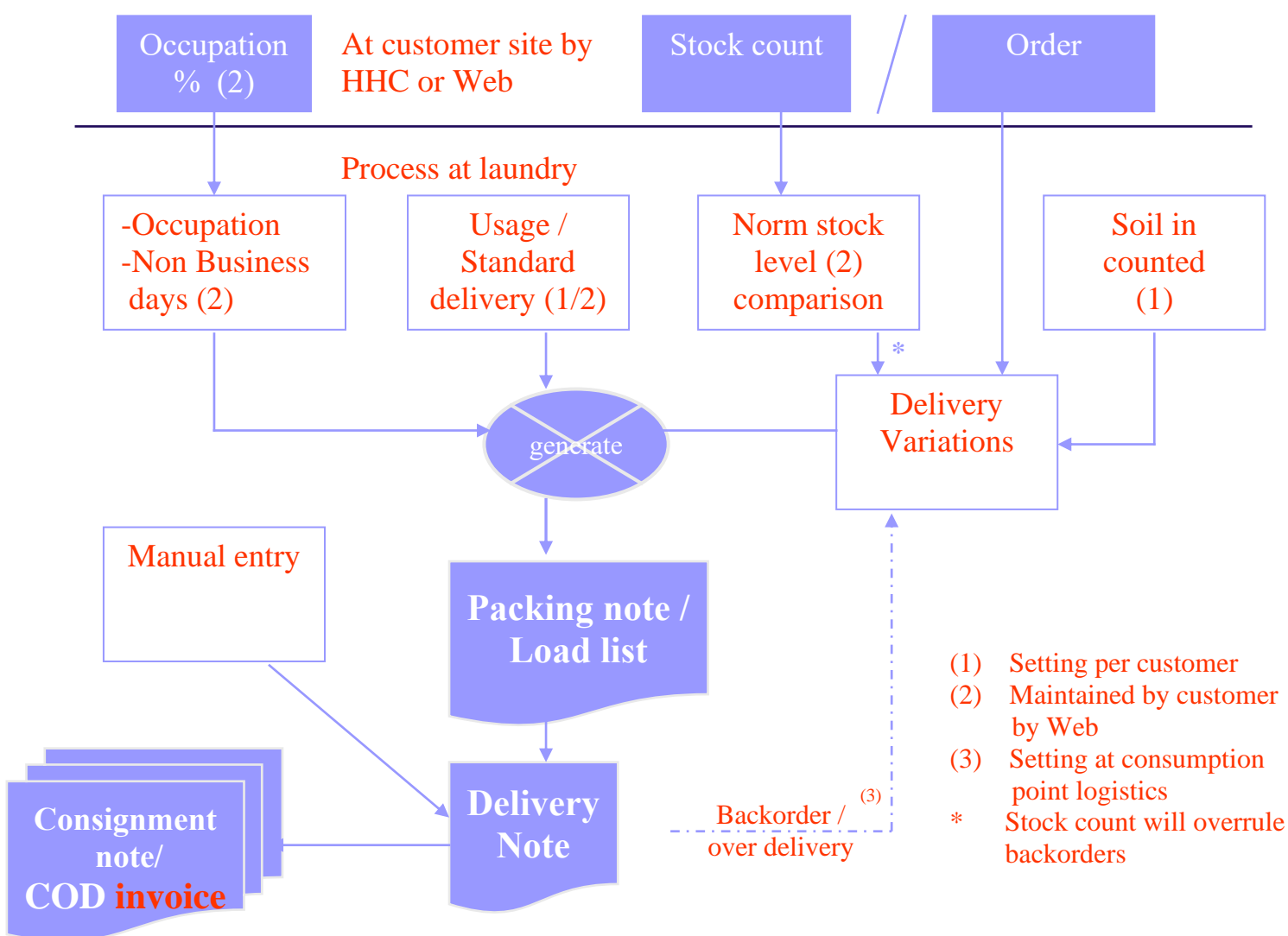
Invoices can be made based on delivery notes. The delivery notes show the laundry-services related to the customer including price-information. General or customer-specific pricing is possible for this purpose.

1 Scheme: Ordering procedure

This scheme shows the ordering procedure. A short explanation:

- The customer can place orders and communicate this to the laundry.
- The customer can keep track of its own stock and communicate this to the laundry.
- Deliveries are based on customer-information.
- Packing notes are used to gather all that is needed for the deliveries.
- Delivery notes are the documents that show in detail was is delivered to the customer and can be used as basis for invoicing.

Please see the rest of this manual for an extensive explanation.



2 General aspects

This chapter will explain the general aspects about linen services.

2.1 Delivery and usage norms

To be able to offer linen services to customers first the delivery and usage norms should be defined. You need to determine what products a customer needs, how much and in what frequency.

Example

Customer '5 – Demo Hospital' needs the following products:

- Department '1' needs products like Sheets. For each day of the week it has to be determined how many Sheets will be used; the usage norms. The laundry should deliver this product on certain days; the delivery standards. For example, a delivery will be done once a week, on Monday, Wednesday and Friday.
- Department '2' needs products like Napkins. For each day of the week it has to be determined how many napkins are used; the usage norms. The laundry should deliver this product on certain days; the delivery standards. For example, a delivery will be done once a week, on Monday.

The following is based on this example:

<i>Department</i>	<i>Product</i>	<i>Day</i>	<i>Usage Norm</i>	<i>Delivery standards</i>
1 Occupancy: 100 %	Sheets	Mon	10	20 - Once a week - Mon
		Tue	10	
		Wed	10	20 – Once a week - Wed
		Thu	10	26 – Once a week – Fri
		Fri	10	
		Sat	8	
		Sun	8	
2 Occupancy: 100 %	Napkins	Mon	50	350 – Once a week – Mon
		Tue	50	
		Wed	50	
		Thu	50	
		Fri	50	
		Sat	50	
		Sun	50	

2.1.1 Usage Norms

The usage norms define what the customer expects to use for each day. For example, for product ‘Sheets’ the customers expects to use 10 pieces per day from Monday to Friday. On Saturday and Sunday the usage will be 8 pieces per day.

Example:

<i>Department</i>	<i>Product</i>	<i>Day</i>	<i>Usage Norm</i>
1	Sheets	Mon	10
		Tue	10
		Wed	10
		Thu	10
		Fri	10
		Sat	8
		Sun	8

2.1.2 Delivery standards

The delivery standards define at what days a delivery is needed for a given product and in what frequency. For example, for product ‘Sheets’ there will be a delivery of 20 pieces on Monday, 20 pieces on Wednesday and 26 pieces on Friday. This will be done in a frequency of once a week.

Example:

<i>Department</i>	<i>Product</i>	<i>Day</i>	<i>Usage Norm</i>	<i>Delivery standards</i>
1	Sheets	Mon	10	20 - Once a week - Mon
		Tue	10	
		Wed	10	20 – Once a week - Wed
		Thu	10	
		Fri	10	26 – Once a week – Fri
		Sat	8	
		Sun	8	

2.1.3 Departments and occupation

For each department of a customer it is possible to define the occupation as a percentage. This can be used during the calculation for the next delivery. For example, if the occupation of department ‘1’ is 80 %, then the number of products will be fewer than normal during the next delivery.

2.1.4 Non-business days: holidays

Another factor that can influence the delivery are the non-business days: holidays. These are the days the customer is expecting fewer products, for example during the Christmas-holiday fewer 'Napkins' are needed. This means the delivery of these products will be fewer than normal.

2.2 Delivery Variations

The delivery and usage norms determine what products are needed and what should be delivered. To be able to make corrections it is possible to create delivery variations. A delivery variation can be used if there was a shortage or an over-delivery for a given product.

2.2.1 Shortage

If there is a shortage for a product, it can be compensated on the next delivery by delivering a larger amount of the product.

Example

Customer '5 – Demo Hospital' has a shortage for product 'Sheets' of 10 pieces. The next delivery, there will be delivered 30 pieces instead of 20.

<i>Customer</i>	<i>Product</i>	<i>Shortage</i>	<i>Next Delivery</i>
5 – Demo Hospital	Sheets	10	Standard: 20 Shortage: 10 New delivery: 30

2.2.2 Over delivery

If there was an over delivery, it can be compensated on the next delivery by delivering a smaller amount of the product.

Example

Customer '5 – Demo Hospital' has an over-delivery for product 'Sheets' of 5 pieces. The next delivery, there will be delivered 15 pieces instead of 20.

<i>Customer</i>	<i>Product</i>	<i>Over-delivery</i>	<i>Next Delivery</i>
5 – Demo Hospital	Sheets	5	Standard: 20 Over delivery: 5 New delivery: 15

2.3 Calculation of delivery amounts

The calculation of the delivery amounts is based on:

((Standard delivery x Occupancy percentage) x Holiday percentage)

+

Delivery variation

=

Number to be delivered

Note: If bundles are used, the result will be rounded. A bundle is a fixed amount of products. For example: Sheets, bundled in amounts of 5 pieces.

Example

	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>	<i>Sun</i>
Standard Delivery	20		20		26		
Usage norms	10	10	10	10	10	8	8
Occupation	100%	100%	100%	50%	50%	100%	100%
Holiday	Yes	No	No	No	No	No	No
To be delivered	10		15		21		

This results in a total delivery of 46 pieces.

3 Product Information

For linen services you have to define a specific set of products like 'sheets', 'towels', and 'napkins'. It is recommended to define a product group for this, so it is clear all products that belong to this product group can be used for linen services.

See also manual 06-A2 Product Structure.

3.1 Product Group

It is recommended to define one product group for all products that relate to linen services. This product group is used - for example - during the definition of orders for the customers related to linen services.

Example of a product group for linen services:

Product Group

Code: 055. Description: Linen.

Activity: 30 – Linen.

3.2 Products

The products you define for linen services should be part of the product group that was defined for the linen services. See the previous paragraph. The type of merchandize for each product should be 'Non-Garments'.

Example of a product for linen services:

Product

Code: LIN002. Description: Bath Towels

Type of Merchandize: Non-Garments

4 Customer/ Product Information

For each linen customer a specific set of products should be defined. This can be done with the Product list per customer-dialog. In general, this dialog is used to define products related to customers including information like billing methods, order and delivery, price related information and logistic information. This applies to all types of products. Especially for linen services, important options will be explained in this chapter.

See also manual 08-B1 Customer Structure General.

4.1 Order and delivery

For each product related to a customer, it is possible to define the way order and delivery is handled.

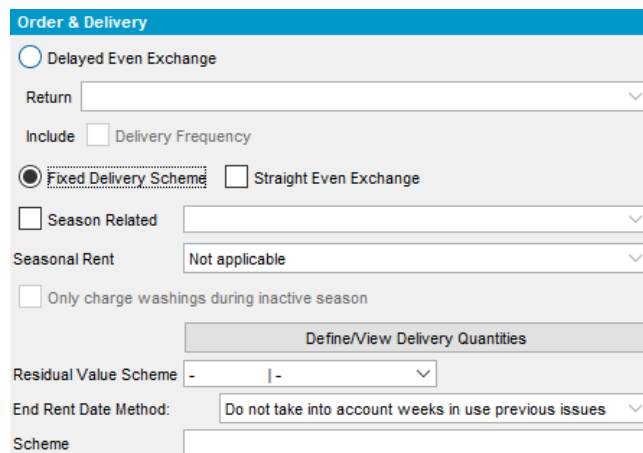
4.1.1 Order and Delivery: Delayed Even Exchange

The following options can be used if option 'Delayed Even Exchange' is marked.

<i>Option</i>	<i>Description</i>
Delayed even exchange	<p>There are two possible 'order & delivery'-methods: 'delayed even exchange' and 'fixed delivery scheme'. One of these methods must be chosen first. Here the 'delayed even exchange'-method is explained.</p> <p>Delayed even exchange</p> <p>Delayed even exchange means the quantity for this product that is received back from the customer will be delivered during the next delivery.</p> <p>If this option is marked, also the Return-type must be defined. See next explanation.</p>
Return	<p>If the Delayed even exchange-option is marked, the time the product should be returned to the customer should also be defined. Select this from a list of system-defined options:</p> <ul style="list-style-type: none"> • 10 days delay • 14 day delay basis • 28 day delay basis • According to delivery scheme below • Next visit • Next week same route • Return route from route schedule
(Delivery-) Scheme	<p>This applies to Return-type 'According to delivery scheme below'. The delivery scheme can be selected from a list of user-definable schemes. See also chapter 'Delivery Schemes'.</p> <p>Example</p> <p>For product 'Napkins' delivery scheme 'Once every week' is defined.</p>

4.1.2 Order and Delivery: Fixed Delivery Scheme

The following options can be used if option 'Fixed Delivery Scheme' is marked.



Option	Description
Fixed Delivery Scheme	<p>There are two possible 'order & delivery'-methods: 'delayed even exchange' and 'fixed delivery scheme'. One of these methods must be chosen first. Here the 'Fixed delivery scheme'-method is explained.</p> <p>Fixed delivery scheme</p> <p>The to-be-delivered quantities for this product are determined via a Standard Delivery with the Consumption point logistics-dialog; this applies to customers with multiple departments. See chapter 'Consumption Point Logistics'. See also the Define / view delivery quantities-button.</p>
Straight Even Exchange	The product is expected to be exchanged on a soil pick-up and clean delivery exchange.

<p>Define/View Delivery Quantities</p>	<p>Use this button to define/view the delivery quantities for the product, per customer and department.</p> <p>For each product it is possible to define the standard delivery-quantities for each (delivery-)day of the week. See also ‘</p> <p>Consumption Point Logistics’.</p> <p>Example</p> <p>For product ‘Sheets’ there are delivery-quantities defined on:</p> <p>Monday: 20</p> <p>Wednesday: 20</p> <p>Friday: 16</p>
--	---

4.1.3 Order and Delivery: Season related

Order & Delivery

Delayed Even Exchange

Return

Include Delivery Frequency

Fixed Delivery Scheme Straight Even Exchange

Season Related

Seasonal Rent

Only charge washings during inactive season

The following options are available for both mentioned options ‘Delayed Even Exchange’ and ‘Fixed Delivery Scheme’. See also the previous paragraphs.

<i>Option</i>	<i>Description</i>
Season Related	This determines if the product is behaving as a season related product, like mats in winter/summer; more mats are needed in winter than in summer. If this option is marked, a season-type must be chosen that should relate to the product. Choose from a list of user-definable season-types.
Only charge washings during inactive season	Mark this option if rent should not be calculated for the inactive seasons, only washings will be invoiced.

4.2 Logistics

In logistics, it is possible to define how products are counted; soil or clean. Also, the method of counting is definable.

4.2.1 Logistics: Soil Counted

Logistics

Soil Counted Issue Uniquely Coded

Method

On-site Inventory

Clean Counted Automatic Sales during Issue

Issue Customer Related Auto. Replace after Norm Lifetime

5 Delivery Schemes

6 Customer Information

The necessary information for the customers that are related to linen services will be explained in this chapter.

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="TEST2"/>	Search Name	<input type="text" value="TEST2"/>		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@abslbs.com"/>	<input checked="" type="checkbox"/>	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 checked="" type="checkbox"/> Is Master Account	Currency	<input type="text" value="CHF CHF"/>		Surveys
Remark	<input 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="?"/>				

See also manual 08-B1 Customer Structure General about customers.

6.1 Stock Counting

The customer can keep track of the stock count. This can be done through the Internet. For this purpose, there are some settings on customer-level.

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

Delayed Even Exchange
Stock Counting

Soil Count For Delayed Even Exchange Allow Import Department Occ. Level from PDA/Web Portal

Return Linen: Negative Stock Count

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

Customer uses Web Portal / App View Web / App Users

Ordering
Product Filter

Customer uses <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Stock count / Ordering via Web Portal <input checked="" type="checkbox"/> Order by Date Web Portal 	Allow <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Non-Garments <input checked="" type="checkbox"/> Garments <input checked="" type="checkbox"/> Sales
--	--

Customer maintains

- Norm Stock Level
- Delivery Standards

Garment/Wearer Services

Customer uses <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Garments Web Portal 	<ul style="list-style-type: none"> <input type="checkbox"/> Obligated using Standard Inventory per Function <input type="checkbox"/> Automatically Approve Garment Orders via Web
--	---

Shipment Check Scans

Customer Scans

- Items received from laundry
- Items to send to laundry

Ordering Tab

Field	Description
Internet – Customer Orders Via Internet	<p>If the customer is using the internet to keep track of the stock count, the option ‘Customer Orders Via Internet’ should be marked.</p> <p>For linen services option ‘Non garments’ should be marked.</p> <p>Customer Maintains</p> <p>Mark option ‘Norm stock levels’ if norm stock levels are maintained by the customer through the internet. See also chapter ‘Delivery and usage norms’.</p> <p>Mark option ‘delivery standards’ if delivery standards are maintained by the customer through the internet. See also chapter ‘Delivery and usage norms’.</p>
Stock Counting	<p>Mark option ‘Import department occupation level from hand held / www’ if the occupation percentage is entered on the hand held computer or Internet application and will be used to calculate the quantity to be delivered.</p> <p>Mark option ‘Allow negative stock count’ if it should be possible to enter negative stock counts in ABSSolute and also on the hand held computer and the Internet application.</p>

6.2 Standard quantities

It is possible to make settings about the delivery for the customer. Like the way standards are defined and the communication method that is used in case the customer is counting stock and want to communicate this information with the laundry.

Ordering Tab

<i>Field</i>	<i>Description</i>
<p>Standard Quantities and Variations/Direct Order</p>	<p>Standards defined as:</p> <p>Select option 'Delivery Standards' if packing notes should be based on delivery standard quantities.</p> <p>Select option 'Usage standards' if packing notes should be based on usage norm quantities. The usage is calculated together till the next delivery day.</p> <p>See also chapter 'Consumption Point Logistics'.</p>
<p>Communication Method</p>	<p>Select the medium the customer uses to communicate changes, orders, and the like to the laundry. This has no further functional influence within the system. Select from a list of user-defined communication methods.</p> <p>Example</p> <p>Customer '05 – Linen Demo Customer' is using 'Internet Application' as communication method to communicate stock counts to the laundry.</p> <p>See also chapter 'Consumption Point Logistics'.</p>

	Consumption Point Logistics’.
--	-------------------------------

6.3 Delivery schemes

Delivery schemes are used in general in the ABSSolute-application to be able to define at what days a customer is visited for deliveries. Also routes and route stops are related to this.

Delivery Tab

Field	Description
Delivery schemes	<p>At the delivery tab the delivery scheme(s) must be set. A delivery scheme defines at what days of the week the customer will get a delivery. This also relates to routes and route stops.</p> <p>Example</p> <p>For customer '05 – Linen Demo Customer' a delivery scheme 'once every week' is defined. Delivery is on Monday, Wednesday and Friday.</p> <p>The delivery schemes you define here will also be used during the definition of the consumption point logistics. See also chapter 'Consumption Point Logistics'.</p>

6.4 Delivery Settings

In Delivery Settings some settings can be made that will be used as defaults in the Consumption point logistics-dialog. See also chapter 'Consumption Point Logistics'.

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 Tab

<i>Field</i>	<i>Description</i>
Delivery Settings - Correct with next delivery	<p>Shortages</p> <p>If marked, shortages from the delivery note will be corrected with the next delivery.</p> <p>Over Deliveries</p> <p>If marked, over deliveries from the delivery note will be corrected with the next delivery.</p> <p>These are only a default values and will be used when defining a consumption point for this customer. See also chapter 'Consumption Point Logistics'.</p>

7 Consumption Point Logistics

The Consumption point logistic dialog is used to define the deliveries and usage standards for the linen services related to customers and departments.

First you must select the customer. Afterwards you can define the consumption point logistics for each department of the customer.

Consumption Point Logistics

Customer | ABS Demo Customer Currency: CHF

Consumption Point Logistics

✎ **Modify** 👤 Budget Products 📊 Grid Views 🖨️ Print ⏴ Load More ⏵ Load All

Department Num...	Department Description	Consumption Point N...	Consumption Point Description
1	first	1	ONE ONE
2	test	1	TWO TWO
3	3	1	THREE THREE
32	32	1	FOUR FOUR
33	33	1	FIVE FIVE
888	8888	1	Default Consumption Point
1978	aek	19	aek SIX SIX

Modify Consumption Point Logistics

✔ Save and Exit ✖ Exit ⬆ First ⬆ Previous ⬇ Next ⬇ Last

Customer | ABS Demo Customer Last Packing Date
 Department | first Consumption Point | ONE ONE

Delivery Standards Stock Levels / Ordering sequence Inventory Visits

Transport Article - Number Of Transport Articles Show products having qty of 0 on packing note
 Plant Department | Produktion Wi Truck Load Position Correct with next delivery Shortages
 Deliver Sterile Over Deliveries
 Clean Return

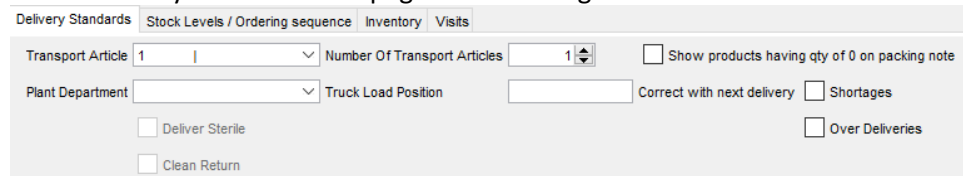
Products Count: 6 👤 Grid View Allemaal ⏴

+ Add ✎ Modify - Delete 📄 Duplicate 📄 Copy From 📊 Grid Views 🖨️ Print Include temp stop and not in season Only active

Code	Description	Size Code	Fin. Meth. Co...	Del. Sch. Code	MO	DI	MI	DO	FR	SA	SO	Season
000075	Towel hand	-	-	1W1	0	0	2	2	2			
000075	Towel hand	-	-	02W02		0						
A 500	5 couvertures c...	-	-	5W3		0						
A 500	5 couvertures c...	-	-	1W1		10						
A000200	Verpackungstuc...	-	-	1W1	0	0	2	2	2			
A001410	Bodentuch Rein...	-	-	1W1	0	0	2	2	2			

7.1 Delivery Standards Tab

In the Delivery Standards Tab-page the following can be defined:



Field	Description
Transport Article	This defines what is used as transport article. Select from a list of user-defined items. Examples: Containers, Bins and Bags.
Number of Transport Articles	The number of transport articles can be set here. This will result in multiple delivery notes to attach to the transport articles. Example: By defining an amount of 2 containers this will result in 2 delivery notes to attach to each container.
Plant Department	The department that is responsible for the packing for this consumption point can be selected here. Select from a list of user-defined plant-departments. This information can be shown on the delivery note.
Truck Load Position	The position in the truck where the products are put. Example: Front.
Show products having qty of 0 on packing notes	Mark this option to include products with quantity 0 on the packing note. This can be needed to see always all products on the packing note, regardless if they were delivered or not.
Correct with next delivery <ul style="list-style-type: none"> • Shortages • Over Deliveries 	Mark one or both options to allow corrections for the next delivery. Shortages If there was a shortage of a product, this can result in more items during the next delivery. Over deliveries If there was an over delivery of a product, this can result in fewer items during the next delivery. Note: Default values for these two settings can be defined in the Customer-dialog. See also chapter 'Customer Information' and paragraph 'Delivery Settings'.
Deliver Sterile	For future use.
Clean Return	For future use.

7.1.1 Products

Products													Count : 1	Grid View	Allemaal
Code	Description	Size Code	Fin. Meth. Co...	Del. Sch. Code	MO	TU	WE	TH	FR	SA	SU	Season			
A000200	Verpackungstuc...	-	-	1W1					4						

One or more products can be added that apply to the consumption point. For each product and for each delivery day, the quantities that must be delivered can be defined. In the grid itself it is possible to enter the quantities for each day.

By click he Add- or Modify-button the following dialog is shown.

Consumption Point Product

Modify Consumption Point Product

✓ Save and Exit ✗ Exit ↑ First ↑ Previous ↓ Next ↓ Last

Customer: 3 | ABS Demo Customer

Department/Cons. Pnt: 3 | 3 1 | THREE THREE

Product: A000200 | Verpackungstuch klein 120x120 Start Date: 08/09/2019

Size/Fin. Method: - | - - | Folded End Date:

Ordering

Ordering Method: Count Stock Holiday Usage Factor: 100

Order

Circulation Inventory

Circulating: 0

On-site: 0

Packing / Delivery

Delivery Scheme: 1W1

Delivery On: Standard Delivery...

<input type="checkbox"/> MO	0	Packing
<input type="checkbox"/> TU	0	
<input type="checkbox"/> WE	0	
<input type="checkbox"/> TH	0	
<input checked="" type="checkbox"/> FR	4	
<input type="checkbox"/> SA	0	
<input type="checkbox"/> SU	0	

Location:

Instructions:

At Day

MO

TU

WE

TH

FR

SA

SU

Add Temporary Stop
Show in calendar

7.1.1.1 Adding a consumption point product

Click the Add-button to add a product to the consumption point. The product, Size and Finishing Method must be entered. See the following paragraph for more information.

7.1.1.2 Modifying a consumption point product

Click the Modify-button to modify the information about the consumption point product.

The following fields can be entered:

General

<i>Field</i>	<i>Description</i>
Start/End Date	The date period the consumption point product is active.

Ordering

Ordering Method Count Stock Holiday Usage Factor

Order

Ordering

<i>Field</i>	<i>Description</i>
Ordering Method <ul style="list-style-type: none"> • Count Stock • Order 	<p>Mark one of two options to indicate the ordering method.</p> <p>Count Stock</p> <p>Mark this option to allow the customer to count stock at the customer-side. The quantity that should be delivered is based on the stock norm and the quantity on stock at the customer.</p> <p>Note: The counting by the customer can be done online, whether by pc or mobile device. In both cases the information can be transferred to the ABSolute-database.</p> <p>Order</p> <p>Mark this option if the quantities that should be delivered are only based on orders, not on stock counts. See also the explanation above.</p>
Holiday usage factor	<p>This relates to the calculation that is made to determine the delivery quantities. In this calculation the holiday percentage is used. A factor of 0 to 999 can be entered.</p> <p>See also paragraph 2.3 'Calculation of delivery amounts'.</p>

Packing / Delivery

Delivery Scheme 1W1 ▼

Delivery On Standard Delivery...

<input type="checkbox"/> MO	<input style="width: 80%;" type="text" value="0"/>	<div style="background-color: #0070c0; color: white; padding: 2px; font-weight: bold; margin-bottom: 5px;">Packing</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Location</div> <div style="border: 1px solid #ccc; padding: 2px;">Instructions</div>
<input type="checkbox"/> TU	<input style="width: 80%;" type="text" value="0"/>	
<input type="checkbox"/> WE	<input style="width: 80%;" type="text" value="0"/>	
<input type="checkbox"/> TH	<input style="width: 80%;" type="text" value="0"/>	
<input checked="" type="checkbox"/> FR	<input style="width: 80%;" type="text" value="4"/>	
<input type="checkbox"/> SA	<input style="width: 80%;" type="text" value="0"/>	
<input type="checkbox"/> SU	<input style="width: 80%;" type="text" value="0"/>	

Packing / Delivery

<i>Field</i>	<i>Description</i>
Delivery Scheme	If more than one delivery scheme was defined for the given consumption point product, this can be selected here. This means for each delivery scheme the packing and delivery settings can be made here.
Usage on	Based on the delivery scheme settings for the customer, one or more days can be marked here. When marked, the usage quantities can be set.
Usage Qty	For marked days, the usage quantity can be set here. These are the quantities for the product that should be delivered.
Packing – Location	Optionally a packing location can be entered here. This information can be shown on the packing note.
Packing – Instructions	Optionally packing instructions can be entered here. This information can be shown on the packing note.

Stock Counting / Order

At Day

MO

TU

WE

TH

FR

SA

SU

16 Show in calendar

Note: This is shown when option 'ordering method: order' is marked.

Stock Counting / Order

<i>Field</i>	<i>Description</i>
At Day	<p>Here the days are shown related to the stock order. When 'ordering method' is 'order' only information about the days is shown.</p> <p>The days when the stock counting will take place at the customer should be marked.</p> <p>This information is used to determine the delivery-quantity for the product.</p>

Stock Counting / Order

At Day	Norm Stock
<input type="checkbox"/> MO	<input style="width: 50px;" type="text" value="0"/>
<input type="checkbox"/> TU	<input style="width: 50px;" type="text" value="0"/>
<input type="checkbox"/> WE	<input style="width: 50px;" type="text" value="0"/>
<input type="checkbox"/> TH	<input style="width: 50px;" type="text" value="0"/>
<input type="checkbox"/> FR	<input style="width: 50px;" type="text" value="0"/>
<input type="checkbox"/> SA	<input style="width: 50px;" type="text" value="0"/>
<input type="checkbox"/> SU	<input style="width: 50px;" type="text" value="0"/>

16 Show in calendar

Note: This is shown when option 'ordering method: count stock' is marked.

Stock Counting / Order

<i>Field</i>	<i>Description</i>
At Day	<p>Here the days are shown related to the stock order. When 'ordering method' is set to 'count stock' the customer is counting stock on the marked days and also the 'minimum stock' (stock norms) will be shown here. The quantity that should be delivered is based on the stock norm and the quantity on stock at the customer.</p> <p>The days when the stock counting will take place at the customer should be marked.</p> <p>This information is used to determine the delivery-quantity for the product.</p>

8 Replenishment Schedules

Replenishment schedules are used to define the days when stock counting of linen products takes place at the customer or in the ABSolute-application. The customer can do stock counting; the resulting information can be imported in ABSolute. This can influence the number of linen products that is delivered. It ensures the customer is always having enough stock of the linen products.

The stock counting itself can be done in three ways:

Internet Counting

The ABSolute web portal makes it possible to send orders or stock counting-results to the laundry through the Internet. This can be done using an internet-browser and an internet-connection.

ABSolute - Order Entry-dialog

In ABSolute, stock counting can also be done using the Order Entry-dialog. For example, this can be needed if the customer has called (or e-mailed or otherwise) that some changes should be made for the next delivery. On customer and department-level, the stock counts can be entered for each linen product.

8.1 Stock count schedule-dialog

The Stock count schedule-dialog is used to enter information about stock count schedules for each customer. For a customer and one or more departments, the days can be set when stock counting will take place related to the delivery days.

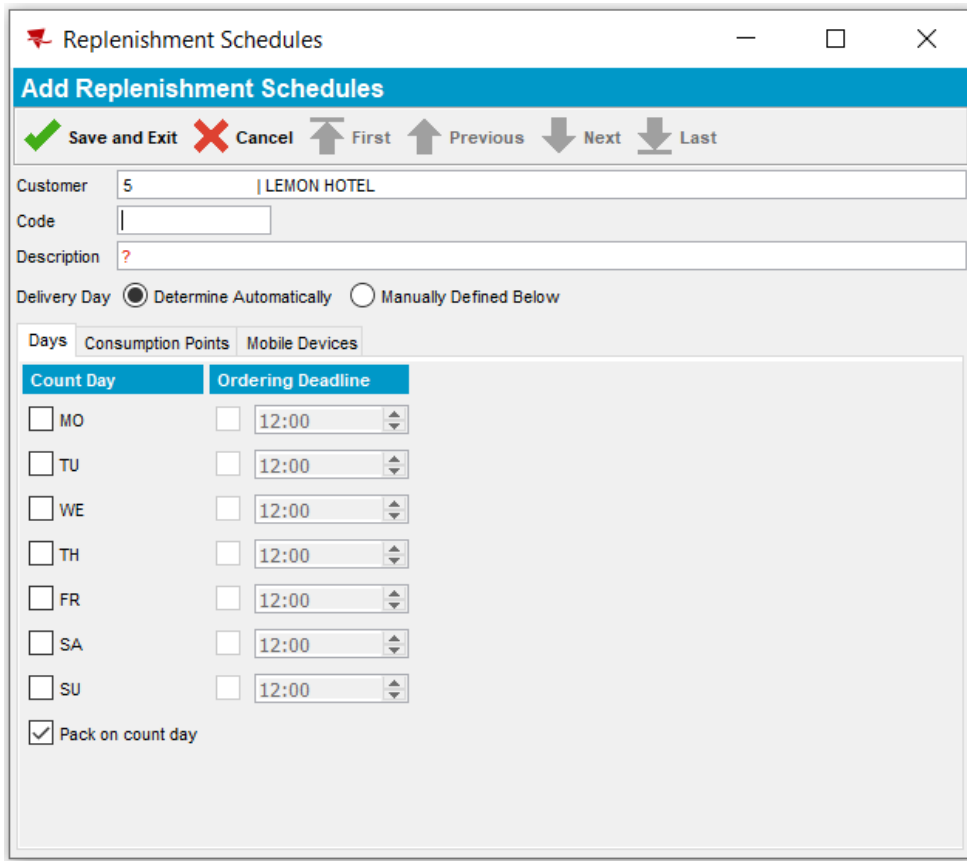
Example

For customer '05 – Linen Demo Customer' and department '1' there is a count schedule of:

Count day: Wednesday

Delivery day: Friday

Pack on count day: Marked



After the customer was chosen, the stock count schedule can be entered. For each stock count schedule, a code and description must be entered.

8.1.1 Days Tab

Field	Description
Count day	In the days tab page, the count days can be marked. These are the days the counting by the customer will take place.
Delivery Day	Stock counting on a certain day is normally related to the next delivery. For each stock count day that is set, the delivery day can be chosen. Note: The delivery days that can be chosen, depends on the delivery scheme days that are set for the customer. Example Count day: Wednesday For delivery day: Friday (next delivery)
Pack on count day	Mark this option if you want to generate a packing note on the day of the stock count.

9 Ordering and Stock Counting

For linen services, there are basically two ways an order can be made:

1. The customer can make orders and can also enter information about its stock (stock counting). This can be done using an internet-application or using a handheld computer.
 - a. Internet-application: the information is entered using an internet-browser and is directly updated in the ABSolute-database. This is explained later in this chapter.
 - b. Handheld computer: the information is first entered and stored in the handheld computer. Afterwards it can be transferred to the ABSolute-database. This is explained later in this chapter.
2. In ABSolute, manual orders can be made. For example, this can be needed if the customer has called (or e-mailed or otherwise) that some changes should be made for the next delivery. This is done with the Delivery variations-dialog. Or the Stock count entry-dialog can be used; this will also result in 'delivery variations'.

In both cases the ordering can result in delivery variations.

Delivery variation

A delivery variation is information about what products for the customer are ordered. This order can result in a positive or negative amount.

- **Positive amount**

If the order-amount is positive, extra products are needed for the next delivery.

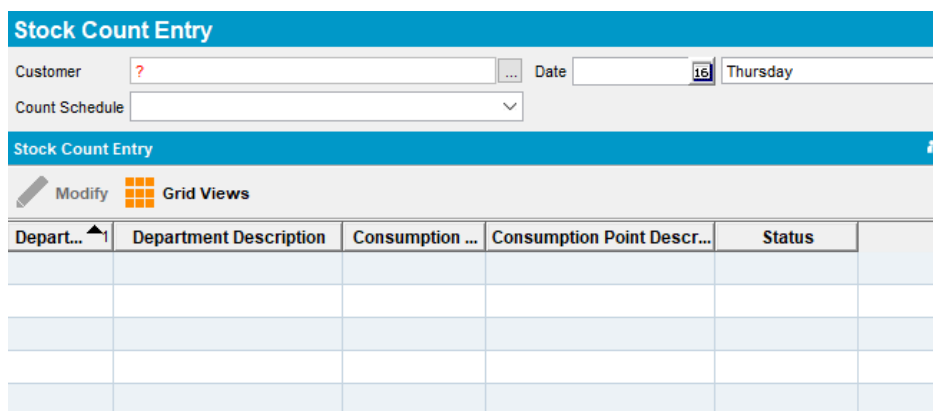
- **Negative amount**

If the order-amount is negative, fewer products are needed for the next delivery.

9.1 Stock count entry

The Stock count entry-dialog can be used to enter stock counts. For example, this can be needed if the customer has called (or e-mailed or otherwise) that some changes should be made for the next delivery. Before you can use this, count schedules should be defined. See also chapter 'Replenishment Schedules'.

First the customer and the count schedule must be selected. If there is a count schedule for the current day, these will be shown, and you can start entering the stock counts.



Stock Count Entry

Customer: ? ... Date: 16 Thursday

Count Schedule: [dropdown]

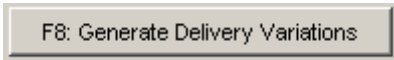
Stock Count Entry

Modify Grid Views

Depart...	Department Description	Consumption ...	Consumption Point Descr...	Status

All products that are defined in the consumption point that is related to the customer and department will be shown. For each product you can enter the stock count in field 'Qty Order'.

After the quantities have been entered, click the Save and Exit-button.

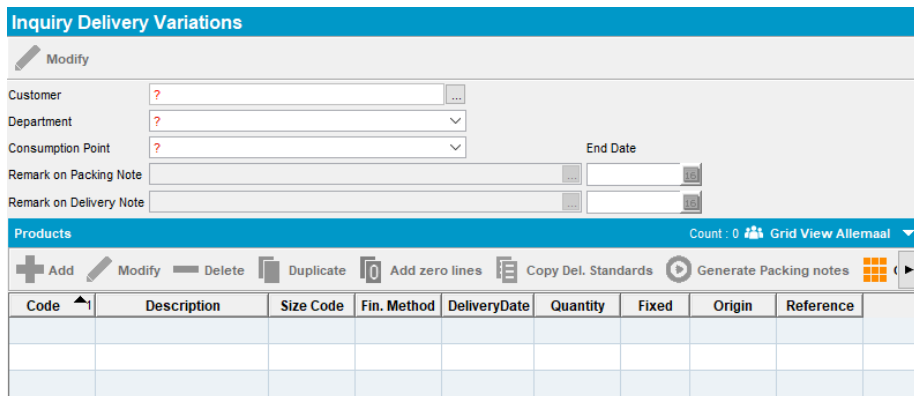


Afterwards the Generate Delivery Variations-button can be clicked (or press F8). This results in the creation of delivery variations. These will be used when the packing note is generated. On the packing note the products will be shown with the quantities that are needed for the customer.

9.2 Delivery Variations

A delivery variation is information about what products are ordered by a customer and should be delivered at the next delivery. Delivery variations can be the result of stock counting or stock ordering by the customer or by changes made in the Stock count-dialog in ABSSolute. See also the previous paragraphs in this chapter.

The Delivery variations-dialog can be used to make manual orders. It can also be used to show existing delivery variations.



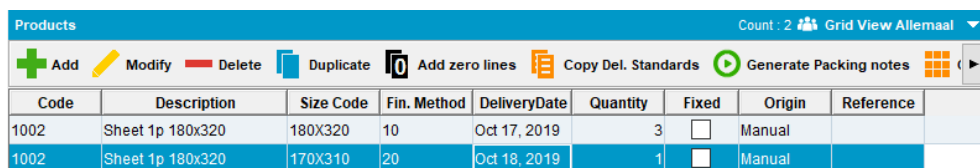
9.2.1 Modify delivery variations

A delivery variation can be modified if needed. It is possible to change the quantity that was ordered. Also the product, size, finishing method and delivery date can be changed.

Instructions to show and modify delivery variations:

- Select the customer and department.
- Select the consumption point.

If there are any delivery variations, they will be shown. It is possible to change the quantities for each line that is shown.



Example

For customer '05 – Linen Demo Customer', department '3' and consumption point '1' there are 3 products:

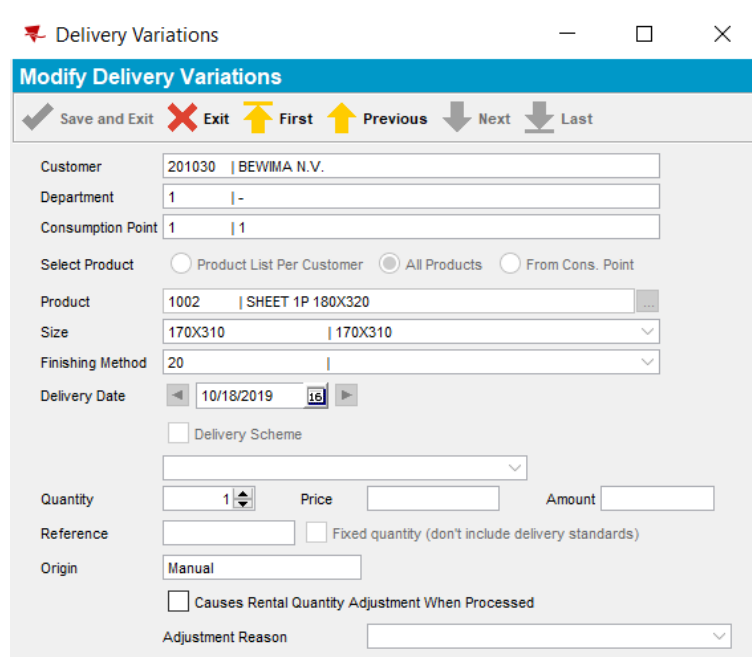
12 Bath Towels

7 Napkins

15 Table Cloths

Quantity
3
1

You can modify a quantity by entering another value in field 'Quantity' in the grid, or by clicking the Modify-button and change it in a dialog. In the latter case you can also change other information like the product, size and finishing method.



9.2.2 Adding delivery variations

It is also possible to add delivery variation. That can be needed if you want to add manual orders.

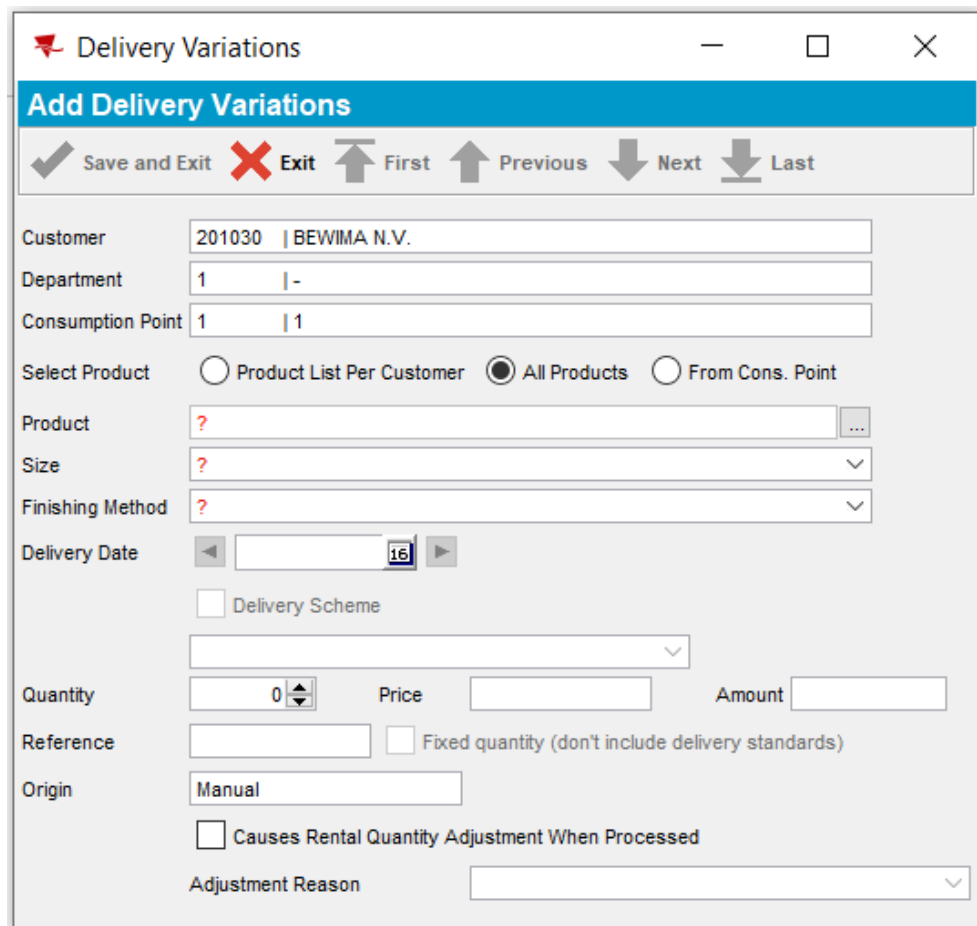
Instructions to add a delivery variation:

- Select the customer and department.
- Select the consumption point.

If there are any delivery variations, they will be shown.

- Click the Add-button to add a delivery variation.

A dialog will be shown.



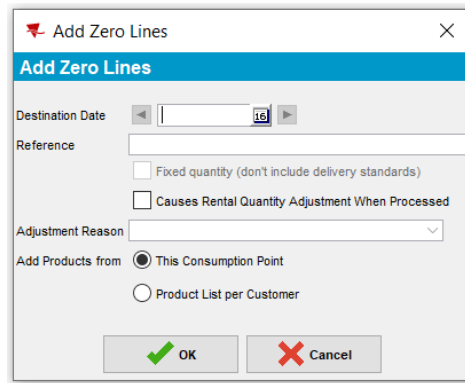
- Select the product, size and finishing method
- If needed, change the delivery date. This will be default the current date.
- Enter the quantity.

Afterwards, click the Save and Exit-button.

9.2.3 Add zero lines button

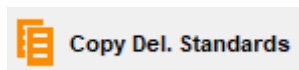


The Add zero lines-button can be used to add delivery variation-lines with a quantity of zero. All products that belong to the customer – from the product list per customer or from the consumption point – will be added as extra lines with a zero quantity. Note: If there was already a delivery variation for a product, it will still be added.



Afterwards it is possible to change the quantities for the zero-lines. This option makes it easy to include all products without the need to use the Add-button for each separate product.

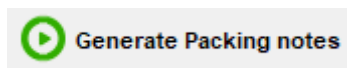
9.2.4 Copy delivery standards button



The Copy Del. Standards-button can be used to add delivery variation-lines with a quantity that is taken from the delivery standards. All products that belong to the customer – from the consumption point – will be added as extra lines. Note: If there was already a delivery variation for a product, it will still be added.

This option makes it easy to include all products without the need to use the Add-button for each separate product.

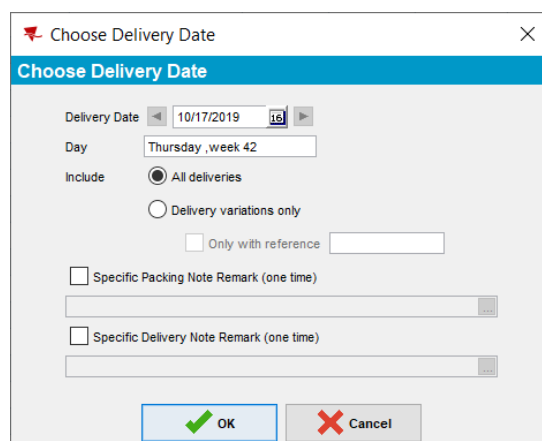
9.2.5 Generate packing notes button



The Generate packing notes-button can be used to generate packing notes that are based on the shown delivery variations.

Note: There is also a separate option/dialog for this in ABSSolute.

The packing note shows the products and quantities that need to be delivered to the customer.



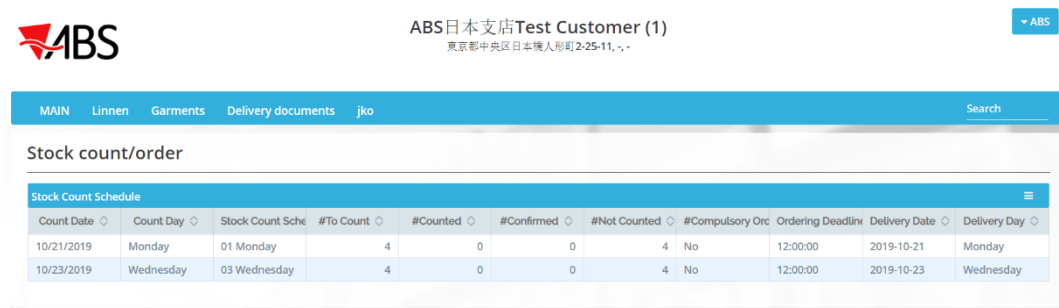
When the OK-button is clicked the packing notes will be generated. First a preview is shown on screen. There is also an option to print them.

9.3 Internet ordering and stock counting

It is possible for the customer to send orders and stock counts to the laundry using an ABS-Internet-application. This is done with the use of an Internet-browser and an Internet-connection. The resulting information will be directly updated in the ABSolute-database.

Example

The customer who has access to the Internet-application, first logs in to the system. Depending on settings that are made for the customer, certain options will be available or not. These are options like 'ordering' and 'stock counting'.



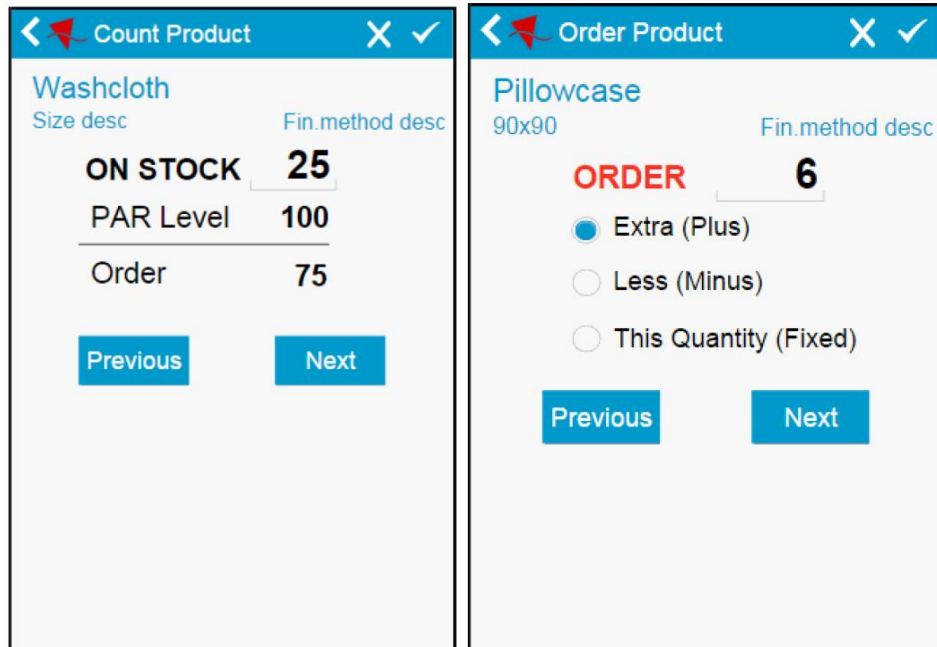
Available menu-options:

Linen

Option	Description
Count/Order	<p>This option is used to enter orders and/or stock counts.</p> <p>Orders</p> <p>You can make orders if you need more of a certain product. For example, you need an extra of 20 Sheets.</p> <p>Stock Count</p> <p>It is possible for the customer to keep track of its own stock and send this information to the laundry. This means during the next delivery products will be delivered based on the actual stock of the customer.</p>
Send Count/Order	<p>This option is used to send the information about orders and/or stock counts to the laundry, to the ABSolute-application.</p>

9.4 Linen Assistant ordering and stock counting

With the Linen Assistant, which is further introduced and explained in the Linen Assistant manual, stock can be counted and ordered directly from mobile devices.



10 Soil Count Entry per Consumption Point

Linen items can be soil counted. This applies to items like towels, tablecloths and napkins. The main reason for soil counting is to know what to deliver back for the delayed even exchange delivery method. Another reason is for inventory control. To know exactly how many pieces are at the customer: basically determined by quantity delivered minus quantity soil counted.

Soil tickets are little cards, or stickers that are generated and printed together with other delivery documents. The route driver takes them with him and connects/attaches/ties them to the bags or hampers of soil items at the moment he picks them up at the customer side.

The Soil count entry per Consumption Point-dialog can be launched in two ways: directly from the menu or from the route status control screen.

Conditions

In Product List per Customer-dialog and Logistics, option 'Soil Counted' must be marked, option 'Method' must be set to 'Manual'. Also in the same dialog, in 'Order & Delivery', use option 'Delayed Even Exchange'. This last option can only be set if there are no 'delivery quantities' defined yet (see Define/View Delivery Quantities-button).

Example

On a certain date there is a soil count entry for customer '5 - LINEN DEMO CUSTOMER', Department '1' and Consumption Point '1'. The count, which can be entered, is:

<i>Product</i>	<i>Size</i>	<i>Finishing Method</i>	<i>Counted</i>	<i>Total Counted</i>
LIN001 – SHEETS	ALL	Folded	5	5
LIN002 – BATH TOWELS	ALL	Folded	10	10
LIN003 - HAND TOWELS	ALL	Folded	10	10
LIN004 – PILLOW CASES	ALL	Folded	20	20

Soil Count Entry Per Consumption Point

Customer i

Department

Consumption Point

Date

Products Grid View All

+ Add
✓ Save
✗ Cancel
Grid Views
Print

Product	Description	Size	Total loss	Counted	Total cou...	Abused	Total abu...

11 Weighing Setup

Invoicing can be based on weighing. Defining weighing categories and relate these to customers can accomplish this. By doing so, it is possible to charge different prices for different types of weighing categories. For example, for weighing of linen a weighing charge of Euro 5.00 per kilogram can be used for specific customers.

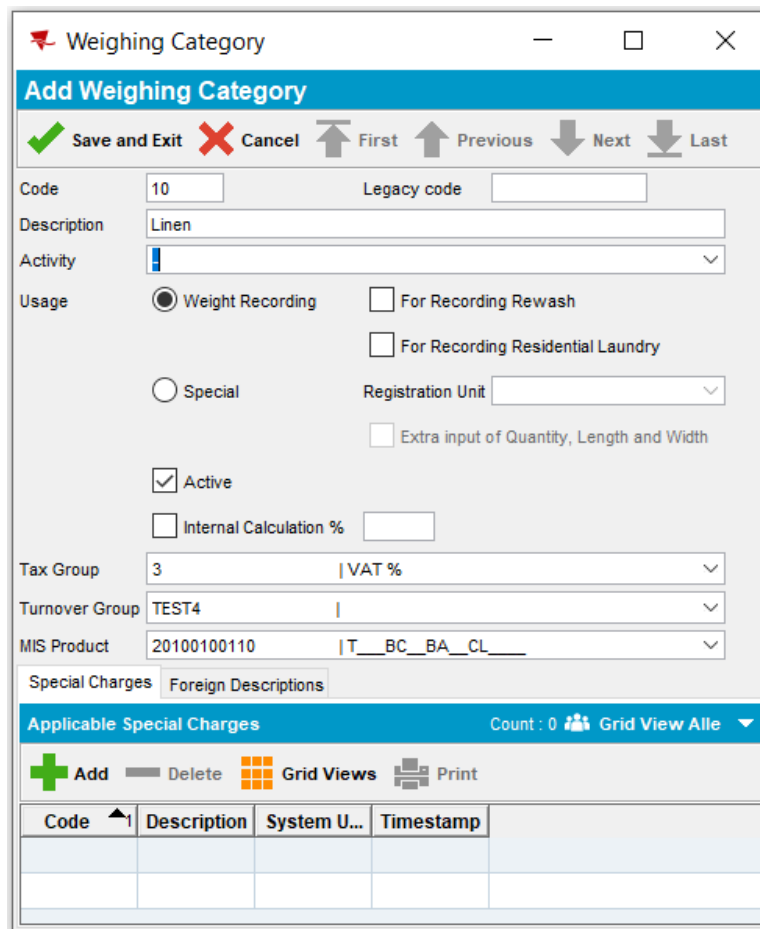
11.1 Weighing categories

Weighing categories are used for customers to invoice them based on a specific weight and price. This can be soil weight or clean weight. These weights can then be charged for specific customers. See also the next paragraph about ‘weight categories per customer’.

Example

Weighing category 10 is used to charge ‘Linen weights in kg’.

Weighing category 20 is used to charge ‘Garments weights in kg’.



Important fields:

Option	Description
Activity	To which Activity does this Weighing Category belong? This is important for the Invoicing procedures.
Turnover Group	The revenue made on this weighing category will be aggregated to a turnover group in financial reporting.
EAN code	The weighing category is related to an EAN code that can be used for interfacing with other systems. Note: This can be used – for example - in combination with EDIFAKT, which is a separate ABSolute-module. Please ask ABS for details about this module.

11.2 Weighing categories per customer

To be able to charge weighing for specific customers, use the weighing categories per customer-dialog to relate one or more weighing categories to customers. By doing so a customer related price could be defined for each weighing category. This is independent of products.

Note: Price-related information must be defined using the General Price List-dialog, Price Lists per Customer-dialog and Product List per Customer-dialog.

Example

For customer '6 – Linen Demo Customer 2' is defined:

- Weighing category '10 –Linen weights in kg'
- Weighing price of Euro 5.00 per kilogram

Important fields:

Option	Description
Record soiled weight	Soiled weight is registered in the system.
Charge based on sold weight	The soiled weight is invoiced to the customer.
Increase with soil %	Clean weighing is done but it is increased with this percentage to calculate a 'theoretical' soil weight.
Don't charge based on weight	Even though the weighing is registered, no invoicing will be done for it.
Soil based on transfer to clean	This is only applicable when the 'SOILTODELIVERYNOTE'-module is used. Please ask ABS for details about this module.

11.3 Container Types

A container type is for example a bin, a cupboard, a bag or a box. The container type is also connected to the standard delivery schemes where you can identify how the merchandize need to be shipped. The container type allows standardization and connects a default Tare weight.

Container Type
— □ ×

Modify Container Type

✓ Save and Exit
✗ Exit
↑ First
↑ Previous
↓ Next
↓ Last

Code

Description

Default Tare Weight

Needs Disinfection Prior to Shipment

Active

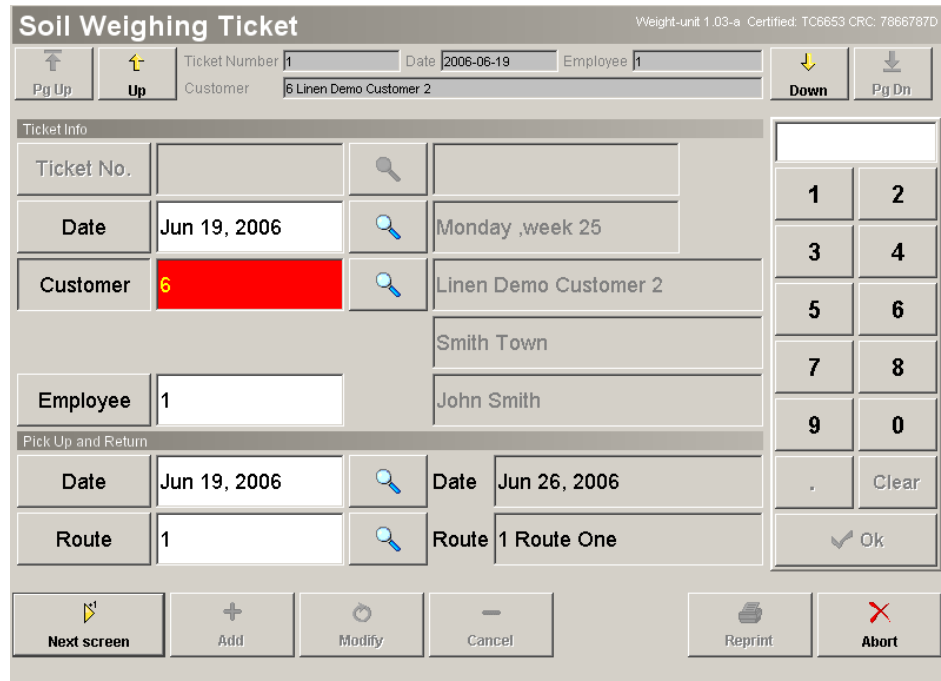
Foreign Descriptions

Language	Description	
Deutsch (D...	Aluwagen gross 118kg	
français (Fr...		

12 Soil Weighing

Soil weighing is possible using a touch screen application. For a specific customer, department and weight category, soil weighing can be recorded.

See also chapter ‘Weighing Setup’.



Starting a new weighing session:

- Click the ‘Add’-button to add a new ticket number to start a new weighing session. A new ticket number will be generated.
- Enter the related customer.
- Enter the employee-number; responsible for the weighing.
- Enter the route-number.

Continue with an existing weighing session:

- Enter an existing ticket number to continue an existing weighing session.

13 Packing/delivery notes

Packing/Delivery notes are made per customer and per consumption point. They are used to show what products have been packed and delivered per customer. Also information about routes and stops will be shown on the packing/delivery notes.

Packing note

The packing note is used to know for the packing-department of the laundry what products are needed to deliver for the customer. During this the products are gathered and counted for each customer.

Delivery note

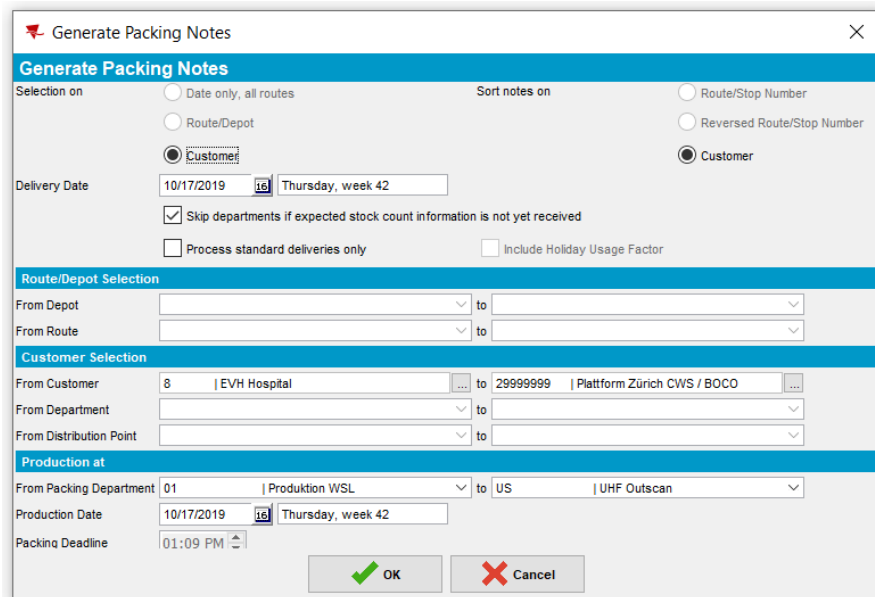
The delivery note is the final state of the packing note. This shows what is delivered to the customer. The delivery note can be the basis for invoicing.

A delivery note has several statuses:

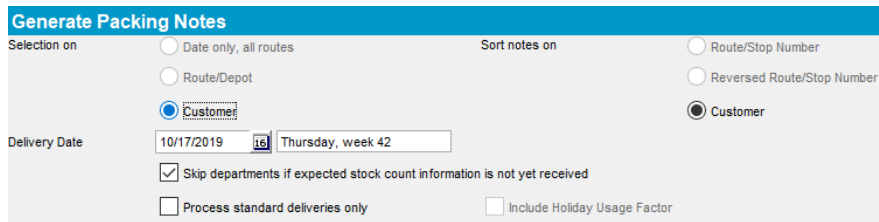
Status	Description
Packing note	Packing notes show the amounts that should be delivered to a delivery point on a certain day.
Cancelled	Packing note that was cancelled by a user.
Delivery note in progress	The delivery note is currently being processed. During this stage, it can be modified if necessary.
Delivery note is complete	A completed delivery note cannot be modified anymore. These notes are the basis for the invoicing process.

13.1 Generating packing notes

The 'generate packing notes'-dialog is used to generate packing notes.



In the 'generate packing notes'-dialog, you can enter the following selection-criteria.



General selections

<i>Field</i>	<i>Description</i>
<p>Selection on</p> <ul style="list-style-type: none"> • Date only , all routes • Route/Depot • Customer 	<p>The selection is based on one of three options:</p> <p>Date only, all routes</p> <p>The selection should be based on the delivery date. All routes will be taken account. Customers and routes cannot be selected.</p> <p>Route/Depot</p> <p>The selection should be based on the delivery date and a route- and depot-range. The route and depot can be selected as a from-to-range. Customers cannot be selected.</p> <p>Customer</p> <p>The selection should be based on the delivery date and a customer-range. The customer can be selected as a from-to-range. Routes/depots cannot be selected.</p> <p>Note: The availability of the three mentioned options depends on System Setting 'Linen Recording' and 'DEFAULT_PACKINGNOTE_SEL'.</p>
<p>Sort note on</p> <ul style="list-style-type: none"> • Route/Stop number • Reversed Route/Stop number • Customer 	<p>The packing/delivery note can be sorted on one of three sorting-criteria:</p> <p>Route/Stop number</p> <p>The sorting is based on Route/Stop number. First route '1', then route '2', then route '3', etcetera.</p> <p>Reversed Route/Stop number</p> <p>The sorting is based on reversed Route/.Stop number. First route '9' is shown, then route '8', then route '7', etcetera.</p> <p>Customer</p> <p>The sorting is based on customer. First customer '1', then customer '2', then customer '3', etcetera.</p> <p>Note: The availability of the three mentioned options depends on System Setting 'Linen Recording' and 'DEFAULT_PACKINGNOTE_SORT'.</p>

<p>Delivery date</p>	<p>Enter the delivery date. Default this will be the current date. Only current or future date is allowed. This date will be printed on the packing/delivery note.</p>
<p>Skip departments if expected stock count information is not yet received.</p>	<p>Mark this option to get all departments except the ones that are not counted yet. Unmark this option to get always all departments.</p> <p>Typically stock counts are done in the morning and transferred in the late morning. Tomorrow's delivery depends on this, so the production time for such a customer on a count day is short. Since not always all departments are counted on the same day, the packing notes for not counted departments could be made earlier. This way you can know the counted and not counted departments.</p>
<p>Process standard deliveries only.</p>	<p>Default this checkbox is unmarked It is marked only in special situations. For example, if for a national holiday some packing is done several days in advance. The packing department is then working in advance on packing notes generated for a future date, with standard amounts. In between packing notes are made for a date less far in the future where the variations are processed on.</p>
<p>Include holiday factor</p>	<p>Default this check box is unmarked. It is available only when the 'Process standard delivery only' check box is marked. It is marked only in special situations. If, for example, the laundry does not define the holidays but wants to consider the holiday usage factor. When checked the holiday usage factor from consumption point logistic is taken into account for both types of standard deliveries: usage standard or normal delivery standards. This is in fact a difference compared to holiday usage factor as applied for non-business days, which is applied only for usage standards.</p> <p>Note: The holiday factor can be set on consumption point per product-level. See also chapter '</p>

	Consumption Point Logistics’.
--	-------------------------------

Route/Depot Selection

From Depot	<input type="text"/>	to	<input type="text"/>
From Route	<input type="text"/>	to	<input type="text"/>

Route/Depot Selection

Note: This option is only available if option ‘Selection on: Routes/Depots’ is marked.

<i>Field</i>	<i>Description</i>
From-To Depot	A depot-range can be selected. For all depots in the given range, packing notes will be generated. Select from a list of user-defined depots that belong to the current plant.
From-To Route	A route-range can be selected. For all routes in the given range, packing notes will be generated. Select from a list of user-defined routes. This can be selected if there was only one depot selected in the previous selection.

Customer Selection

From Customer	8 EVH Hospital	to	29999999 Plattform Zürich CWS / BOCO
From Department	<input type="text"/>	to	<input type="text"/>
From Distribution Point	<input type="text"/>	to	<input type="text"/>

Customer Selection

Note: This option is only available if option ‘Selection on: Customer’ is marked.

<i>Field</i>	<i>Description</i>
From-To Customer	A customer-range can be selected. For all customers in the given range, packing notes will be generated. Select from a list of user-defined customers.
From-To Department	A department-range can be selected if there was only one customer selected in the previous selection. For all departments in the given range, packing notes will be generated. Select from a list of user-defined departments.

From-To Distribution Point	A distribution point can be selected if there was only one customer and department selected in the previous selections. For all distribution points in this range, packing notes will be generated. Select from a list of user-defined distribution points.
----------------------------	---

Production at

From Packing Department: 01 | Produktion WSL | to: US | UHF Outscan

Production Date: 10/17/2019 | Thursday, week 42

Packing Deadline: 01:09 PM

Production at

<i>Field</i>	<i>Description</i>
From-To Packing Department	A packing department can be selected. Use this to generate packing notes belonging to a range of packing department were a certain type of goods is packed. Select from a list of user-defined packing departments that belong to the plant.
Production Date	A production date can be entered. This can be different from the 'Delivery date' in this dialog. This production date will be printed on the packing/delivery note. If selection is on 'Date only, all routes' or 'Customer' then the production date can be entered. Default production date is today. If selection is 'Route/Depot' then show default values: production date calculated from packing day of route, packing deadline straight from route. Note: The production date should be earlier or the same as the delivery date.
Packing Deadline	The packing deadline is printed on the packing note. See the explanation above about 'Production date'.

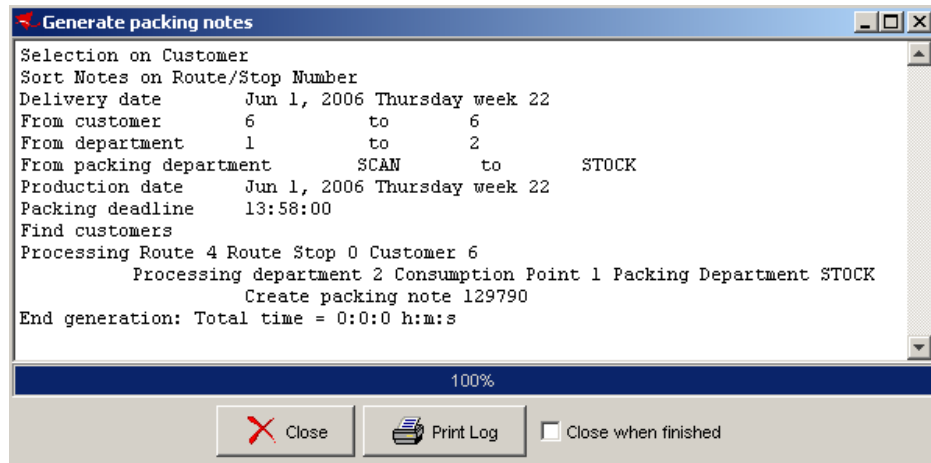
13.1.1 Number of transport articles

If in the Delivery standards-dialog several transport units is defined, the same number of (identical) packing notes are generated. They will have different note numbers, so they are not duplicating. Delivery variations will be mutations on all the transport units so that an identical content is maintained.

13.1.2 Log file

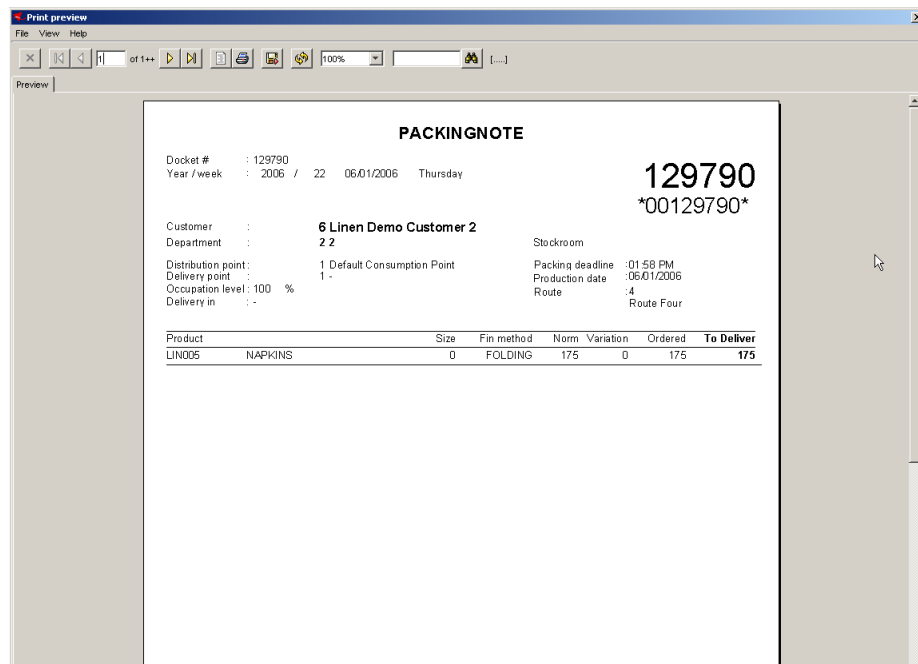
During the creation of the packing notes, a log-file is created and shown. This gives a summary of what was processed, like the information that what retrieved during the

process of the packing notes. There is an option to print the log-file, for example to do some research about missing information, but normally this is not necessary.



13.1.3 Preview of packing notes

Next, a preview is shown of the packing note. From this preview it is also possible to print the packing note by clicking the Print-button.



Pre

13.1.4 Example of packing note

Example of the packing-note. Not all is shown here.

PACKINGNOTE

Docket # : 129790
 Year /week : 2006 / 22 06/01/2006 Thursday

129790
00129790

Customer : **6 Linen Demo Customer 2**
 Department : **2 2** Stockroom

Distribution point : 1 Default Consumption Point
 Delivery point : 1 - Packing deadline : 01:58 PM
 Occupation level : 100 % Production date : 06/01/2006
 Delivery in : - Route : 4
 Route Four

Product	Size	Fin method	Norm	Variation	Ordered	To Deliver
LIN005 NAPKINS	0	FOLDING	175	0	175	175

13.2 Maintain packing and delivery notes

The 'maintain packing and delivery notes'-dialog is used to view packing and delivery notes with the possibility to make changes depending on the status of the packing note. If the packing note has been checked and is correct, it is also possible to convert it to a delivery note. The delivery note is the final stage of the packing note and can be used to send to the customer. Also invoicing can be based on the delivery note.

Maintain Packing and Delivery Notes

All Customer

Customer: 17 | EVH Internal customer Signature Required

Date: i6

Status: Packing note Invoice Status: All Notes
 Delivery Note in Progress Not Invoiced
 Printed(finalized) Delivery Note Unsettled invoice
 Cancelled Settled invoice Only invoice#

Standard Packing Documents Sales Delivery Documents

Packing and Delivery Notes
Count : 0 Grid View All

Modify
 Reprint Note
 Process to Delivery Note
 Cancel
 F3 Email Delivery Note
 Grid Views
 Print

Type of ... ¹	Note number	Customer	Department	Distribution...	Production ...	Delivery date	Status	End Date fo...	Consignm...

13.2.1 Changing a packing note

A packing note can be changed if necessary. There are two options available for this purpose: Modify and Cancel.

Modify

Use the Modify-button to modify a packing note. A dialog is shown that consists of two views. The first view shows the customer-related information like Customer, Department and Distribution Point and Route. Items that were weighed are shown in the first view. The second view shows the items that were counted. Switching between the two views is possible using the Page Down- and Page Up-buttons.

Some information can be changed like:

Field	Description
Route	If the customer should be assigned to another route, it can be changed. Select from a list of user-defined routes.
Delivery in	The way the items are transported, like Containers or Bags. Select from a list of user-defined transport articles.
Delivery date	Date of delivery. For example, if the delivery takes place on a later date, it can be changed here.
Remarks	Remarks that can appear on the delivery note. Enter the text for the remarks.
Weighing Items	There is a grid that is showing the items that were weighed. Weighing items can be added.
Products	There is a grid that is showing the products that were counted. For each product the delivery-quantity can be changed. Products can also be added, modified and deleted. Add for counting F9

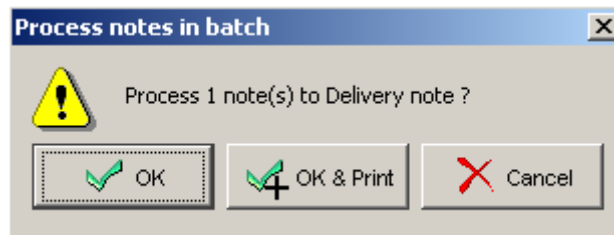
	<p>The Add for count-button can be used to add all products related to the customer in the grid. Each product will have a delivery-quantity of zero. Afterwards the real delivery-quantities can be entered. This is an easy way to include all products without the need to add each product one by one using the Add-button.</p>
--	--

Cancel

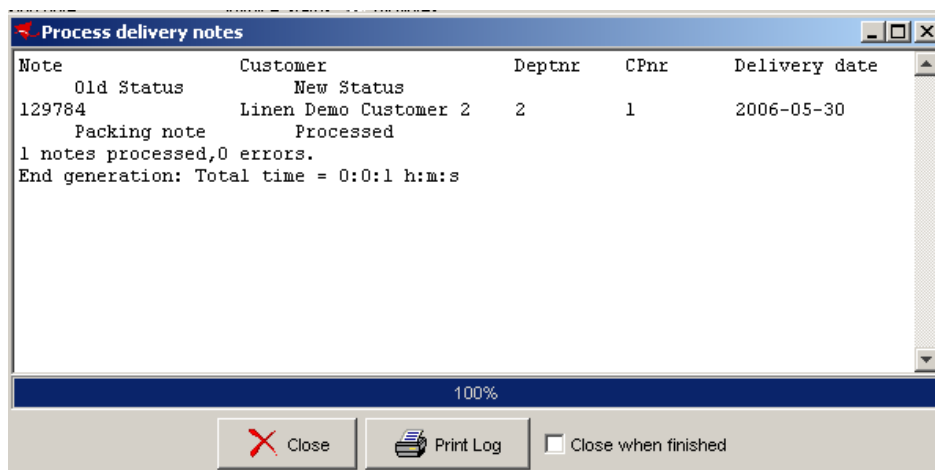
Use the Cancel-button to cancel a packing note. This can be necessary – for example – if too much products are out of stock or if the customer cancelled the order.

13.2.2 Process to delivery note

The Process to Delivery Note-button is used when the packing note is checked and is ready to convert to a delivery note. The delivery note is the final stage of the packing note and can be used to send to the customer. Delivery notes that are printed and processed are taken into account for weekly/periodical Invoicing.



After clicking the Process to delivery note-button a dialog appears with the question ‘Process 1 note(s) to Delivery note?’. Click the OK-button to only process them or click the OK & Print-button to process and print them. Click the Cancel-button to cancel the action.



After clicking the OK-button or OK & Print-button, the process is started. A dialog with log-information is shown during the process. This gives a summary of what packing notes were processed. There is an option to print the contents of the log-file. Click the Close-button to close the dialog.

ABS Business Unit Laundries		Phone : 0031.411.612761		
PO Box 294		Fax : 0031.411.674236		
5280 AG Bostel				
DELIVERYNOTE				
Note Number :	129784	Route :	2Route Two	
Year / week :	2006 / 22	For use from: Tuesday 05/30/2006 to 05/30/2006	Stop :	0
Customer :	6 Linen Demo Customer 2	Packed by :		
	222 Smith Road	Reference :		
	224455 Smith Town			
Department :	2 2	*129784*		
Distribution point :	1 Default Consumption Point			
Delivery point :	1 -			
<hr/>				
<u>Product</u>	<u>Size</u>	<u>Fin method</u>	<u>Norm Variation Ordered Delivered Balance</u>	
<u>LINEN</u>				
LIN005 NAPKINS	0	FOLDING	50 0 50 50 0	

Example of the delivery note. Not all is shown here.

Afterwards the delivery note will first be shown in a preview-dialog. In this dialog there is the option to print the delivery note.

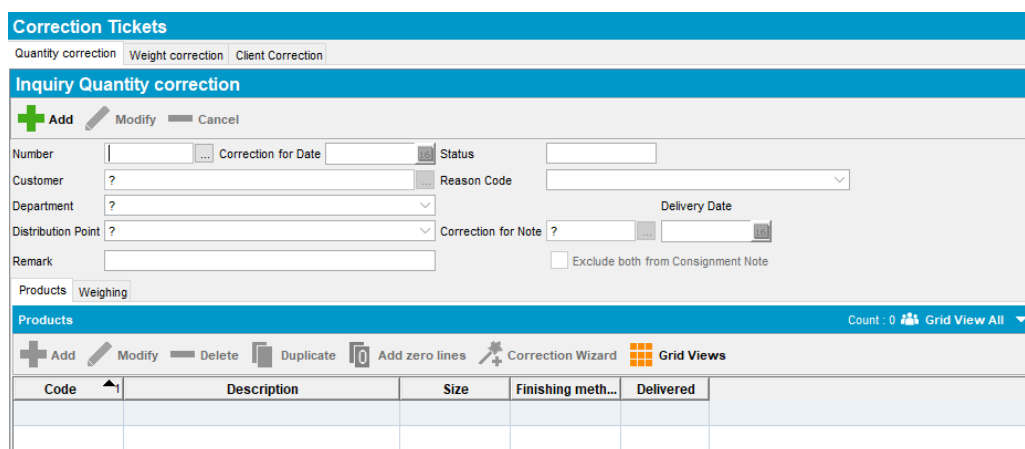
14 Correction Notes

A correction note or ticket is used to make adjustments to already recorded weights or delivered quantities. Each correction ticket will also get a unique number.

The Correction Tickets-dialog has two tab-pages, one for quantity and another for weight corrections. You can use this dialog to look for existing correction tickets or to add them.

14.1 Searching a correction ticket

If you want to search for an existing correction ticket, you can enter the ticket number or search for a ticket by customer.



The screenshot shows the 'Correction Tickets' dialog box with the 'Inquiry Quantity correction' tab selected. The dialog has a header with 'Quantity correction', 'Weight correction', and 'Client Correction' tabs. Below the header is the 'Inquiry Quantity correction' section with an 'Add' button and 'Modify' and 'Cancel' options. The main area contains search fields for 'Number', 'Customer', 'Department', 'Distribution Point', 'Status', 'Reason Code', 'Delivery Date', and 'Correction for Note'. There is also a checkbox for 'Exclude both from Consignment Note'. Below the search fields are tabs for 'Products' and 'Weighing'. The 'Products' tab is active, showing a table with columns: Code, Description, Size, Finishing meth..., and Delivered. The table is currently empty. At the bottom of the 'Products' section, there are buttons for 'Add', 'Modify', 'Delete', 'Duplicate', 'Add zero lines', 'Correction Wizard', and 'Grid Views'. A 'Count: 0' and 'Grid View All' link are also visible.

14.2 Adding a quantity correction ticket

Do the following to add a quantity correction ticket:

- Select tab page named Quantity Correction if you want to add a quantity correction ticket.
- Click the Add-button
- Enter or search for the Customer, Department and Consumption Point.
- It is possible to enter the packing/delivery note where the correction note should be based on. For this purpose you can enter or search for the delivery note-number.
- Click the Add-button to add the product for which you want to enter a quantity.
- Enter the product and size and the quantity.

One or more products and quantities can be added. When you are finished, click the 'Print & Process Note'-button to print and process the correction note.

Correction Tickets

Quantity correction | Weight correction | Client Correction

Inquiry Quantity correction

+ Add | Modify | Cancel

Number: [] Correction for Date: [] Status: []

Customer: [?] Reason Code: []

Department: [?] Delivery Date: []

Distribution Point: [?] Correction for Note: [?] Exclude both from Consignment Note

Remark: []

Products | Weighing

Products Count: 0 | Grid View All

+ Add | Modify | Delete | Duplicate | Add zero lines | Correction Wizard | Grid Views

Code	Description	Size	Finishing meth...	Delivered

Correction Quantity

Add Correction Quantity

✓ Save and Exit | ✗ Exit | ↑ First | ↑ Previous | ↓ Next | ↓ Last

Customer: 3 | ABS Demo Customer

Department: 1 | first

Distribution Point: 1 | ONE ONE

Product: []

Size: [?]

Finishing Method: [?]

Reason Code: []

Quantity: 0

Add zero lines-button

Use the Add zero lines-button if you want to include all products that are part of the product list per customer. These will then be shown in the grid, after which you can enter the quantities for one or more products.

An example of a correction ticket/note:

ABS Business Unit Laundries PO Box 294 5280 AG Boxtel		Phone : 0031.411.612761 Fax : 0031.411.674236
CORRECTION TICKET		
Note Number	: 129802	
Correction date	: 07/05/2006	
Customer	: 6 Linen Demo Customer 2 222 Smith Road 224455 Smith Town	
Department	: 1 1	
Distribution point	: 1 -	
Delivery point	: 1 -	
<hr/>		
Product	Size	Fin method
LINEN		
LIN002 BATH TOWELS	0	FOLDING
		10

14.3 Adding a weight correction ticket

Do the following to add a quantity correction ticket:

- Select tab page named Weight Correction if you want to add a weight correction ticket.
- Click the Add-button.
- Enter or search for the Customer.
- It is possible to enter or search for the weighing ticket for which you want to add a correction ticket.
- Click the Add-button to enter the weighing ticket line. For each line you have to enter the Department, Weighing category and Net Weight.

One or more weighing ticket lines can be added. When you are finished, click the 'Print & Process Note'-button to print and process the correction note.

Correction Tickets

Quantity correction | Weight correction | Client Correction

Inquiry Weight Correction

+ Add
 ✎ Modify
✖ Cancel

Number ... Correction for Date Status

Customer ... Correction of Soil Weights Clean Weights

For Weighing Ticket ...

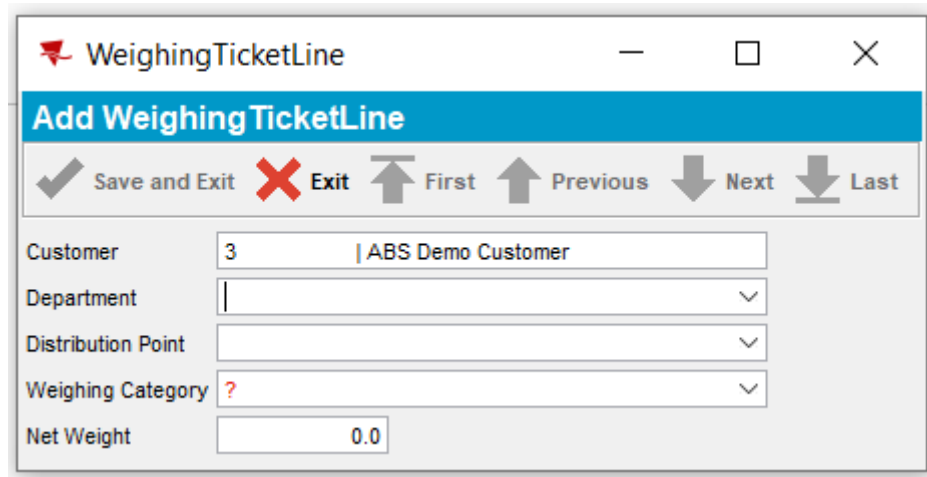
For Delivery Note ...

Remark

WeighingTicketLines Count : 0 Grid View All

+ Add
 ✎ Modify
✖ Delete
📄 Duplicate
📊 Grid Views

Department ... ▲	Department Descri...	Weighing Category ...	Weighing Category Description	Net Weight



15 Invoicing

This chapter will explain how invoices can be made. An invoice shows all services from the laundry related to the customer including price-related information.

In ABSolute an invoice is made in several steps:

Generate Test Invoice

Based on all related data the test invoice is generated. For linen services, the invoice can be based on delivery notes. All delivered products can be shown on the invoice including price information.

Check/Modify Invoice

When the test invoice is made it can be checked and if needed modified. For example, a check can be done if all correct price-information is shown on the invoice.

Finalize and Print Invoice

After the test invoice was checked/corrected it can be finalized and printed. This invoice can be used to send to the customer.

See also manuals:

11-B2 Invoicing related files.

10-B2 Pricing.

15.1 Generate invoices

The Generate invoices-dialog is used to generate the test invoice. This test invoice can be used to check if all information is correct. For example, a check can be done if all prices are correct and available. These are the prices defined in the General price list, Price lists per customer and Product List per Customer. Prices for Rent, Wash, Sales, etcetera.

First the selection criteria must be entered. Click the OK button to start the process.

During the generation of the invoices, a log-file is created. This gives detailed information about the invoicing process.

At the end, click the Close-button to close the log-window.

15.2 Maintain invoices

The Maintain invoices-dialog is used to view all invoices and, if they are not finalized, maintenance is possible.

Maintain Invoices										
All Customer										
Test Final										
Only Show <input checked="" type="radio"/> Generated Invoices <input type="radio"/> Manual Invoices										
Test Invoices										
+ Add ✎ Modify ✖ Delete 🖨 Print Invoice 📎 Print Appendixes 📊 Grid Views 🗑 Print Grid ⌵ Load More ⌵ Load All										
Date	Inv...	Charge/COD	Invoice Bu...	Debtor#	Prebilled ...	Invoice Bu...	Start Week	End Week	End Date	Start Date
18-Nov-20...	0	Charge	15	999	35.05	ABS-TEST	37	37	15-Sep-2013	09-Sep-2013
18-Nov-20...	0	Charge	15	999	79.25	ABS-TEST	37	37	15-Sep-2013	09-Sep-2013
18-Nov-20...	0	Charge	15	999	-131.55	ABS-TEST	14	36	08-Sep-2013	01-Apr-2013

This example shows a test-invoice for a specific customer. Available options are Add, Modify, Delete, Print Invoice and Print Appendixes.

Invoice

Modify Invoice

✔ Save and Exit ✖ Exit ⬆ First ⬆ Previous ⬇ Next ⬇ Last

Date: Original Invoice Date:

Del To Customer: | Number:

Bill To Customer: |

Cost Center: | Total Amount:

Remark: Currency:

Internal Remark: Email Status:

Invoice Lines Count: 5 🧑 Grid View All

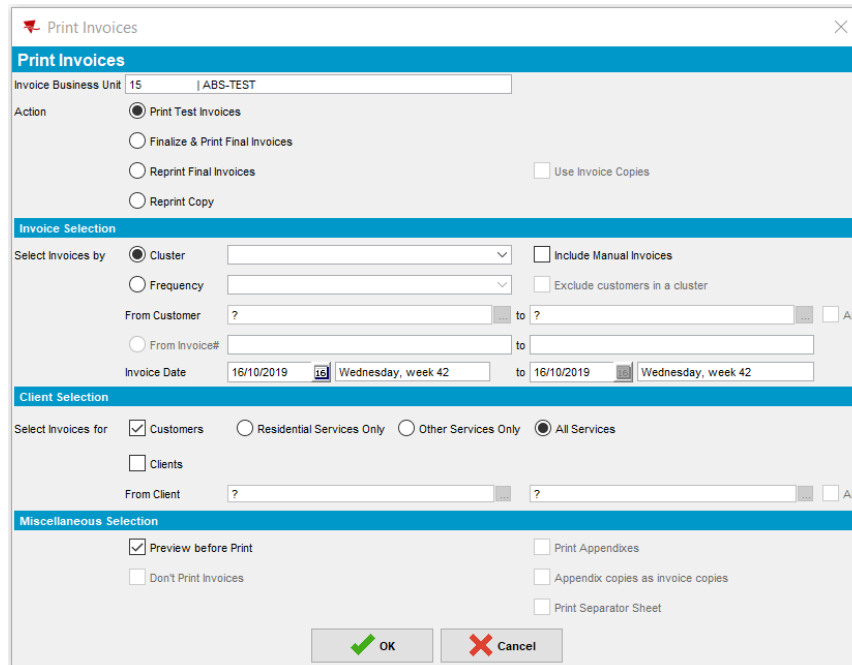
➕ Add ✎ Modify ✖ Delete ➡ Credit Invoice Lines 📊 Grid Views

Lin...	Wearer Number	Code	Description	Quantity	Price	Disco...	Amount	Turnover ...
1		A0000...	Hand Towel reg...	88	0.33	0.00	29.04	
2		A0000...	Tea Towel	88	0.29	0.00	25.52	
3		-	hkd	1	7.00	0.00	7.00	1111
8000		ABS	-	3	3.50	0.00	10.50	

This view appears when the Modify-button is clicked. It shows all details - invoice lines - that are part of the invoice.

15.3 Print Invoices

The Print Invoices-dialog is used to print test invoices, print and finalize invoices, reprint final invoices and reprint copies. It can be used after the Generate Invoices-dialog was used to create the invoices. Otherwise there will be no invoices available to print.



15.3.1 Action

First the action should be selected:

Print Test Invoices

Use this option to first print invoices - that were generated - for test-purposes. This should be done to check if the invoice is correct. An invoice that is in the test-phase can be changed or cancelled. A test-invoice does not have an invoice-number yet but the number zero.

Finalize and Print Final invoices

This option is used when the invoice has been test-printed and checked on errors or omissions. Each invoice will get a unique number. A finalized invoice cannot be changed or cancelled.

Reprint Final invoices

This option is used to reprint finalized invoices.

Reprint Copy

This option is used to print a copy of the invoice.

15.3.2 Selections

Invoice Selection

The Invoice Selection is used to select what customers in what period should be selected for invoicing.

Cluster / Frequency / Invoice date

Select the customers by cluster or frequency. Also the invoice date can be selected.

Client Selection

These selections apply to the Residential Service Module. This is a separate module. Please ask ABS about this module.

Miscellaneous Selections

These are selections like 'Preview before Print'.

16 System Settings

For Linen Services there is a set of System Settings. This can influence the behavior of the ABSolute-application.

16.1 Linen Recording

Under the header 'Linen Recording' there are several system settings available for Linen Services.

Setting	Default	Description
DEFAULTCLEANRETURN	N	"Default in Consumption Point Logistics"
DEFAULTDELIVERSTERILE	N	"default in Consumption Point Logistics"
DEFAULT_PACKINGNOTE_SEL	3	"Packing note generation: Default value for the field <Selection on> in Generating Packing note Form. 1= Date only, all routes 2= Route/Depot 3= Customer This setting is also used in the form Cancelling Packing Notes."
WEIGHTDEVIATIONPERC	0	"Used in bulk delivery note dialog. Before processing a bin a verification is done on the entered weights. The theoretical weight is calculated based on the theoretical weight of the product and it is compared with the weight of the bin. A deviation up to a certain percentage is allowed. This percentage is stored in this system setting. Fill 0 if no check needs to be performed"

WEIGHTDECIMALSMANUALINPUT	1	"Number of decimals for manual input of weights, i.e. in the Delivery note from."
SOILWEEKSFORAVVERAGE	13	"Default number of weeks for calculating the average soil quantity, for the Soil Reasonability Report." "
SOILDEVIATIONPERCENTAGE	30	"Default deviation percentage for Soil Reasonability Report."
SOILCOUNTSELECTION	1	"Soil Entry: Used as default selection for a soil ticket in soil entry screen. Possible values: 1=Stop 2=Soil ticket 3=Invoice 4=Customer"
SHOWOVERINVENTORYMSG	Y	"Soil Entry: Set when check on inventory has to be performed in soil count entry screen. When this check is performed and the inventory is less than the soil counted pieces a warning message is given to the user."
OVERFREEQTYWARNING	N	"If set to yes then a warning is given during entry of delivery variations in case the quantity entered causes that the total quantity to be delivered for that week exceeds the free of charge quantity defined for that product/size/finishing method in product list per customer. If free of charge is 0 then this warning is never given."
DELIVERYSTDHISTORY	1	"Consumption point Logistics: Defines how changes in delivery/usage standards should be handled. 1-no historical storage of standards, only store the actual standard. 2-automatic (when qty changed in the grid, automatically the old quantity is stored)"
UNIQUEBUNDLEFIXEDQUANTITY	N	"Module Unique Bundles - This setting determines whether the contents of a uniquely coded bundle can be changed manually or is fixed."
SHOWAVGDELQTY	N	"Delivery Variations screen: When set to Y an extra column is available in the grid showing the average delivered quantity over the past 24 months, ending on delivery date of the delivery variation record, inclusive. "
PACKINGNOTECOLUMNS	1	"Based on this system setting the layout of packing note report will show or not the bundle information. Possible values: 1 = Show columns: Norm Variation Ordered To-Deliver 2 = Show columns: Ordered Bundle Qty #Bundles #Pieces"

DELVARFORBUNDLEROUNDING	Y	"During packing note generation the ordered quantity of a bundle product is rounded up to a whole number of bundles to determine the to-be-delivered quantity . This system setting determines if for extra added pieces (negative) delivery variations are created. Note: only when at department level the checkbox use bundles is checked bundle rounding is done."
CLEANUPWEEKSNOSOILCOUNT	26	"The number of WEEKS of no soil count. If a product is set to be soil counted in product list per customer and the product is not soil counted for the number of weeks set via this system setting then a scheduled process will set the product in product list per customer as not needing to be soil counted anymore."
DEFAULTSOILPRODUCTS	1	"Soil count lines are created in soil count entry per consumption point depending on the value of this system setting: 1 = products that are defined in consumption point logistics 2 = products that are defined in product list per customer For both values the products should be set as soil counted in product list per customer."
ACCEPTTAREWEIGHTZERO	N	"If Y then accept tare weight zero in weighing ticket. If N the user is forced to enter a positive tare when zero."
ORDERSTATUSREFRESH	5	"Setting for the automatic refresh interval for stockcountorderstatuscontrol form, defined in minutes. 0 means no automatic refresh."
ALLOWCREDITWEIGHING	N	"Allow to enter negative lines in ts weighing"
CORRTICKETONCONSNOTE	N	"When set the correction tickets are put on consignment notes as well (including consignment notes made for bulk delivery notes). "
ALLSOILPRODUCTSALLOWED	N	"Y If in soil count entry per consumption point the user is allowed to add all products from the product table (except sales only items and emblems), even if they are not defined in productl ist per customer or in consumption point logistics"
ROUTEListPRINTALLDELNOTES	Y	"When set all packing note numbers are printed on Route List. When not set the packing notes for bulk put up items are excluded from printing when these items should not appear on a packing note."
DEFAULT_PACKINGNOTE_SORT	1	"Packing note generation: Default value for the field <Sort on> in Generating Packingnote Form. 1= Route/Stop

		2= Reversed Route/Stop (actually route/reversed stop) 3= Customer"
--	--	---

16.2 General

Under the header 'General' there are several general system settings that can be relevant for Linen Services.

Setting	Default	Description
WEIGHTUNIT	Kg	"Defines the weight unit that is used in the application and in reports. I.e. Kg for Europe or Lbs for US"
ABSDOSWRITECWEIGHTHIST	N	"Defines if the CLEAN weighing ticket during processing should write in the historical table of the ABS DOS system the CLEAN weights."
WEIGHINGCERTIFICATION	Y	"This setting enables/disables the checks for Weighing Certification. When this setting is set to 'Y' and a weighing scale is attached to the workstation then the weight fields are not editable in delivery note,bulk delivery note and weighing touch screen. Also the delete is not possible in weighing touchscreen. When this setting is set to 'N' then the value of system setting WEIGHINGRULES enables/disables the checks for Weighing Certification."
WEIGHINGRULES	1	"This system setting has effect only in combination with system setting WEIGHINGCERTIFICATION = 'N'. Values: 1 = Modify/Delete electronic captured weight allowed. No Manual entry when scale attached. 2 = Modify electronic captured weight not allowed, only Delete. Manually always possible."
PRINTDELNOTEPERCONTAINER	N	"No = Print 1 delivery note that mentions all containers and weights Yes = One note for every container"
NOTEPREFIXLENGTH	0	"Length of prefixes for i.e. packing note numbers, consignment note numbers, weighing ticket numbers, invoice numbers, etc. Prefix typically only used in multi plant or multi business unit situations. Often the business unit number is taken as prefix. If 0 then no prefix is used."
ABSDOSWRITESWEIGHTHIST	N	"Defines if the SOIL weighing ticket during processing should write in the historical table of the ABS DOS system the SOIL weights."

16.3 Billing

Under the header 'Billing' there are several general system settings that can be relevant for Linen Services.

<i>Setting</i>	<i>Default</i>	<i>Description</i>
CHARGESOILWGHTONDELDATE	N	"Charge Soil weights On Delivery date: No = The soil weights should be charged in the period that they are recorded Yes = The soil weights should be charged in the period that the merchandize is delivered back to the customer."

16.4 File Locations

Under the header 'File Locations' there are several general system settings that can be relevant for Linen Services.

<i>Setting</i>	<i>Default</i>	<i>Description</i>
EXPDIRSOILWEIGHINGS	C:\	"This system setting is used only when the module SOILWEIGHTEXPORT is in the license of the plant. The file path of the file where the soil weighing ticket lines are exported is configured via this system setting. Mind that the file name should not be entered here."

16.5 Financial Export

Under the header 'Financial Export' there are several general system settings that can be relevant for Linen Services.

<i>Setting</i>	<i>Default</i>	<i>Description</i>
EANCLEANPREFIX	1	"For EDIFAKT Interface: 8th digit in the 13-digit EAN number for a weighting category. This digit can be set different from EANSOILPREFIX to have a different EAN number for the same weighing category for soil and clean weight charges."
EANSOILPREFIX	2	"For EDIFAKT Interface: 8th digit in the 13-digit EAN number for a weighting category. This digit can be set different from EANCLEANPREFIX to have a different EAN number for the same weighing category for soil and clean weight charges."