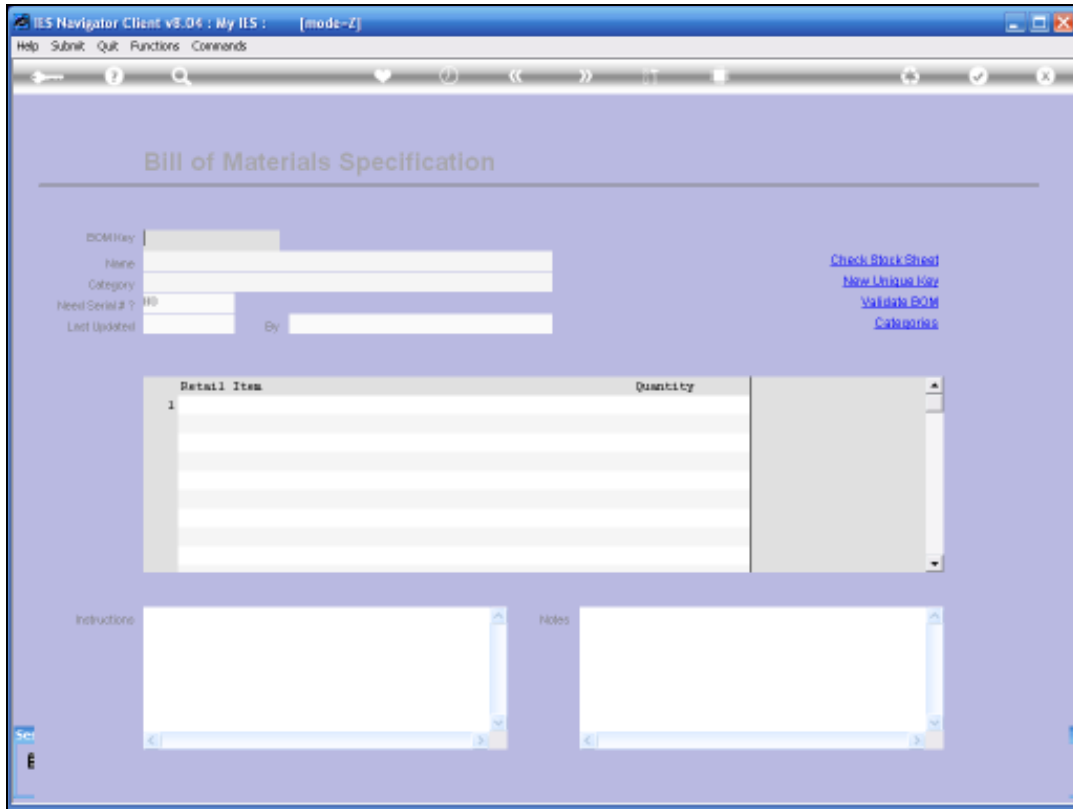




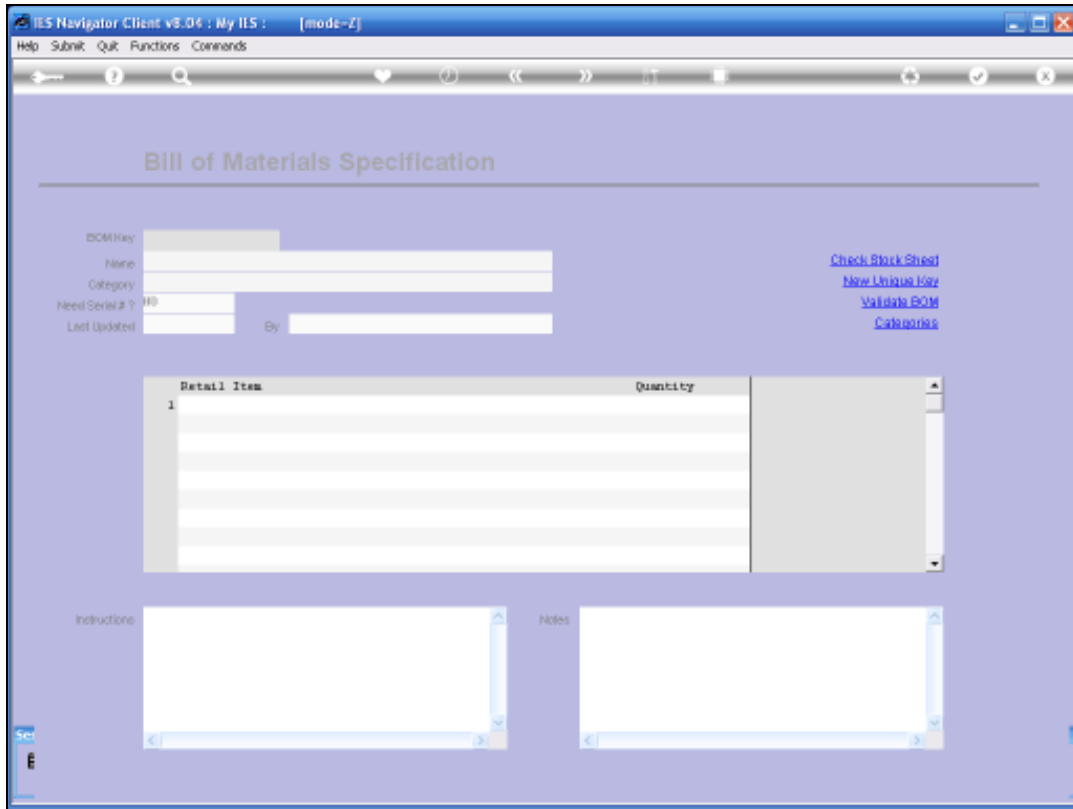
Slide 1

Slide notes:

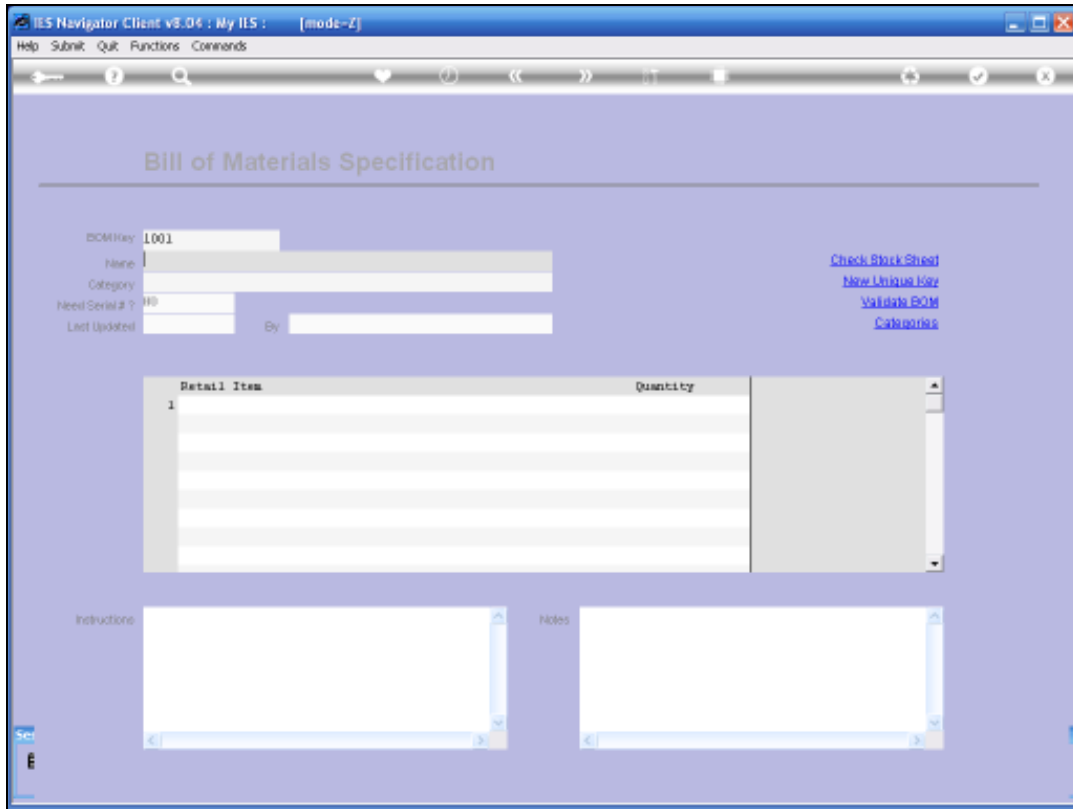
In this tutorial we have a look at how we manage Services Items in the Retail Catalog, when these Service Items have to be used with Service Jobs and also with Bills of Materials.



Slide 2
Slide notes:



Slide 3
Slide notes:



Slide 4
Slide notes:

The screenshot shows a web browser window titled "IES Navigator Client v8.04 : My IIS : [mode-Z]". The browser address bar is empty. The main content area is titled "Bill of Materials Specification".

Form fields include:

- BOBKey: 1001
- Name: General Service - Car
- Category: Service Jobs
- Need Serial #: NO
- Last Updated: 02/01/2008 By: Data Manager

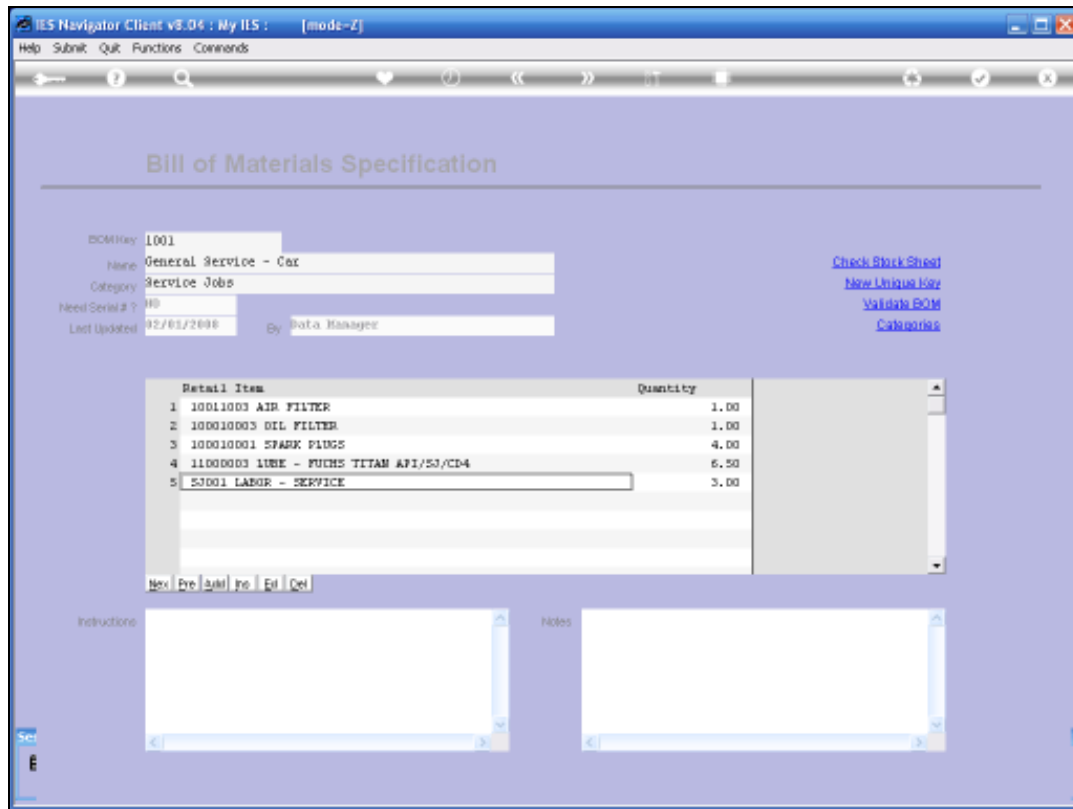
Navigation links on the right:

- [Check Stock Sheet](#)
- [New Unique Key](#)
- [Validate BOM](#)
- [Categories](#)

	Retail Item	Quantity
1	10011003 AIR FILTER	1.00
2	10001003 OIL FILTER	1.00
3	10001001 SPARK PLUGS	4.00
4	11000003 LUBE - PUCHS TITAN AP1/53/CD-4	6.50
5	53001 LABOR - SERVICE	3.00

At the bottom, there are two empty text areas labeled "Instructions" and "Notes".

Slide 5
Slide notes:



Slide 6

Slide notes:

This is an example of a Bill of Materials that we use with our Service Jobs. Now notice that the 1st couple of lines on this Bill are all Stock Items, but the last line is a Services Items for Labor. So it is not Stock. Now there is a very important aspect about this that we need to note in the Retail Catalog where we define this particular Item.

The screenshot shows the IES Navigator Client interface. The title bar reads "IES Navigator Client v8.04 : My IIS : [mode-Z]". The main window title is "Bill of Materials Specification".

Form fields include:

- Item Key: 1001
- Name: General Service - Car
- Category: Service Jobs
- Need Serial #: NO
- Last Updated: 02/01/2008 By: Data Manager

Links on the right side: [Check Stock Sheet](#), [New Unique Key](#), [Validate BOM](#), [Categories](#)

Retail Item	
1	10011003 AIR FILTER
2	10001003 OIL FILTER
3	10001001 SPARK PLUGS
4	11000003 LUBE - PUCHS TITAN AP1/53/CD-4
5	53001 LABOR - SERVICE

Instructions and Notes fields are present at the bottom.

A menu is open over the right side of the screen with the following items:

- Toggle Recent / Favorites
- Where Am I?
- How Do I?
- Report Warehouse
- NotePad(s)
- Comparison
- Bill of Materials Master
- Define Retail Catalog Master
- Define Retail Catalog Master
- Current Service Jobs
- Service Job
- Service Job Listings
- Service Job Templates
- Create New User
- Open Customer Directives
- Job Events Master
- New Task: Service Jobs
- Diary Desk
- New Diary Entry
- Define Projects
- Define Ledger
- Job Type Master
- Inventory Master
- Purchase Order Events (Standard)
- Authorize New Purchase Order(s)
- Define User Master
- Financial Period Wizard
- Define CREDITOR Profile
- Stores Master
- Retail Catalogue Templates

Slide 7
Slide notes:

IES Navigator Client v8.04 : My IIS : [mode-Z]

Help Submit Quit Functions Commands

Bill of Materials Specification

BCMKey: 1001
Name: General Service - Car
Category: Service Jobs
Need Serial #: NO
Last Updated: 02/01/2008 By: Data Manager

[Check Stock Sheet](#)
[New Unique Key](#)
[Validate BOM](#)
[Categories](#)

Retail Item	
1	10011003 AIR FILTER
2	10001003 OIL FILTER
3	10001001 SPARK PLUGS
4	11000003 LUBE - PUCHS TITAN AP1/53/CD-4
5	53001 LABOR - SERVICE

Instructions:

Notes:

- Toggle Recent / Favorites
- Where Am I?
- How Do I?
- Report Warehouse
- Notepad(s)
- Companion
- Bill of Materials Master
- Define Retail Catalog Master**
- Define Retail Catalog Master
- Current Service Jobs
- Service Job
- Service Job Listings
- Service Job Templates
- Create New User
- Open Customer Directives
- Job Events Master
- New Task: Service Jobs
- Diary Desk
- New Diary Entry
- Define Projects
- Define Ledger
- Job Type Master
- Inventory Master
- Purchase Order Events (Standard)
- Authorize New Purchase Order(s)
- Define User Master
- Financial Period Wizard
- Define CREDITOR Profile
- Stores Master
- Retail Catalogue Templates

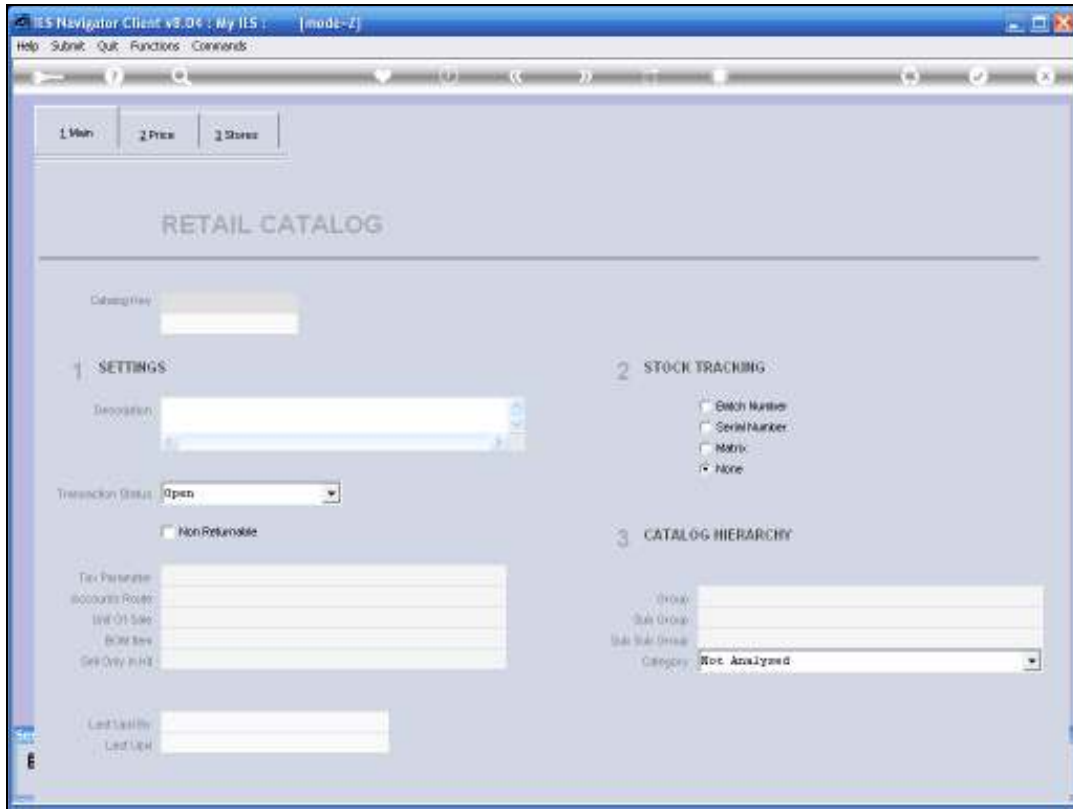
Slide 8
Slide notes:

The screenshot displays the IES Navigator Client interface. At the top, the title bar reads 'IES Navigator Client vs.04 : My IIS : [mode-Z]'. Below the title bar is a menu bar with 'Help', 'Submit', 'Quit', 'Functions', and 'Commands'. A toolbar with various navigation icons is positioned below the menu. The main content area is titled 'Bill of Materials Specification'. It features a form with the following fields: 'BOMKey' (1001), 'Name' (General Service - Car), 'Category' (Service Jobs), 'Need Serial #' (NO), and 'Last Updated' (02/01/2008) by 'Data Manager'. To the right of these fields are three blue hyperlinks: 'Check Stock Sheet', 'New Unique Key', and 'Validate BOM'. Below the form is a table with two columns: 'Retail Item' and 'Quantity'. The table contains five rows of data:

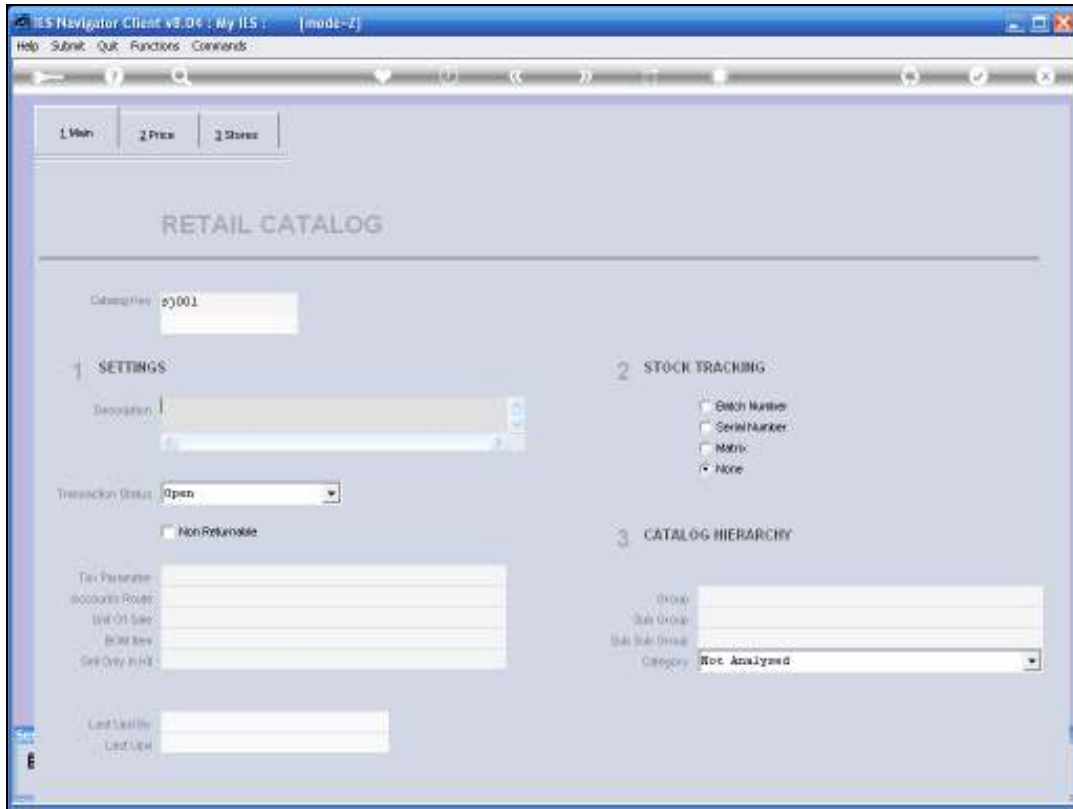
Retail Item	Quantity
1 10011003 AIR FILTER	1.00
2 10001003 OIL FILTER	1.00
3 10001001 SPARK PLUGS	4.00
4 11000003 LUBE - PUCHS TITAN AP1/53/CD-4	6.50
5 53001 LABOR - SERVICE	3.00

Below the table is a toolbar with buttons for 'Hex', 'Pre', 'Sum', 'ps', 'Exp', and 'Del'. At the bottom of the interface are two text areas labeled 'Instructions' and 'Notes', both of which are currently empty.

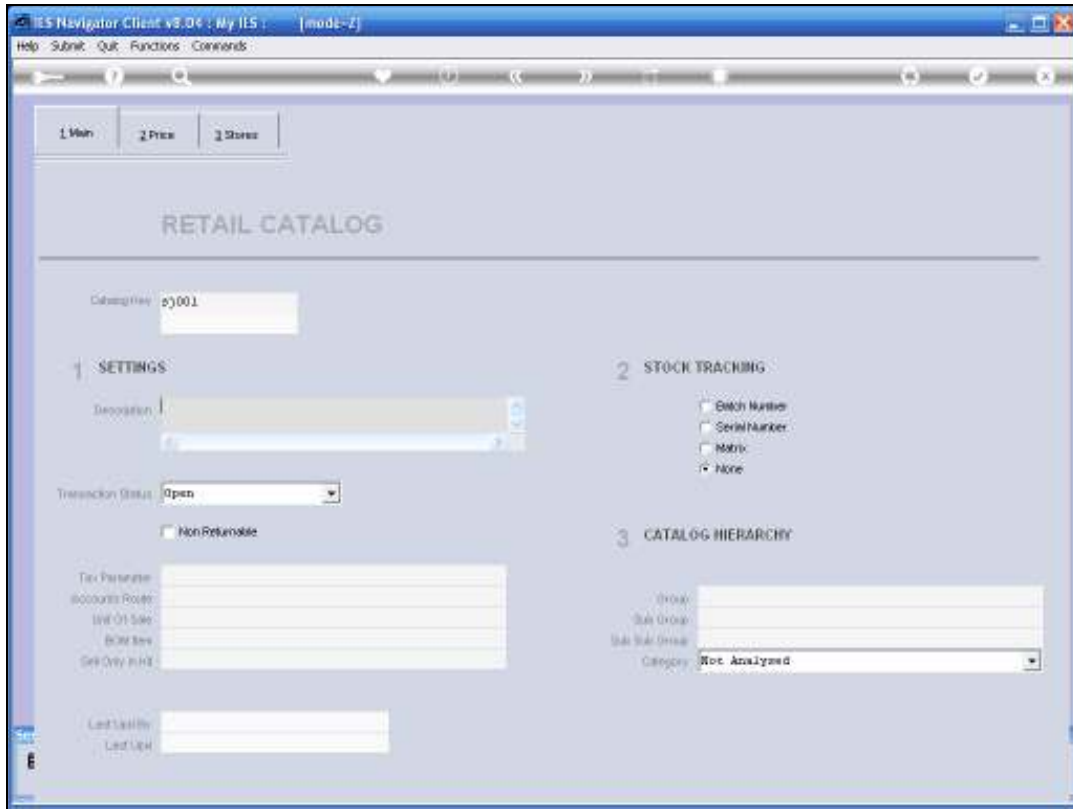
Slide 9
Slide notes:



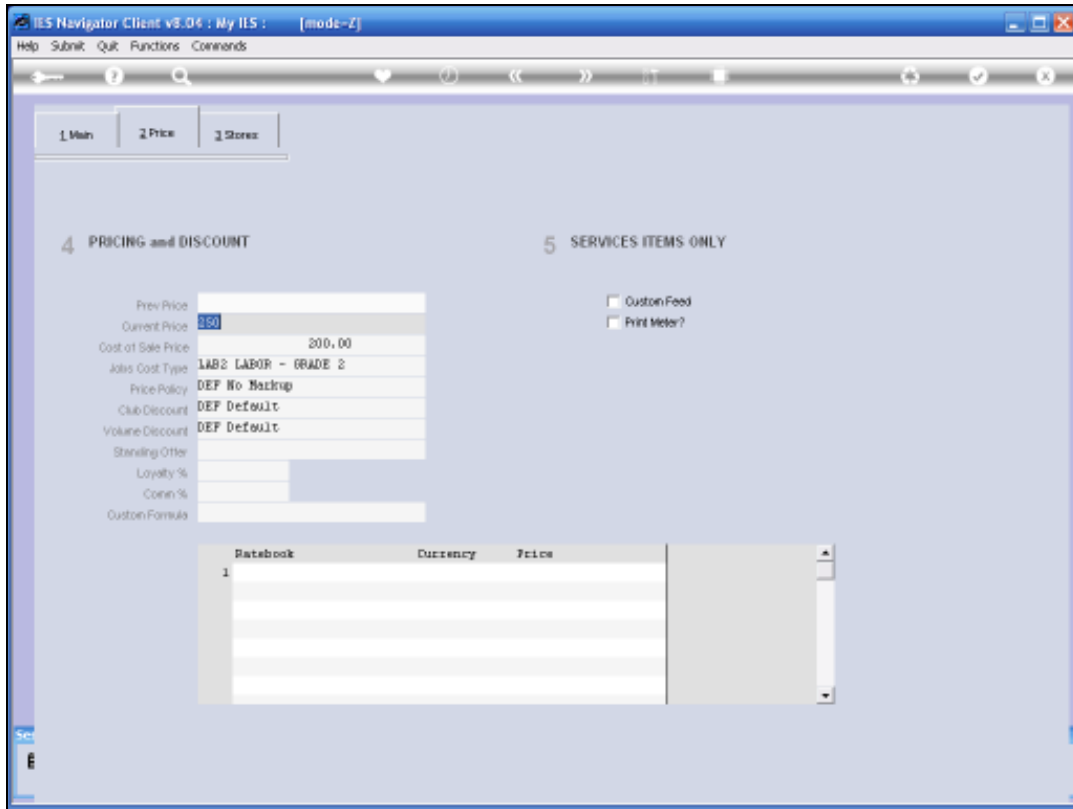
Slide 10
Slide notes:



Slide 11
Slide notes:

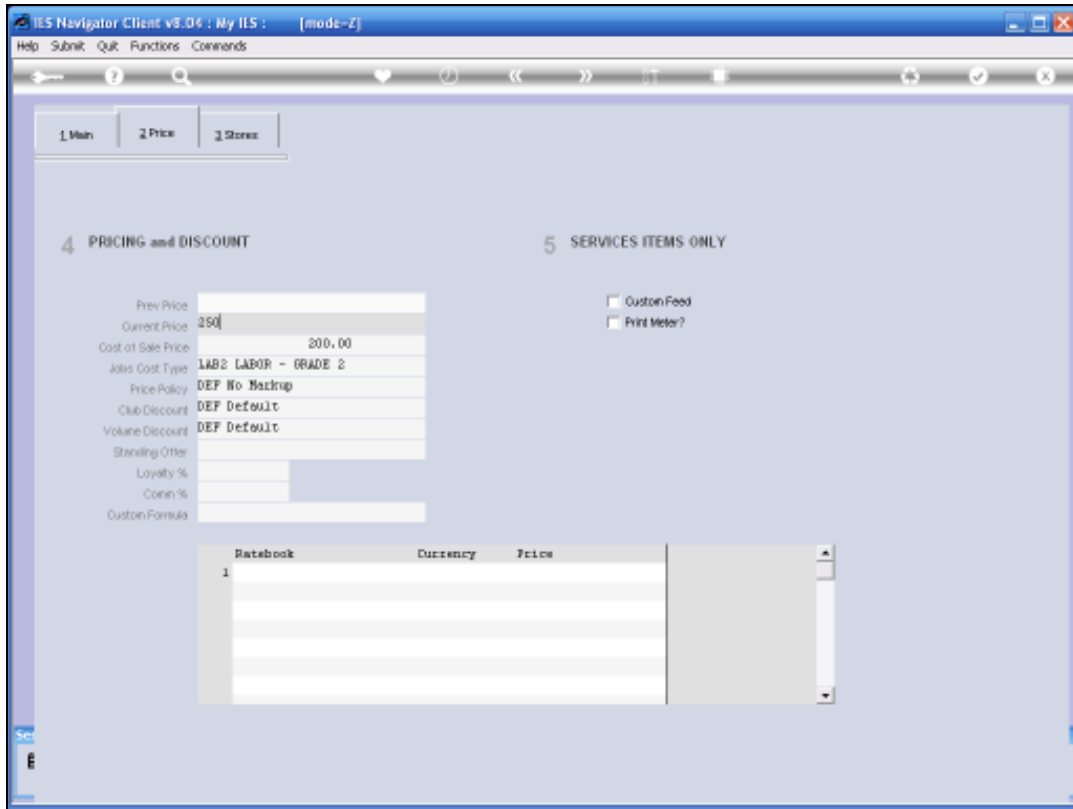


Slide 12
Slide notes:

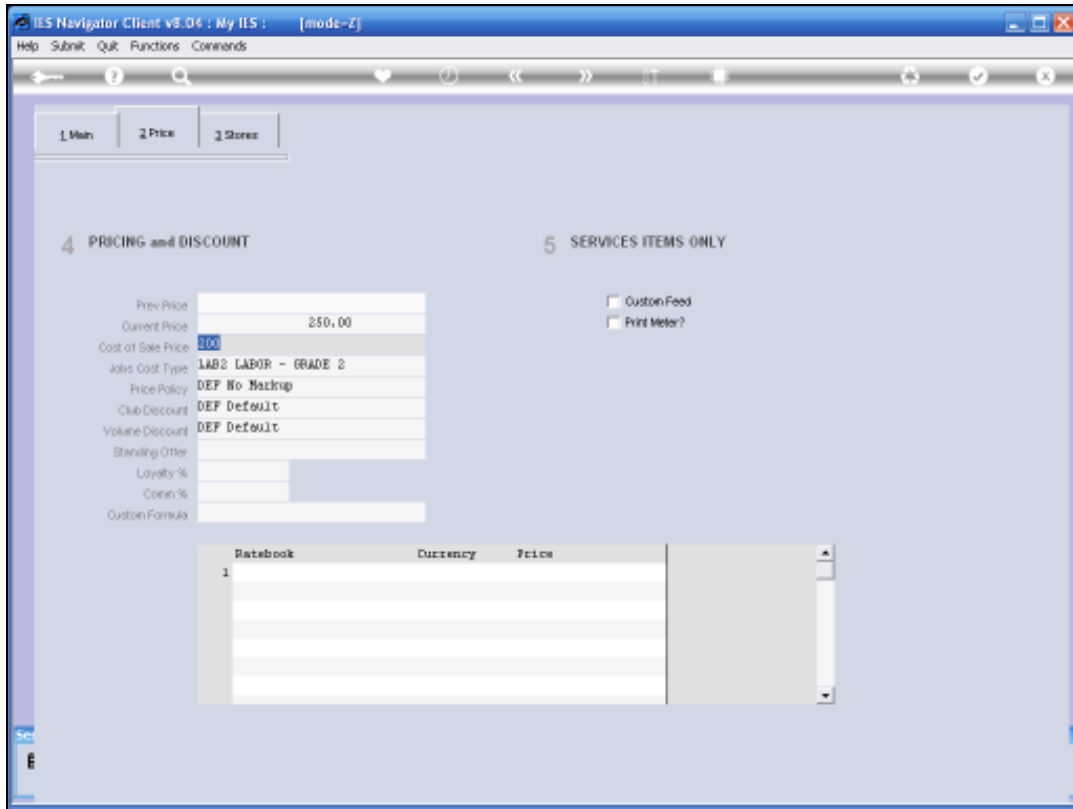


Slide 13
Slide notes:

Now note the Current Price. That is the Customer Price and every Item in the Catalog has a Current Price. That is the Price being charged to the Customer. When it comes to Service Items we can optionally also specify a Cost of Sale Price and if it is specified, then that is the Internal Cost that is used for the Internal Charges and if that is below the Current Price, then of course there is some Margin to be derived there.



Slide 14
Slide notes:



Slide 15
Slide notes:

The screenshot displays the 'PRICING and DISCOUNT' section of the IES Navigator Client. The window title is 'IES Navigator Client v8.04 : My IIS : [mode-Z]'. The interface includes a menu bar (Help, Submit, Quit, Functions, Commands) and a toolbar with navigation icons. Below the toolbar are tabs for '1 Main', '2 Price', and '3 Stores'. The main content area is divided into two sections: '4 PRICING and DISCOUNT' and '5 SERVICES ITEMS ONLY'.

In the '4 PRICING and DISCOUNT' section, there are several input fields and dropdown menus:

- Prev Price: []
- Current Price: 250.00
- Cost of Sale Price: 200.00
- Jobs Cost Type: LAB (highlighted)
- Price Policy: DEF No Markup
- Club Discount: DEF Default
- Volume Discount: DEF Default
- Standing Offer: []
- Loyalty %: []
- Comm %: []
- Custom Formula: []

In the '5 SERVICES ITEMS ONLY' section, there are two checkboxes:

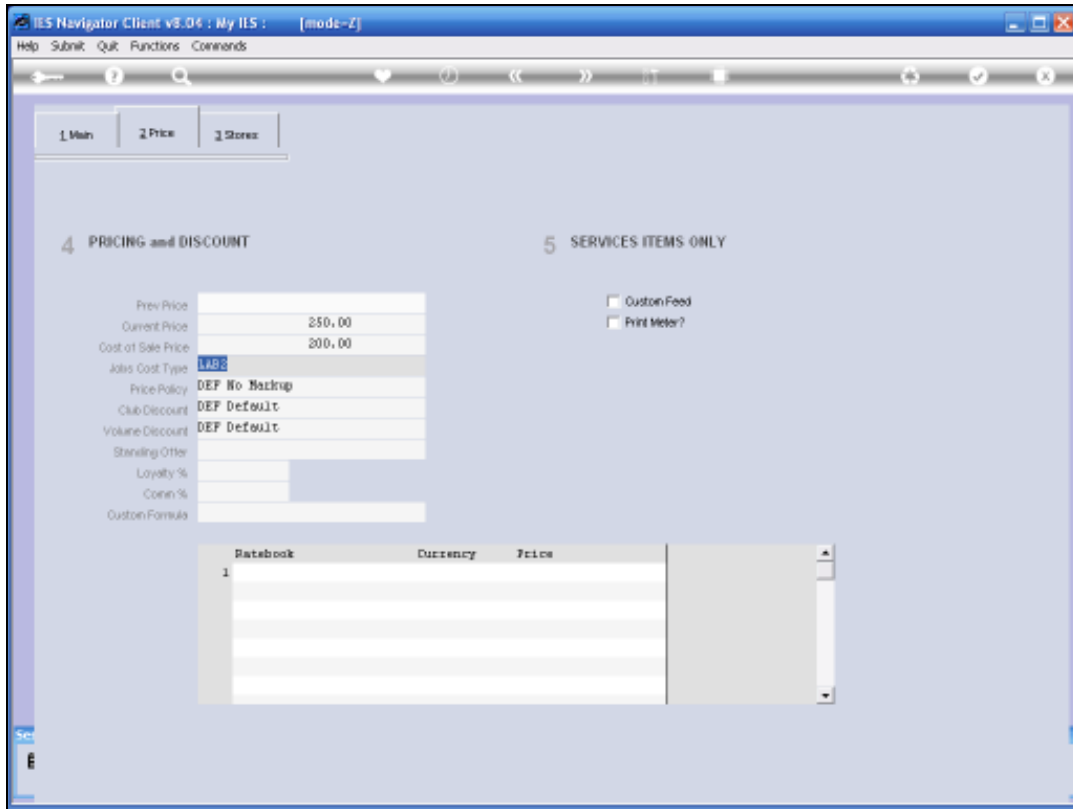
- Custom Feed
- Print Meter?

At the bottom, there is a table with columns 'Ratebook', 'Currency', and 'Price':

Ratebook	Currency	Price
1		

Slide 16
Slide notes:

The "Jobs Cost Type" Field is not a forced Field. But in case of Services Items that are used in Service Jobs or on Bills of Materials that will be used on Service Jobs. We should be specifying the Job Cost Type. If this Cost Type is not present or not listed on the Current Service Job as a Cost Type, then when it is encountered on a Bill of Materials, the System will not load it because it needs the Cost Type to make the connection in managing the Bill.



Slide 17

Slide notes:

So the recommendation is that for Service Items in the Retail Catalog that are to be used in Service Jobs, either directly or as specified on the Bill of Materials, it is important to specify the Job Cost Type.