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Desktop & Web Applications for Manfact

NorthClark Computing, Inc.

Non-Conforming Corrective Action Notices User Guide

Web and Desktop Applications for Manfact by Epicor

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INTRODUCTION

NorthClark's *Non-Conforming Corrective Action Notice* System formalizes the process of reporting defects in purchased parts, notifying the supplier that corrective action is required and allows the Buyer to decide whether the Supplier's performance rating should be impacted by the event. The *Non-Conforming Corrective Action Notice* procedure is a Windows based desktop application that contains the following major components:

- The ability to create, view and modify the NCCAN records.
- Provides documentation for in-house repairs of defective parts.
- The ability to record failures and impact supplier performance rating without generating a debit memo.
- Allows e-mail notification to be automatically sent to the Supplier, with the NCCAN attached as a Word document or PDF file.
- Updates the NCCAN status in BWB automatically upon response from the Supplier or after 5 working days to "Pending" and provides a Workflow Alert

Environment

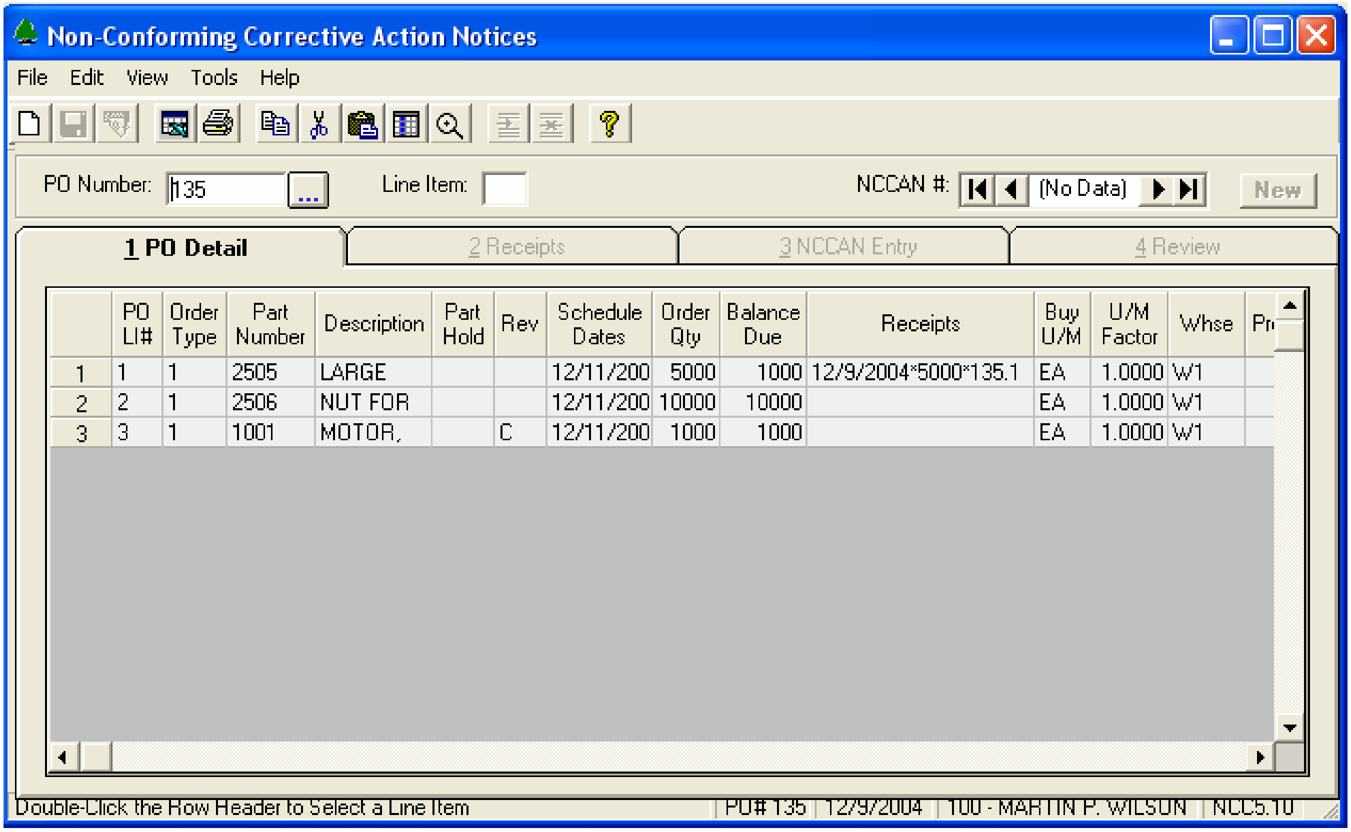
When you enter the *Non-Conforming Corrective Action Notice* application you will initially be taken to the PO Detail screen. This screen is comprised of four tabs:

PO Detail	Line item detail for the selected purchase order.
Receipts	A summary of receipts and returns for the selected line item.
NCCAN Entry	Entry of details regarding non-conforming material.
Review	Allows entry of Status and Disposition information

Main Screen

PO Detail

The *PO Detail* screen displays a listing of all the line item detail for a specific purchase order.



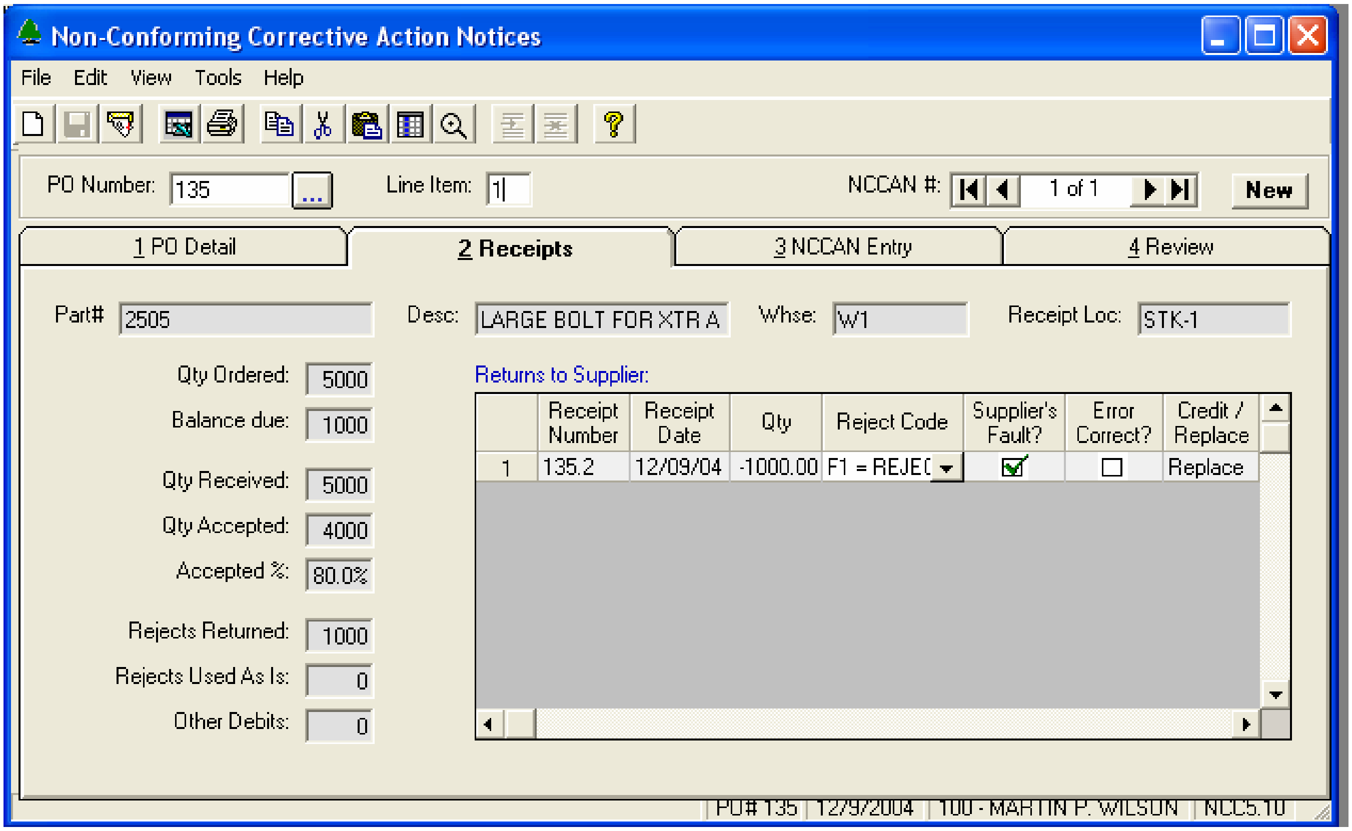
You may enter a PO Number directly or search for the Purchase Order by clicking on the […] icon next to the PO Number field. Clicking on this button will transfer you to the *PO Search* function where you may Locate a PO.

Once you have entered the PO Number the line items associated with that Purchase Order will be listed.

To work with a specific Receipt enter the PO LI# in the Line Item prompt. This will transfer you to the *Receipts* screen.

Receipts

The *Receipts* screen displays a summary of all the receipts and returns for the selected line item.



The information included on this screen is:

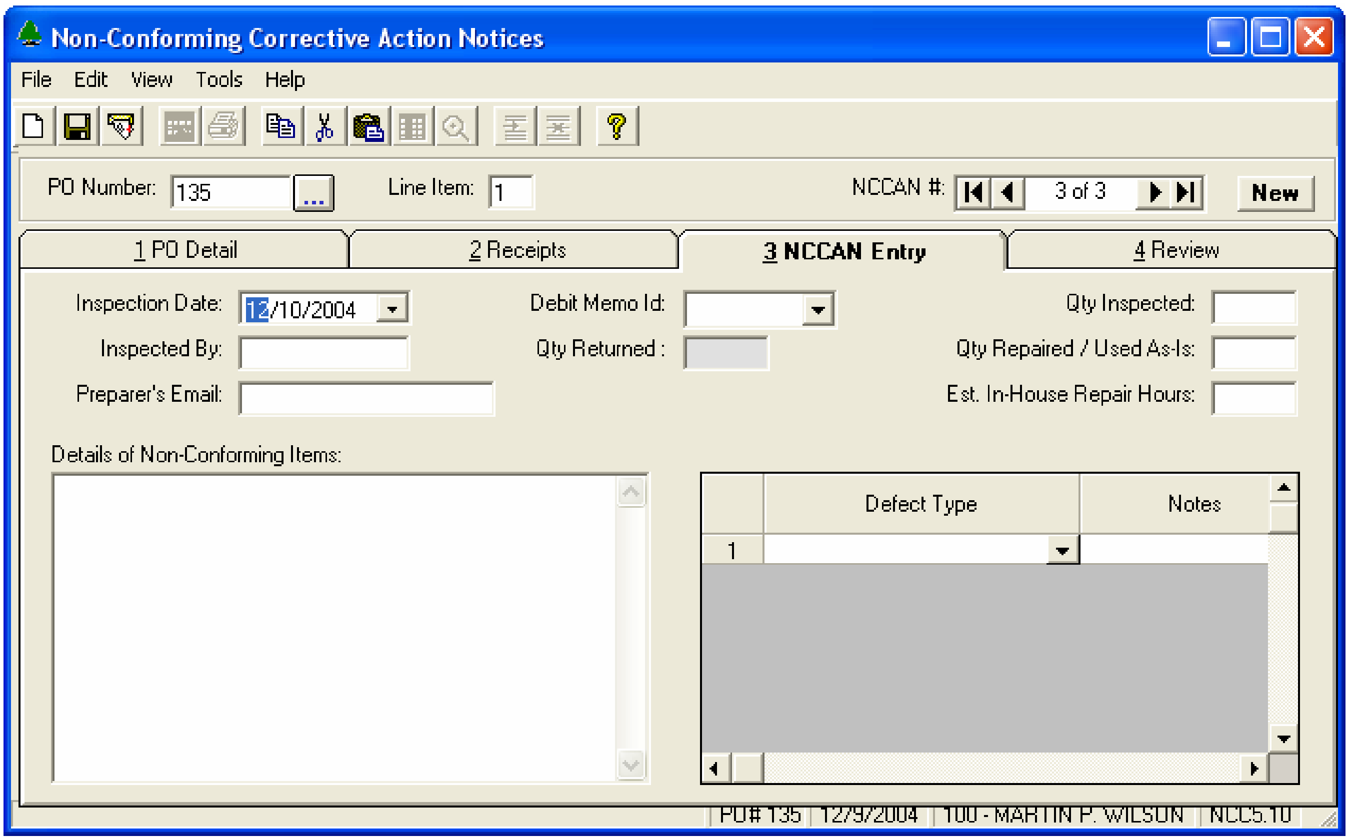
Qty Ordered	Line Item Order Quantity
Balance Due	Balance Due from Supplier
Qty Received	Total Qty Originally Received
Qty Accepted	Qty Not Returned to Supplier
Accepted %	Qty Accepted / Qty Received
Rejects Returned	Qty Returned on a Reject Debit Memo
Rejects Used As Is	Qty Rejected but Not Returned. Qty entered on NCCAN Entry screen as Qty Repaired / Used As Is
Other Debits	Non Reject Debit Memo transactions
Receipt Number	Debit Memo ID #
Receipt Date	Debit Memo Date
Qty	Quantity Returned
Reject Code	QA Reject Code Assigned to the Return

Supplier's Fault?	If checked then update Vendor Performance
Error Correct?	If checked, indicates that this is an error correction only.
Credit / Replace	Is it a return for credit only or for a replacement?

After reviewing the Receipt information the Non-Conforming Corrective Action Notice may be generated. To generate an NCCAN click on the ***New*** button to the right of the NCCAN# field. This will transfer you to the *NCCAN Entry* screen.

NCCAN Entry

The *NCCAN Entry* screen allows you to enter details regarding the non-conforming material.



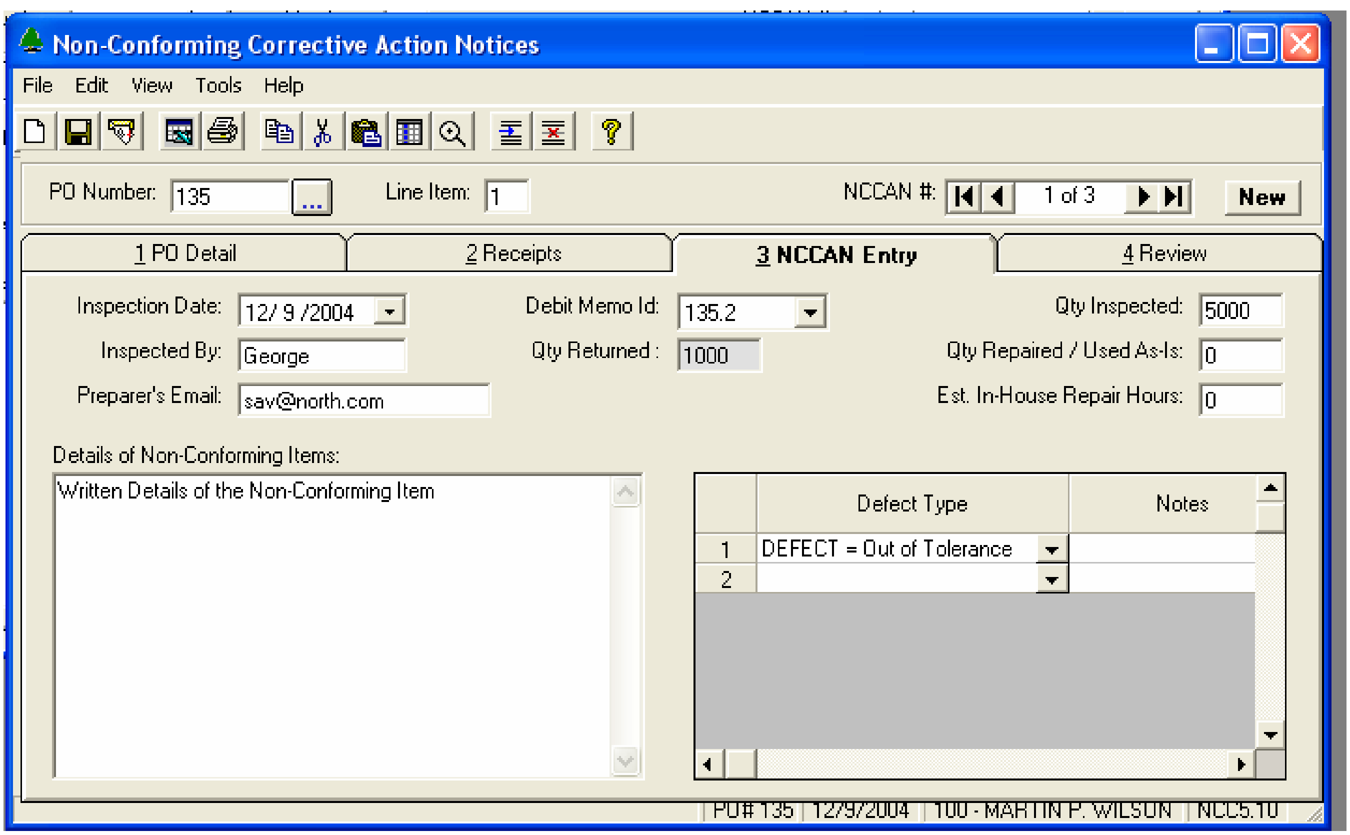
The following information should be entered on this screen:

Inspection Date	Select the date that the inspection took place
Inspected By	Enter the name of the inspector
Preparer's Email	Email address of the individual preparing the NCCAN
Debit Memo Id	If the NCCAN is related to a Debit Memo, select

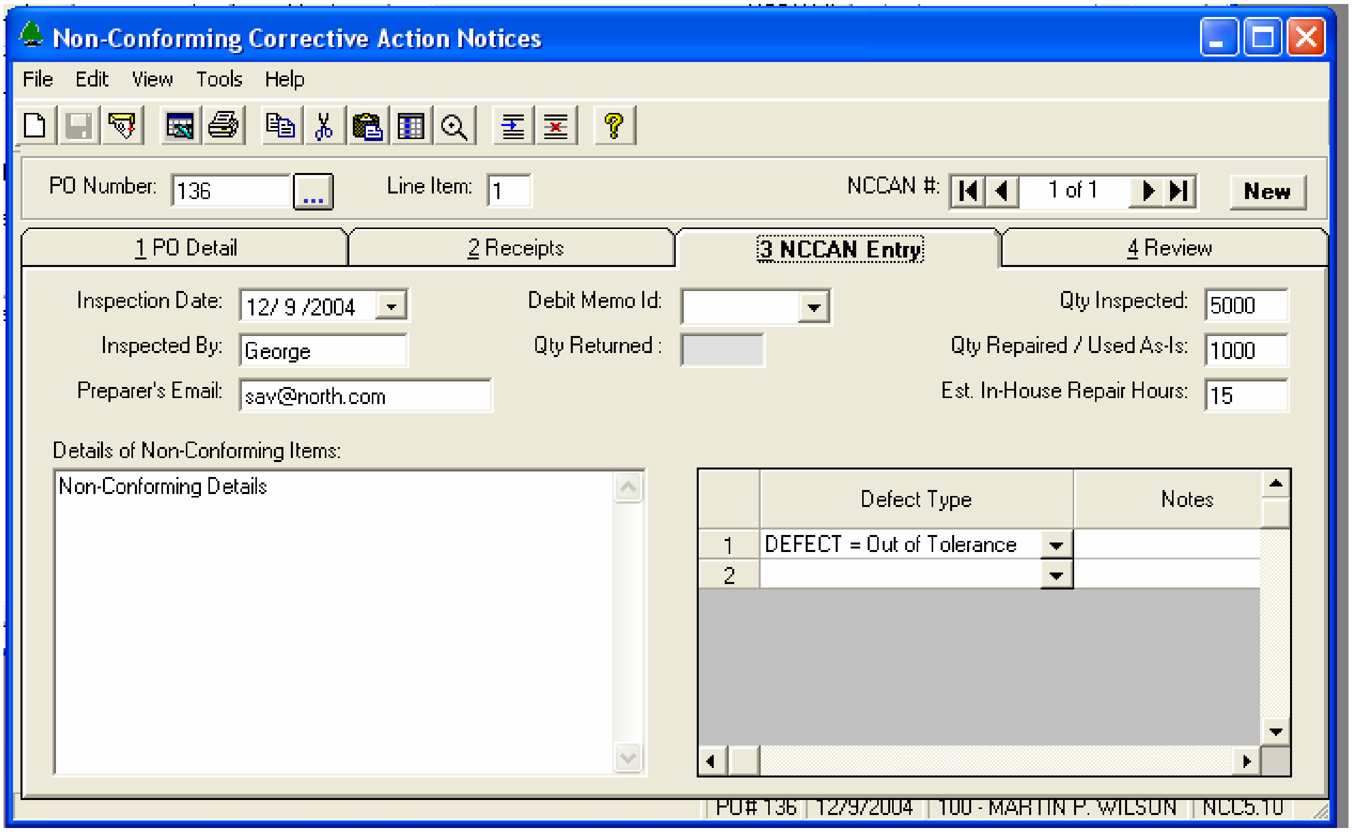
	the Debit Memo from the drop down list
Qty Returned	If a Debit Memo is entered the quantity will default from the Debit Memo. This value may not be updated
Qty Inspected	Enter the total quantity inspected.
Qty Repaired/Used As Is	Enter the Qty Rejected but Not Returned.
Est. In-House Repair Hours	Enter the estimated time it will take to perform the repair.
Details of Non-Conforming Items	Enter details of the defect. This is a free form entry field.
Defect Type	Select the Defect Type from the drop-down window (See Note 1 below). Multiple defect types may be entered for a single line item.
Notes	Enter any notes regarding the defect type.

Note I – The Defect Type code is created in the Type Code administration procedure. The system administrator can assist you in setting up the defect type codes.

Below is an example of the entry of a NCCAN for an item that was returned on a Debit Memo.



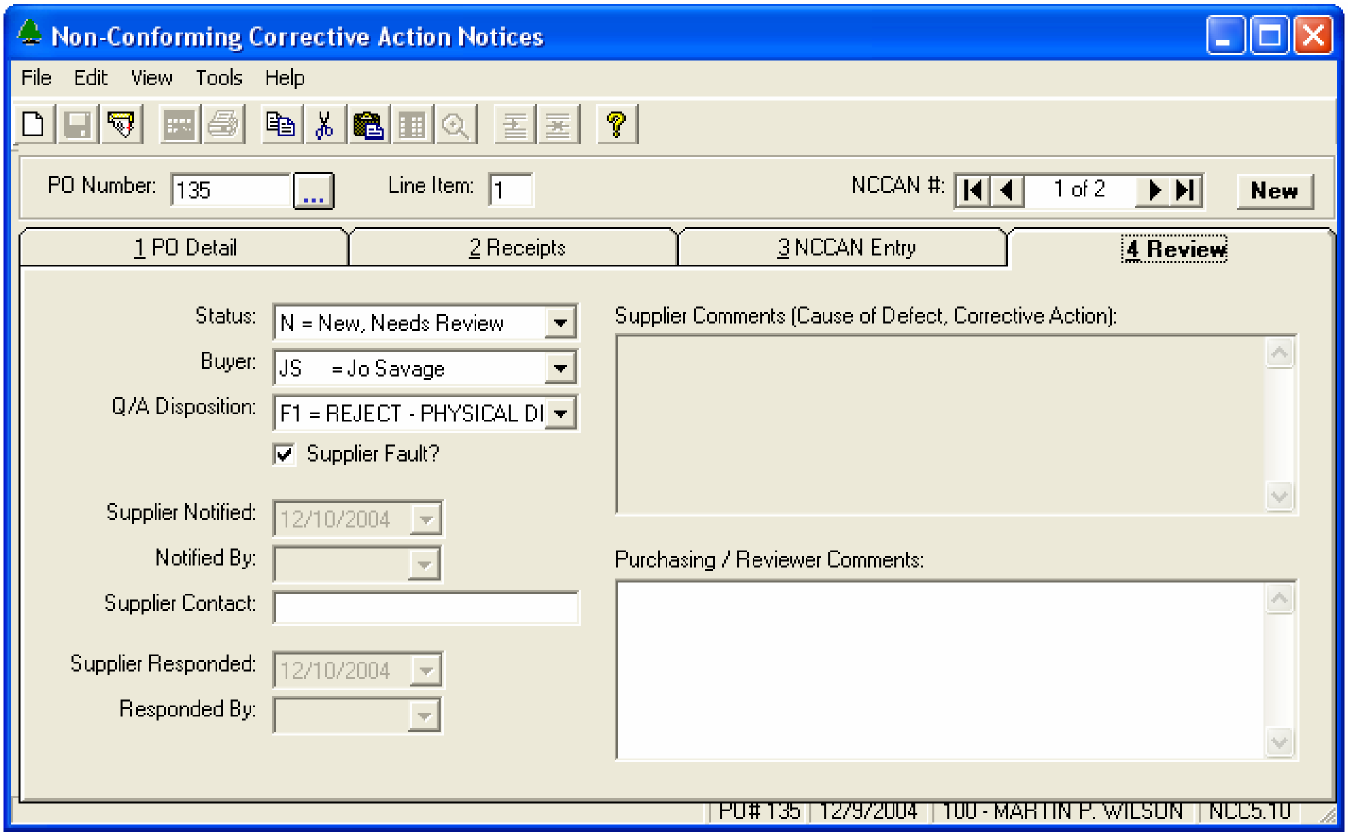
Below is an example of the entry of a NCCAN for an item that is being repaired in house:



Once the NCCAN has been created, the *Review* procedure is followed to distribute and update the status of the NCCAN. When initially created the status is "New, Needs Review".

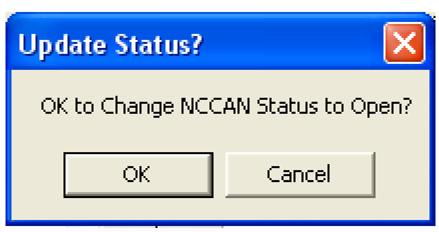
Review

Once the NCCAN has been created, the following procedure may be followed to distribute and update the status of the NCCAN. When initially created the status is "New, Needs Review".



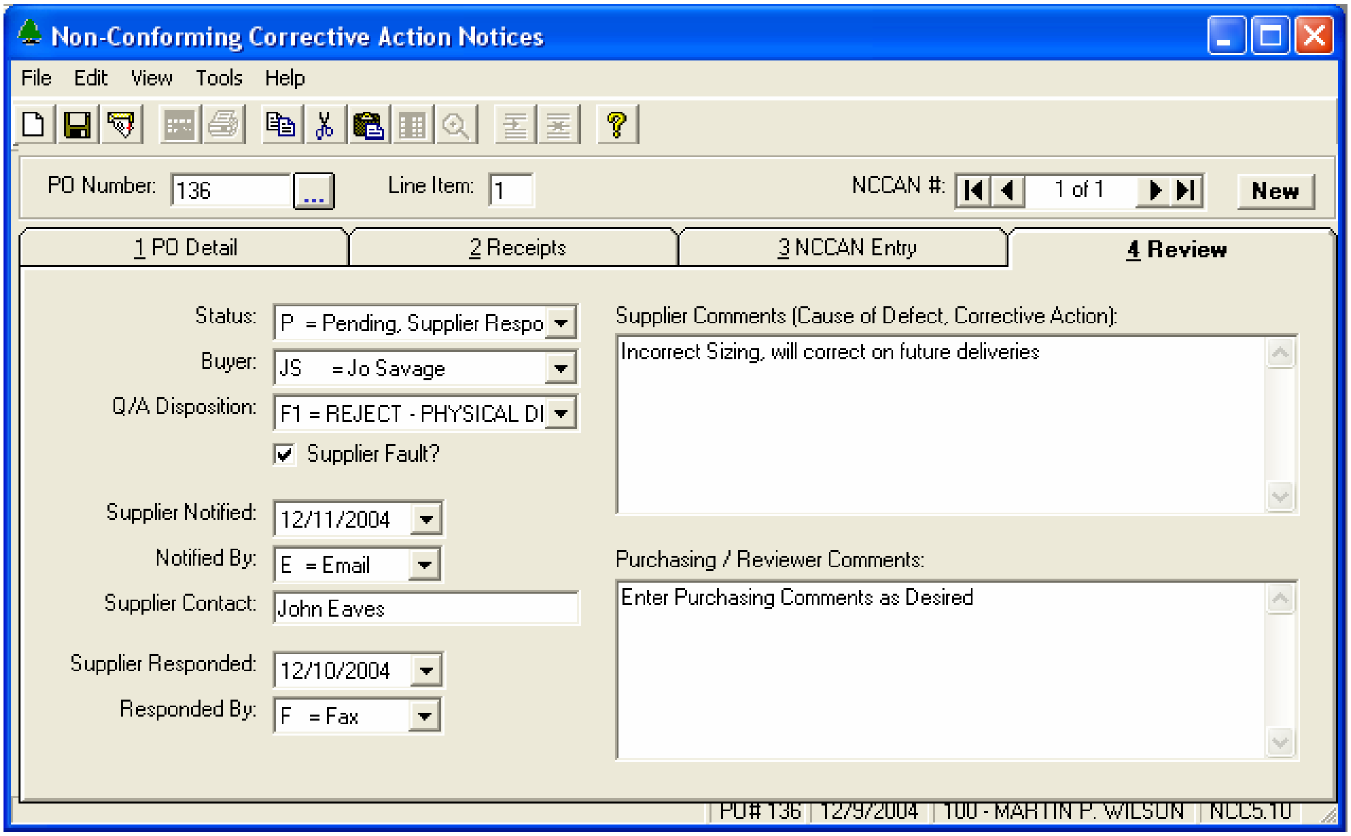
Note, at any time during this procedure, the NCCAN status may be reviewed on the Review screen.

- Print and/or email the supplier for their comment and review. To print and/or email the NCCAN select *Print/Email NCCAN* from the ***File*** menu. The following message will be presented when the selection is made:

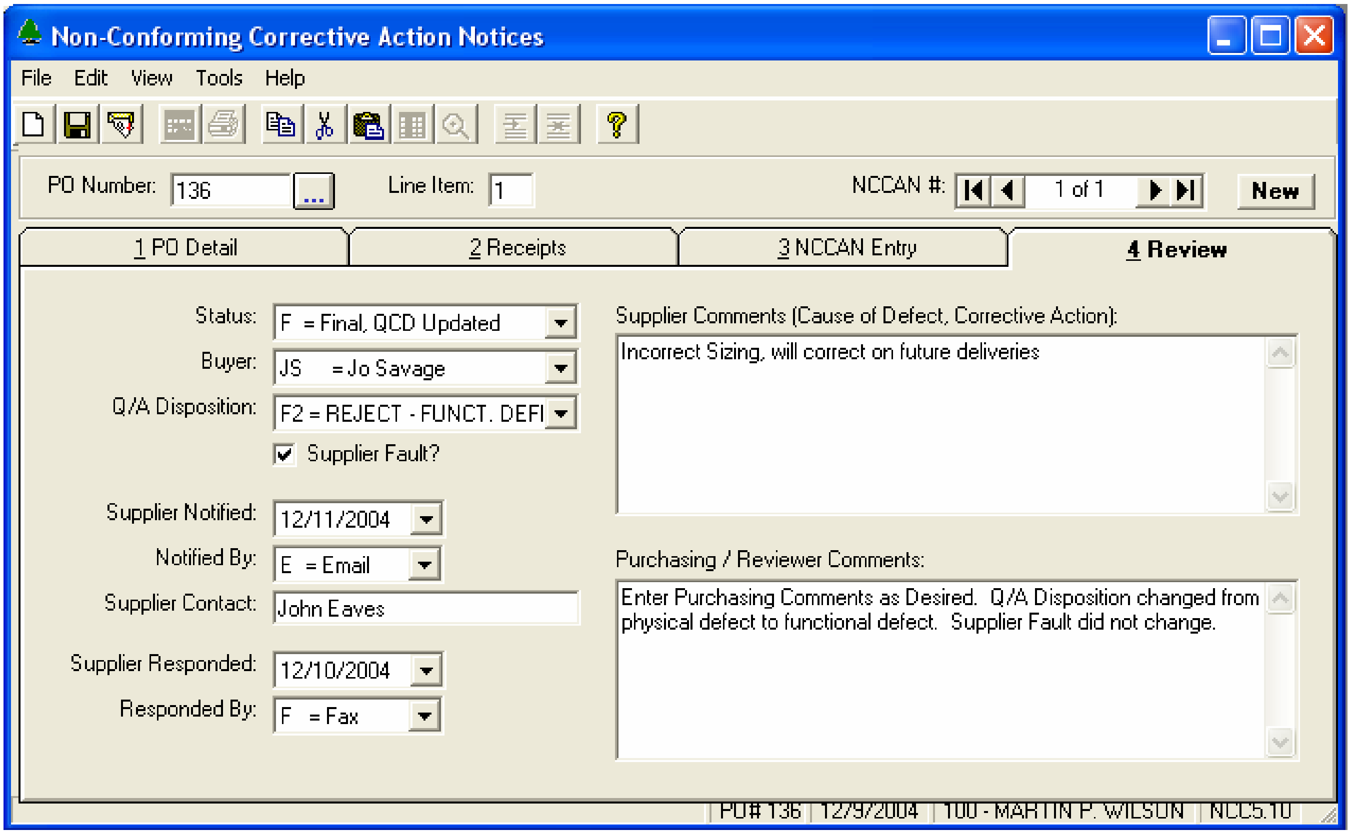


Click ***OK*** to change the status to "Open, Supplier Notified", click ***Cancel*** to leave the status as "New". If the status is left as "New" you must manually update the status in the *Review* screen to Open when the supplier is notified.

The Supplier may respond by traditional means (phone, email, etc.) or they may visit the Supplier Portal web site to enter comments regarding the NCCAN. After the Supplier's comments are entered, or 5 working days pass (whichever is sooner), the status of the NCCAN changes to "Pending, Supplier Responded" and a *Workflow Alert* appears on the *Buyer's Workbench*.



The Buyer may then enter or update the disposition code (which determines fault) and close the NCCAN.



Main Menu Options

Following is a brief description of the options available from the Main Menu of the *Non-Conforming Corrective Action Notices* application.

Menu	Option	Description
File	Clear Display	Clear all current data on all displays.
	Save NCCAN	Save your changes to the database.
	Print/Email NCCAN	Print or email the NCCAN to the supplier. *See Print or Email the NCCAN to a Supplier.*
	Print	Print the current active spreadsheet.
	Export	Export data from the active spreadsheet.
	Exit	Close the application
Edit	Copy	Copy data to the Windows clipboard.
	Cut	Cut data from the field and copy it to the Windows clipboard.

	Paste	Paste data from the Windows clipboard.
	Fill	Update all of the selected cells from the Windows clipboard.
	Zoom	View, print and/or edit the expanded contents of a field.
	Insert Row	Insert a Row immediately above the current row you are in.
	Delete Row	Delete the Row that you are currently in.
View	Auto Fit Columns	Automatically adjust the width of each column to accommodate your data.
	Unhide All Columns	Expose all columns previously hidden.
	Display Options	Set user preferences affecting the appearance of the screen.
Tools	NCCAN Search	*See NCCAN Search*
	Part History	*See Part History*
	Part Number Search	*See Part Number Search*
	PO Search	*See PO Search*
	Supplier Search	*See Supplier Search*

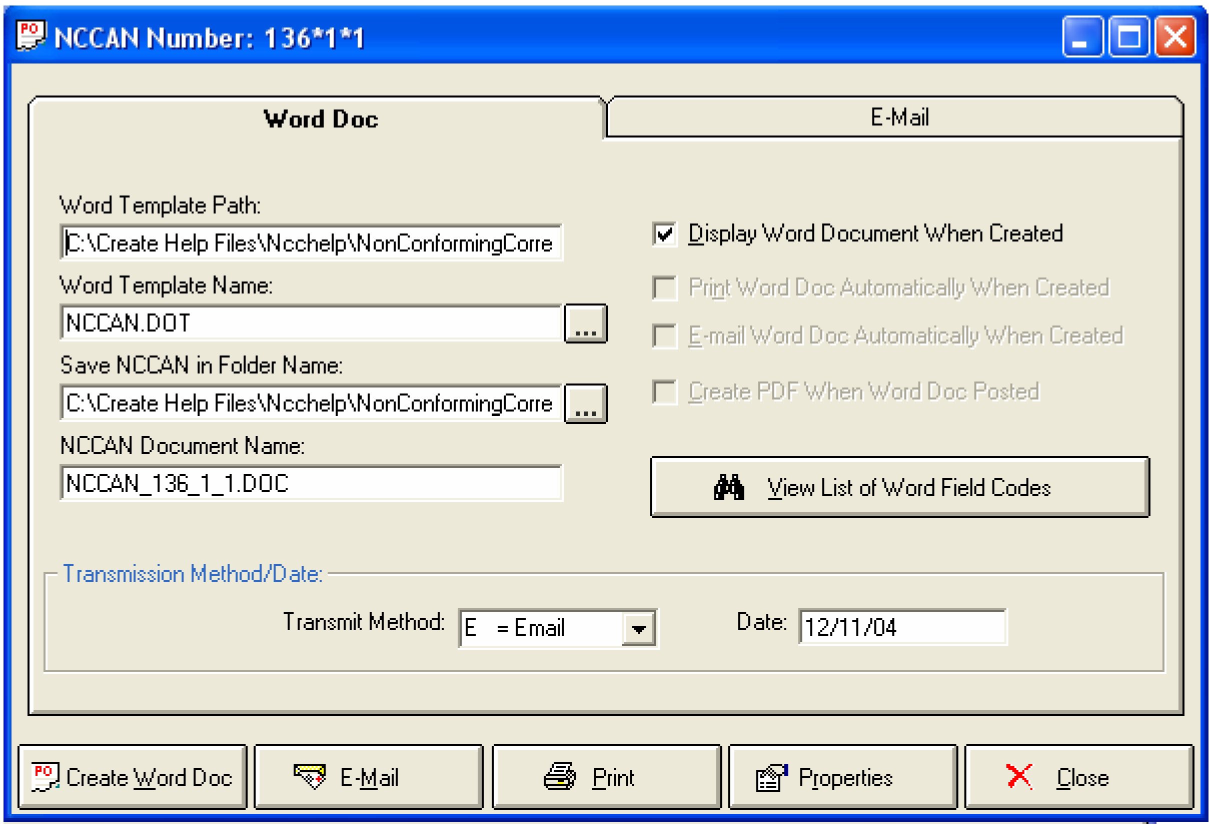
Right Click Menu

Copy	Copy data to the Windows clipboard.
Cut	Cut data from the field and copy it to the Windows clipboard
Paste	Paste data from the Windows clipboard
Fill	Update all of the selected cells from the Windows clipboard.
Zoom	View, print and/or edit the expanded contents of a field.
Select All	Select all the data on the screen.
Insert Row	Insert a Row immediately above the current row you are in.
Delete Row	Delete the Row that you are currently in

File Menu

Print or Email the NCCAN to a Supplier

The NCCAN system provides the option of generating the NCCAN and either printing the document or emailing it directly to the supplier. To prepare the document for print and/or email to the supplier select *Print/Email NCCAN* from the ***File*** menu or the Print/Email icon located on the toolbar. When selected, the following screen will be presented:

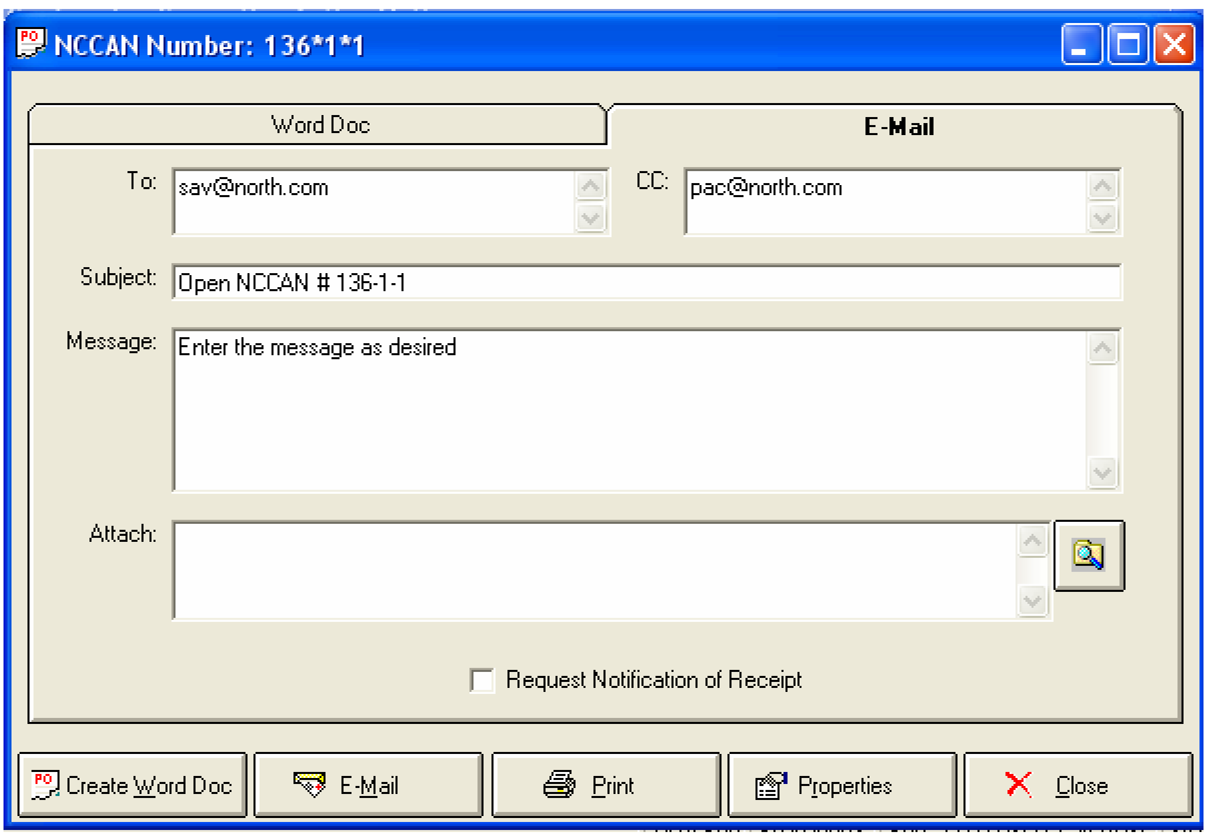


- Enter the path where the NCCAN Word Template is stored
- Enter the Name of the NCCAN Word Template
- Enter the path where NCCAN documents will be stored
- The system will assign the NCCAN Document Name
- Select the action to be taken when the Word document is created
  - Display the Document (the document can be later emailed or printed)
  - Print the Document
  - Email the document

    - Create PDF

- Select the Transmission Method from the drop-down list
    - Email
    - Fax
    - Mail
    - Web
- Click on the Create Word Doc to create the NCCAN Word document
    - The NCCAN will be created.
    - If Print the Document was selected, a printed copy will be created.
    - If Email the document was selected the email will automatically be created and sent to the supplier.

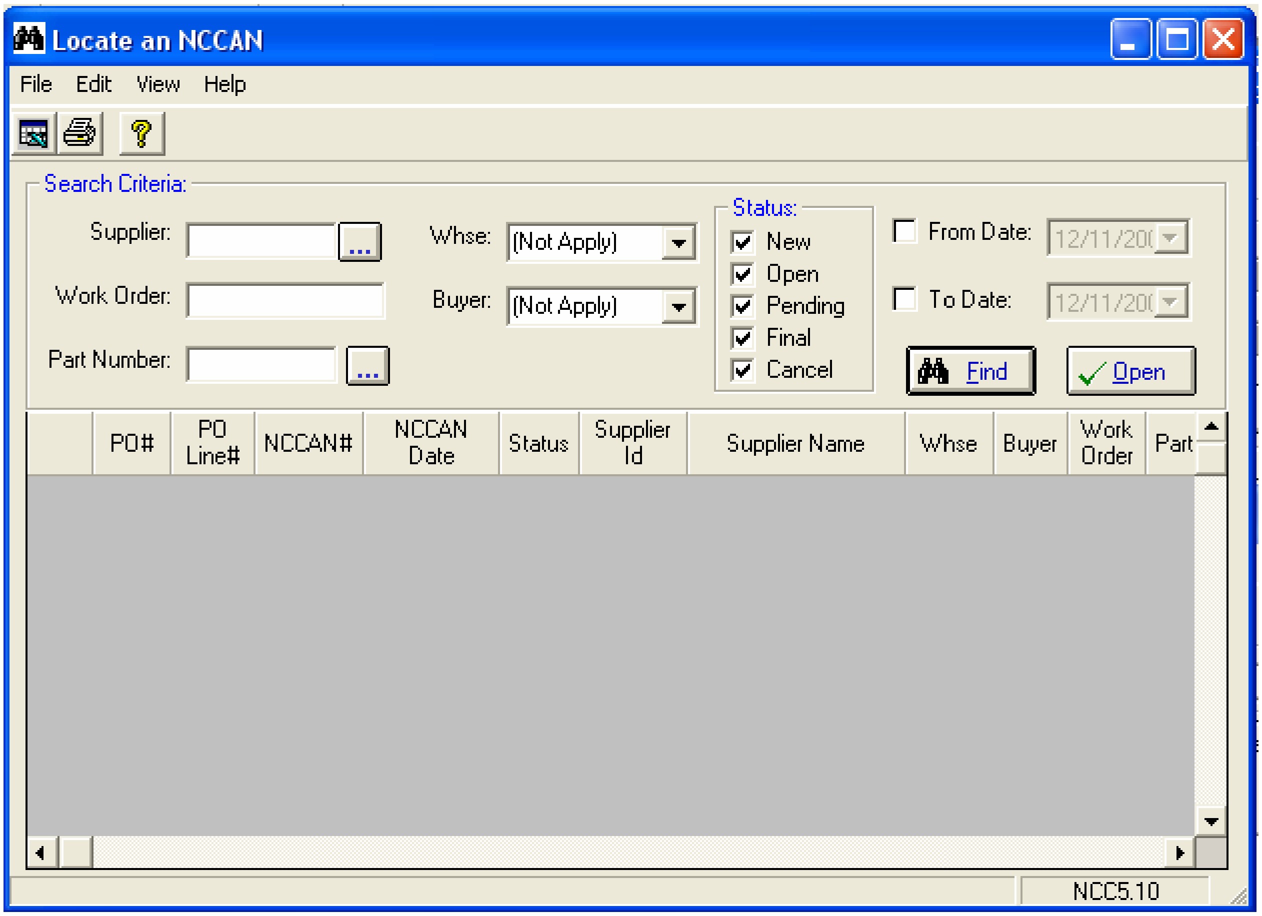
If Display Word document was selected and you wish to email with additional comments, select the e-mail screen to add additional comments.



Tools Menu

NCCAN Search

Selecting *NCCAN Search* from the ***Tools*** Menu accesses the following screen. This screen can be used to enter the search criteria necessary to locate the NCCAN.



Several fields are provided to assist you in narrowing your search. You may fill in as many or as few of the fields as you wish. The more data you provide the narrower the search. If all fields are left blank, the system will return all purchase orders based on the status you have selected.

The fields that have been provided for your search includes: Supplier(s), Warehouse, Work Order Number, Part Number and Buyer**.**

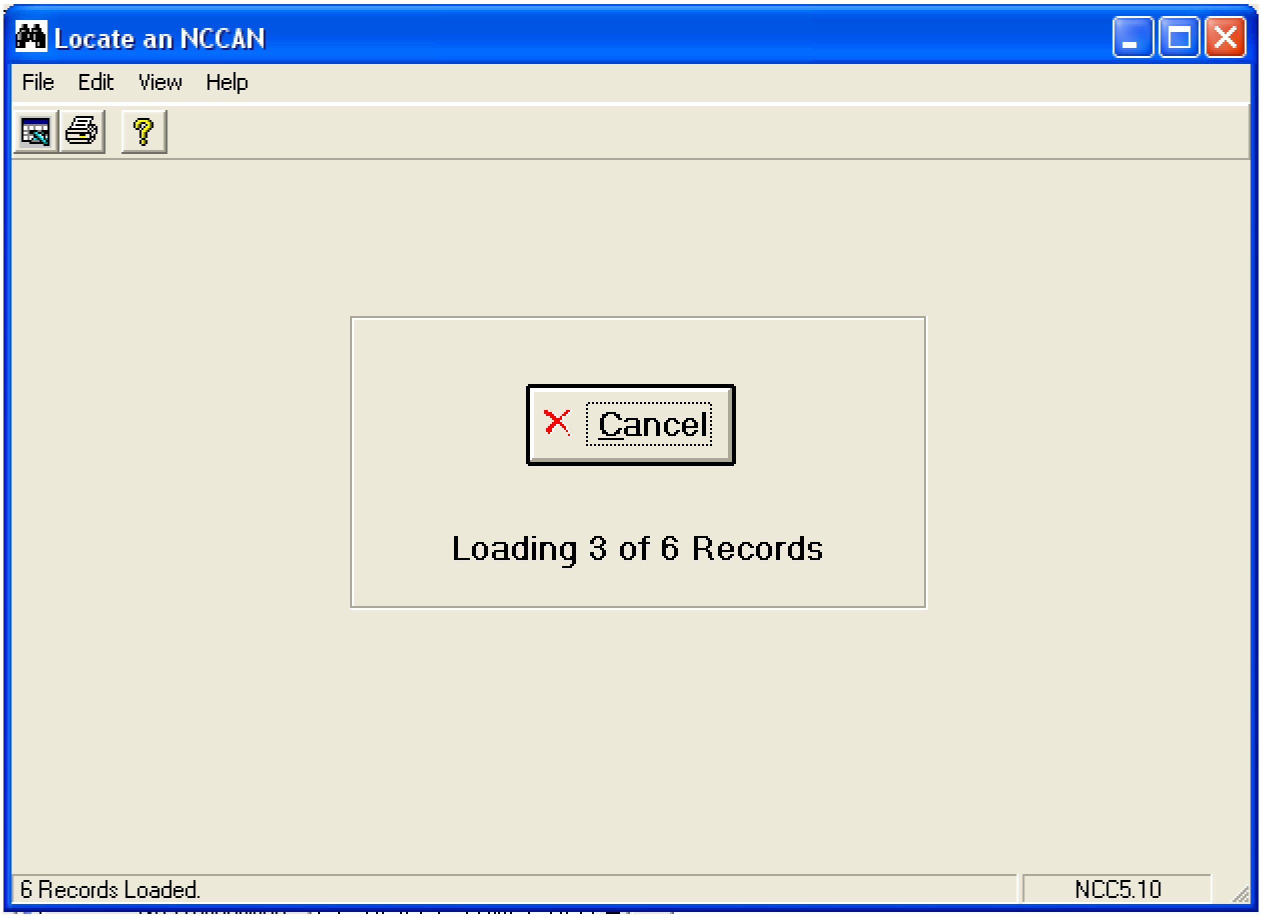
In addition to the fields mentioned above, a section has been provided to select the status of the order that can be used to narrow the search. The status selections that can be utilized are New, Open, Pending, Final and Canceled. Check as many or few as needed to locate the NCCAN.

NCCANs may also be searched within a specific transaction date range. Make the desired selections by clicking the appropriate checkbox and enter the date(s) that you want to use in your search.

If you do not know the specific details of the field, you can use wildcarding to enter only a portion of the name or number.

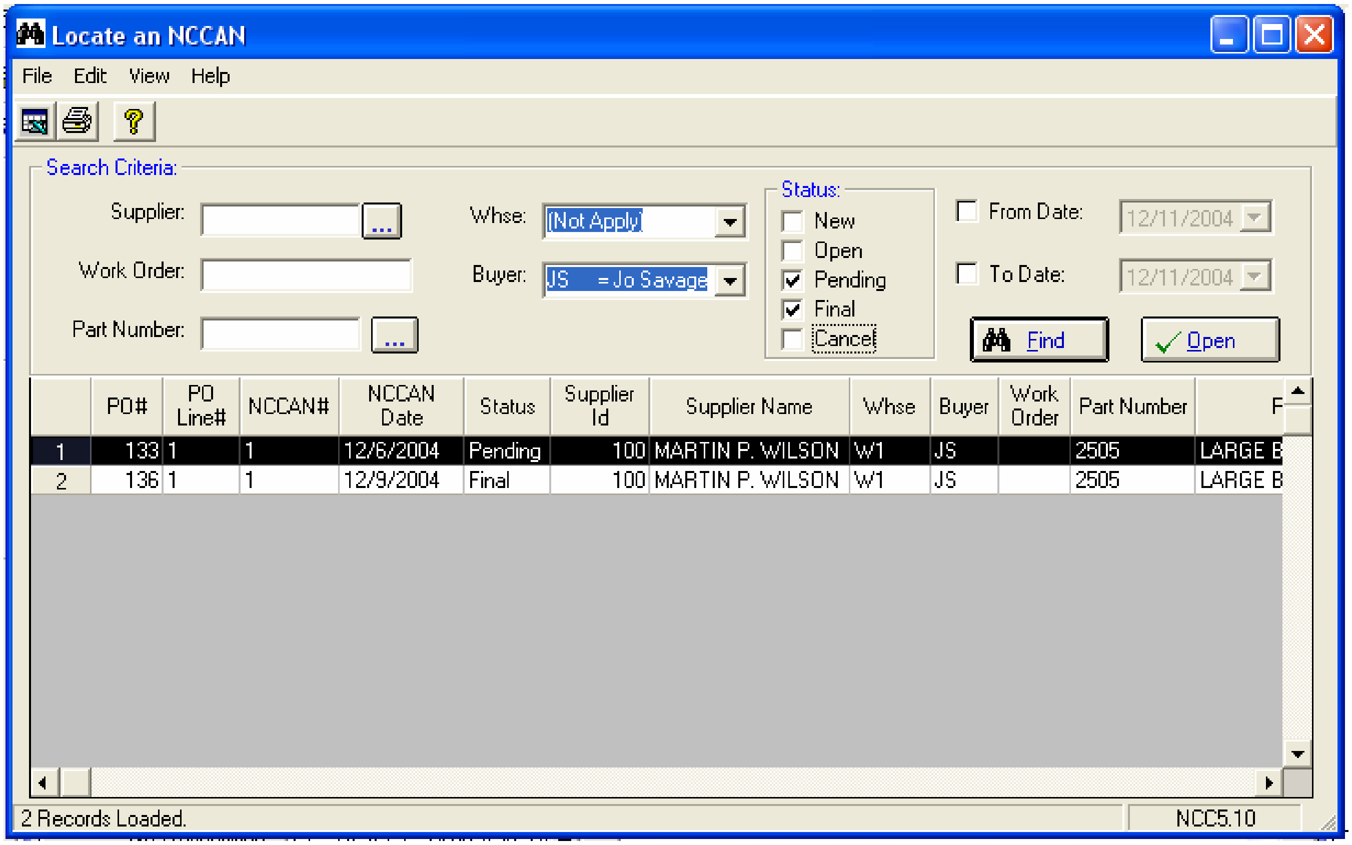
Once the search criteria have been entered, click the ***Find*** button and the system will begin to process the search. If no records are found the following message will be displayed:

If records are found, the following page will be displayed while the system completes the selection process:



To cancel this process, click the ***Cancel*** button.

When the search is complete, you will be presented with a list of NCCANs that can be selected for review.



To select a NCCAN you can either highlight the row and double click or click on the ***Open*** button. You will be transferred to the NCCAN Entry screen and the NCCAN information will be loaded.

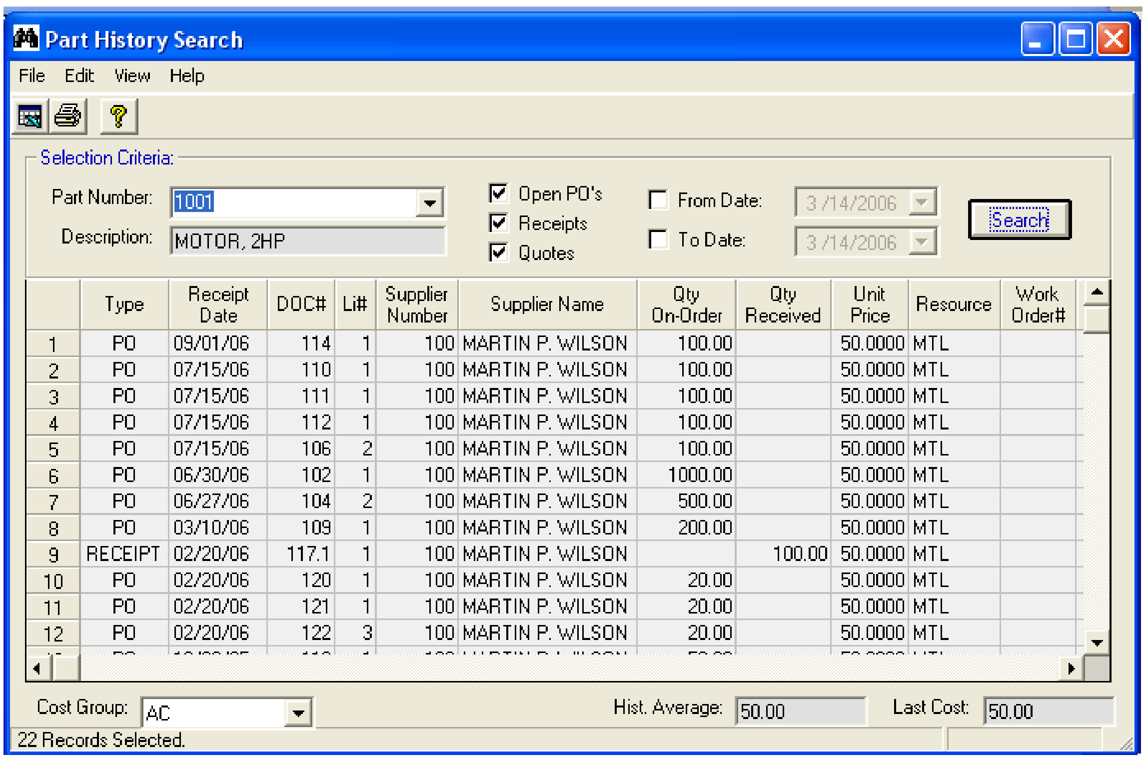
Column Field Descriptions

PO #	The identification number for the PO.
PO Line #	Line Item Number on the Purchase Order
NCCAN #	NCCAN Number
NCCAN Date	Date NCCAN was created.
Status	Current status of the NCCAN
Supplier ID	Number or Code assigned to a specific Supplier (Vendor ID).
Supplier Name	Name of the Supplier/Vendor.
Whse	The Ship To Warehouse(s) for the line items on this Purchase Order.
Buyer	The buyer ID assigned to this purchase order.
Work Order	Work Order Number associated with the PO line item.

Part Number	Part Number ID Number
Part Description	Part Number Description
Inspect Qty	Number of items inspected.
Returned Qty	Number of items returned on a debit memo.
Use As-Is Qty	Number of items designated to use as-is.
Inspected By	Name of who inspected the items.

Part History

Selecting Part History from the Tools Menu accesses the following screen. It displays a list of recent purchase orders and receipts for a selected part number.



- Enter the Part Number or use the pull-down menu to select a part number. Part Numbers currently included on the PO or Receipt will be included in the list, or you may type any valid Part Number.

- You may enter a date range by clicking the appropriate checkbox(s) and entering the desired date(s). The 'To Date' defaults to today's date when searching. *Note: the search is performed on the date the PO/Quote was filed.*

- Click the ***Search*** Button when you are ready to search. A message will be displayed indicating that the search is being performed.

Column Definitions

Type	The source of the transaction PO = Receipt against a Purchase Order Quote = A quotation entered on a Request for Quote (RFQ)
PO/RFQ Date	The creation date for the PO or RFQ
DOC#	The identification number for the PO or RFQ
LI#	The line item ID # assigned to the Receipt or RFQ item being reported
Supplier Number	Number or Code assigned to a specific Supplier. (Vendor ID)
Supplier Name	Name of the Supplier/Vendor
Order/RFQ Qty	The total quantity ordered is the sum of all scheduled delivery quantities for the line item.
Qty Received	The total quantity received is the sum of all the receipt quantities for the line item.
Unit Price	The unit price entered on the PO or Quote. The unit price does not reflect any changes to price that may have occurred during Accounts Payable processing
Resource	The resource code assigned to this PO or RFQ line item.
Work Order#	The work order number that the Receipt or RFQ line item is being assigned to.
Line Notes	Notes entered against this specific PO or RFQ line item. This field will contain the word "NOTE" if there is a line item note. Click on this field and the note will be displayed.
Change Notes	Change notes entered against this specific PO line item. This field will contain the word "NOTE" if there is a line item note. Click on this field and the note will be displayed.
Cost Group	Cost Group used for Part Cost History Information
Hist. Average	Historical Average for the Cost Group

Last Cost	Last Cost for the Cost Group

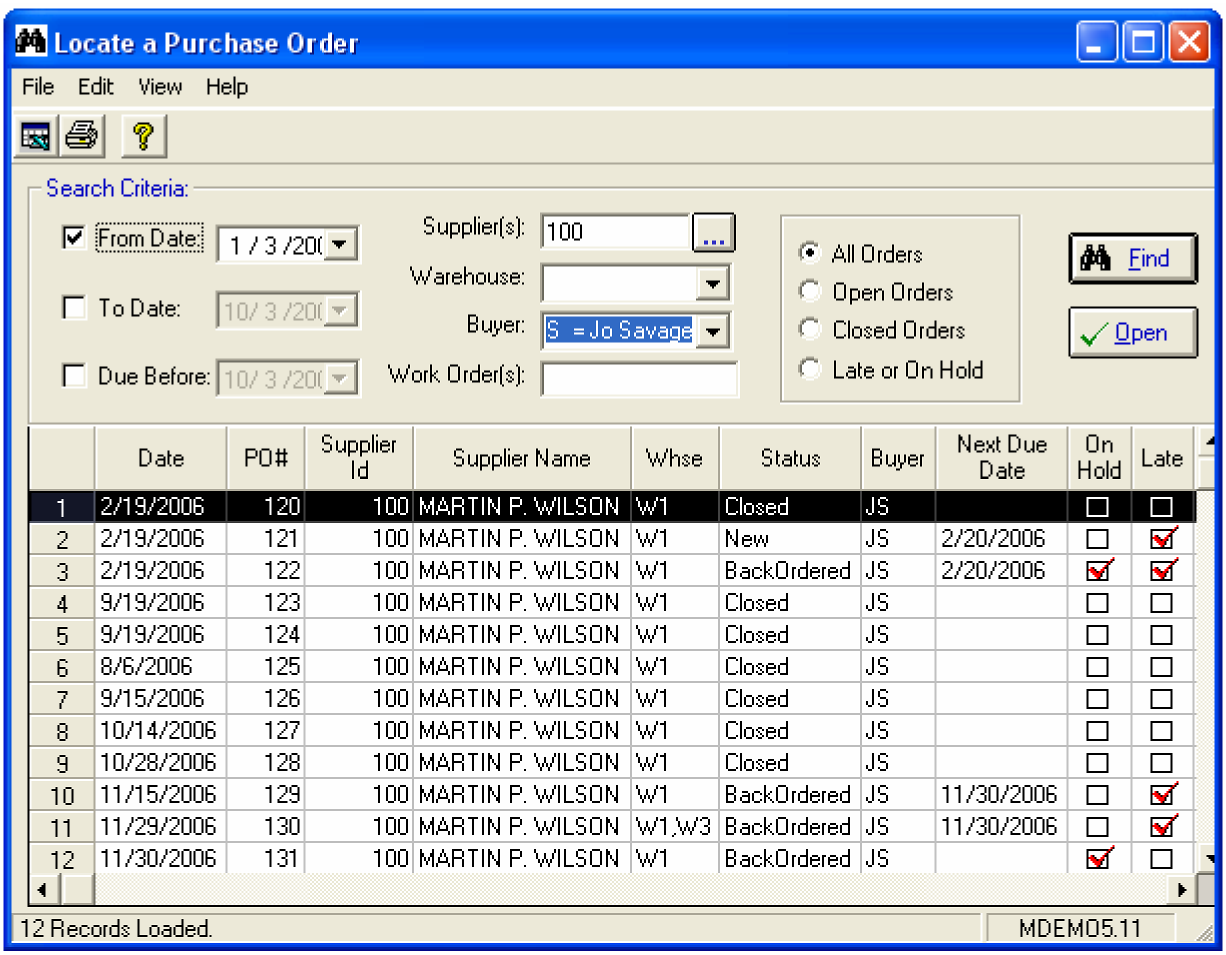
Part Number Search

The *Part Number Search Query* helps you locate a Manfact Part Number using a variety of search criteria. *Please see Part Search Query User Guide for more information.*

Note: The *NCC Part Number Search Query* is sold separately. If this option is not currently available, please contact your System Administrator or NorthClark Computing, Inc. to obtain a copy of NCC_PARTSQ.

PO Search

Selecting ***PO Search*** from the Tools Menu accesses the following screen. It displays a list of recent purchase orders a selected supplier.



Enter your selection criteria, and then click the ***Find*** button. You may use as many fields as desired to narrow your search, and *wildcarding* is supported for text fields.

When the search is complete, you will be presented with a list of purchase orders that can be selected for review. Double-click on a row to open a Purchase Order, or if you prefer, highlight the row and click the ***Open*** button.

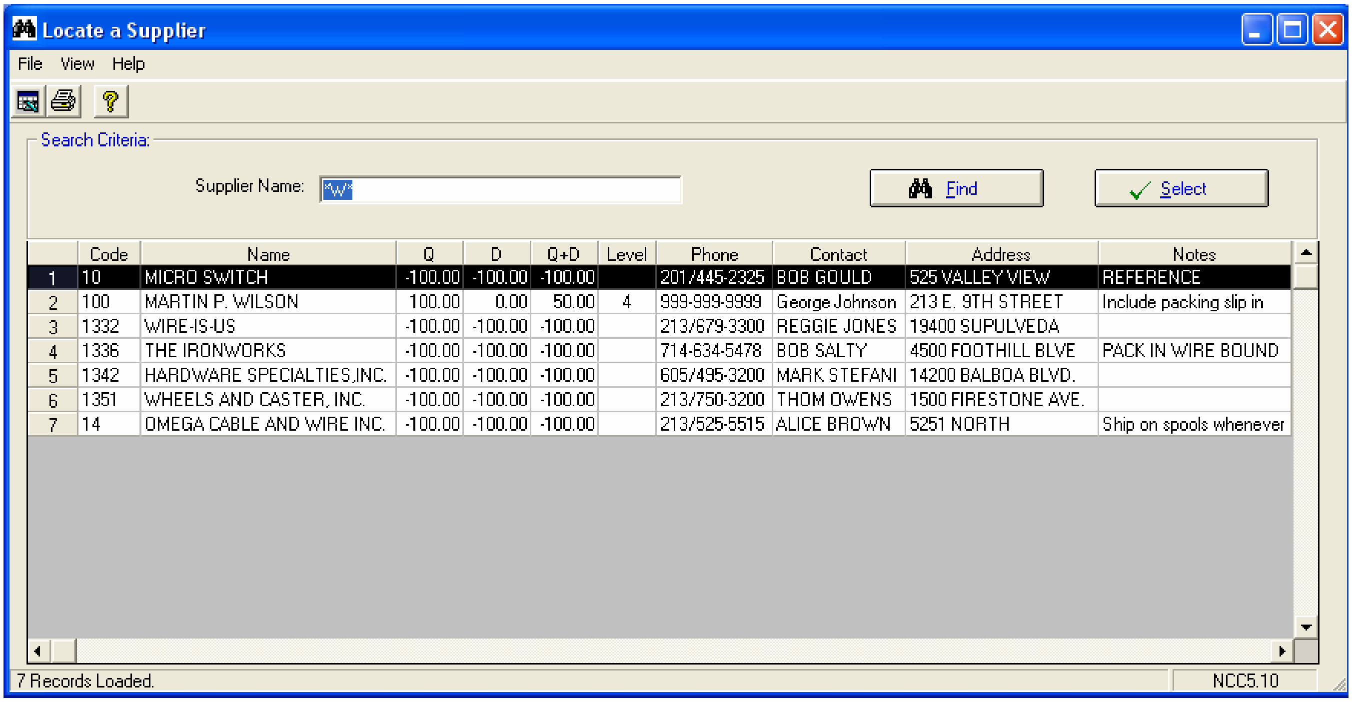
Note that when the search window is closed and reopened, the results of your last search are redisplayed. This is a useful feature for selecting and updating groups of records without having to search again and again. However, the information on this display is refreshed only when the search is performed, so care should be taken as the data could become stale.

Column Field Descriptions

Date	The creation date for the PO.
PO #	The identification number for the PO.
Supplier ID	Number or Code assigned to a specific Supplier (Vendor ID).
Supplier Name	Name of the Supplier/Vendor
Whse	The Ship To Warehouse(s) for the line items on this Purchase Order.
Status	The current status of the Purchase Order: ❑ New: There have been no receipts against the purchase order. ❑ Backordered: There has been a receipt against the purchase order and there is a quantity remaining to be received ❑ Closed: All line items have been fully received ❑ Closed and Paid: All Line items have been fully received and paid for.
Buyer	The buyer ID assigned to this purchase order.
Next Due Date	The earliest due date of an open or backordered line item with remaining quantity to be received.
On Hold	If a checkmark is found in this column, there is a "hold" code assigned to either the purchase order header or an open or backordered line item.
Late	If a checkmark is found in this column there is an open or backordered line item that is past due to the scheduled delivery date.
PO Value	The total value of the Purchase Order.

Supplier Search

Selecting *Supplier Search* from the ***Tools*** Menu accesses the following screen. It displays a list of various supplier information.



Note, a performance rating of –100 indicates there is no data available for the Supplier.

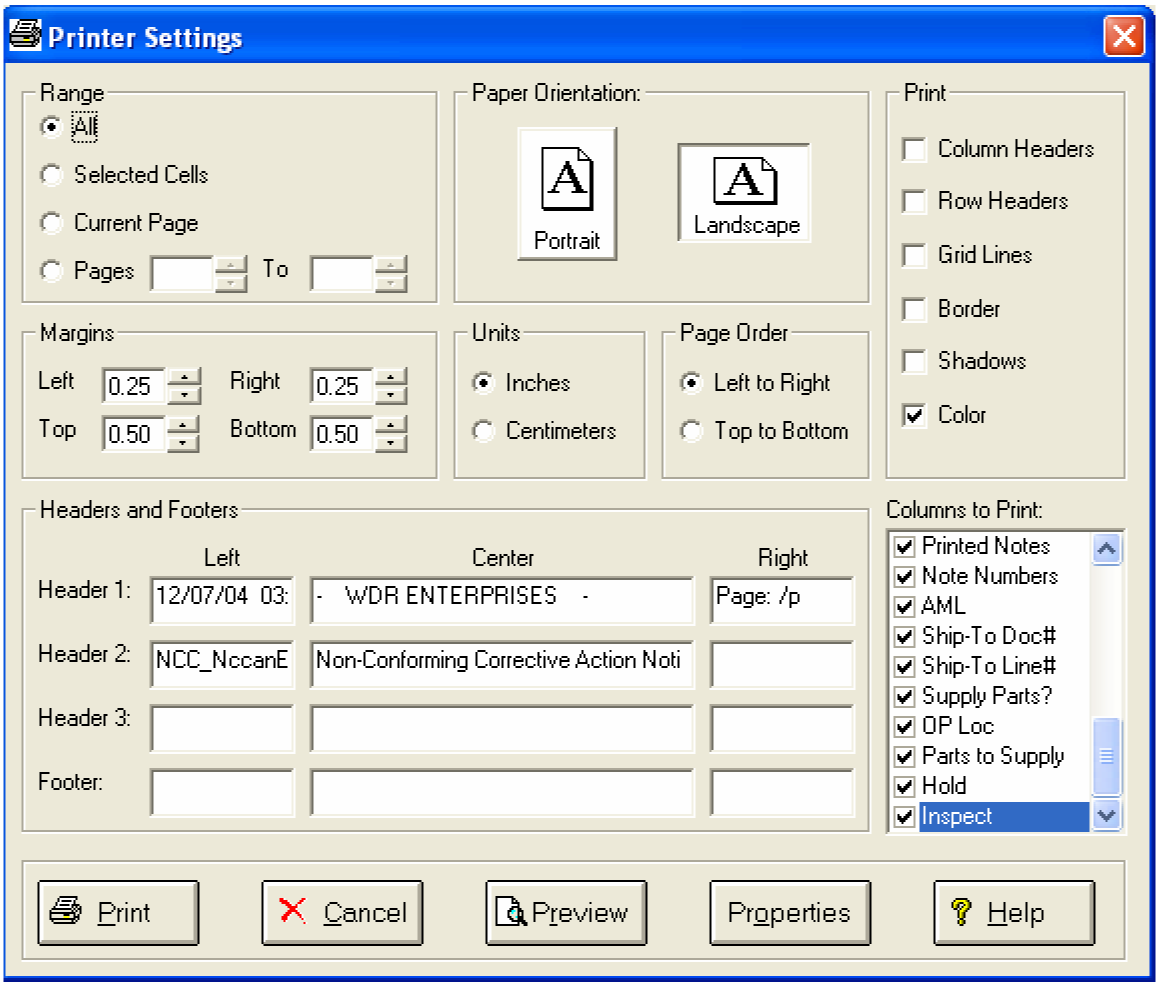
Column Description

Code	Supplier ID Number that has been assigned to this record.
Name	Supplier Name
Q	Quality Percentage. Note, a rating of –100 indicates there is no data available for this supplier
D	Delivery Performance Percentage
Q & D	The combined Quality & Delivery Performance Percentage
Level	Supplier Portal Security Level
Phone	The contact Phone Number.
Contact	A contact name.
Address	A right click will present the full address for this supplier
Notes	A right click will present all notes recorded for this supplier.

General Information

Printing a Spreadsheet

Below is a sample of the screen that will appear when you select the ***Print*** option. This will print the current active spreadsheet, so be sure to click on the spreadsheet you wish to print before choosing the ***Print*** option.



Range - Selecting a Print Range

You may choose to print the entire spreadsheet (all), selected cells (those that you have highlighted on the current screen), the current page (only the rows that are currently visible on your screen), or a range of page numbers.

Orientation - Portrait or Landscape

You may print your report in portrait mode (normal) or landscape mode (sideways). Printing in landscape mode will allow you to fit more columns of information on your report.

Margins - Report Margins

You can make your report more attractive by setting the top, bottom, left, and right margins. Reduce the left and right margins if you need to fit more columns on the report.

Units - Inches or Centimeters?

Are the margins you entered expressed in inches or centimeters?

Page Order

If your report is too wide, it may span multiple pages. When this occurs, do you want the report printed from top to bottom or left to right?

What Do You Want to Print?

You can customize the appearance of your report by printing (or not printing) column headers, row headers, grid lines, borders, shadow, and color.

Headers and Footers

Your report may have up to three lines for the heading, and one line for the footer. The system initially displays a default heading, which you may modify if desired.

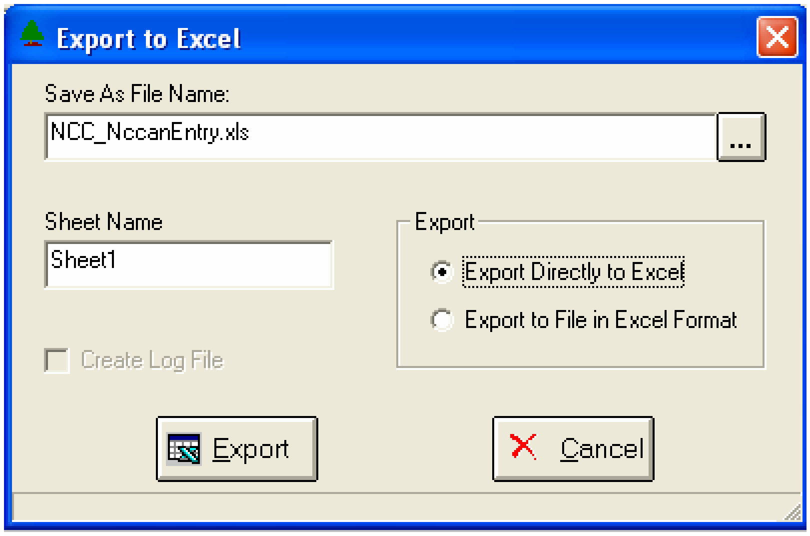
Tip: Use /p to designate a page number.

Which Columns Do You Want to Print?

The columns that are available for printing are listed. Select the columns you wish to include on your report.

Exporting a Spreadsheet to Excel

Below is a sample of the screen that will appear when you select the ***Export to Excel*** option. This will export the current active spreadsheet, so be sure to click on the spreadsheet you wish to print before choosing the Export option.



Save As File Name

Enter the pathname of the file you wish to create. You may Browse the files by clicking the button to locate the drive and folder where the file will be stored.

Sheet Name

Enter the Excel sheet name to create. This will automatically default to Sheet1.

Export to Excel or to a File?

You may export the contents of the display directly to Excel, or you may choose to create a file in Excel format.

Create a Log File?

Select this option to create a log file. The log file contains error messages and other information about how your Excel file was created. The name of the log file is "CreateExcelFile.log", and it will be stored in the same folder as your spreadsheet.

Export Button

After all required information has been entered, click this button to export your data to Microsoft Excel.

Editing Features

Copy, Cut, Paste and Fill

You may use the standard Windows Copy, Cut, and Paste features to copy data to the Windows clipboard, or to paste data from the clipboard into a cell.

To copy data, hold down the left mouse button and highlight one or more cells, then choose **Copy**. There are multiple ways to enter this command:

1. From the **Edit** menu choose **Copy**.
2. Click the **Right Mouse** button, and then choose **Copy** from the pop-up menu.
3. Click the corresponding icon on the toolbar.
4. Hold down the **Ctrl** key and type the letter **C** (**Ctrl-C**).

You can use the Cut command (Ctrl-X) and the Paste command (Ctrl-V) in similar fashion.

To copy the contents of an entire row, click once on the row header (the number displayed on the left side of the first cell), and then choose **Copy**. Now click on the row header that you want to copy the data to and choose **Paste**.

If you want to update several cells with the same value, highlight all of the cells you wish to update then choose **Fill Cells**. This command will update each cell with the current information from the clipboard.

Zoom

This feature allows you to view, print and/or edit the expanded contents of a field. It is especially useful for multi-line information such as notes and long descriptions.

- You may "Zoom in" on any selected item by selecting Zoom from the Edit Menu, clicking the magnifying glass on the toolbar, or selecting Zoom from the right click menu.
- The Column Name will appear in the Title Bar with "Edit" or "View". You may edit the field when it is allowed. Click "**OK**" when finished, or "**Cancel**" to revert to the original data.
- To print the selected item, click on the printer icon and the information will be sent to your local printer.

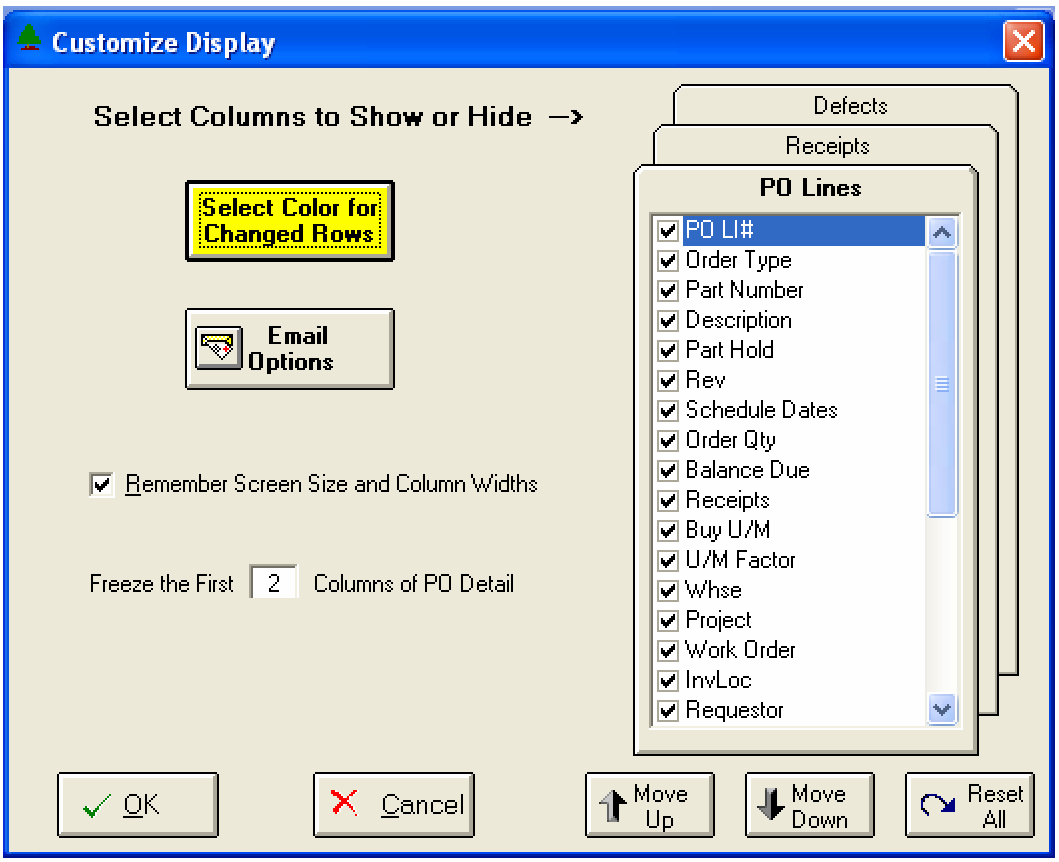
Locked fields may be viewed but not modified using the Zoom Feature. If the field is locked, "**View**" will appear in the Title Bar, and there will only be a single command button labeled "**Done**".

Customizing Your Display / Arranging Columns

Use the Customize Display Screen to make the following changes:

- ❑ Each tab contains a list of fields that corresponds to a screen used in this application. Use the checkboxes to show or hide each field.
- ❑ Use the [Move Up] and [Move Down] Buttons to re-arrange the order in which the fields appear on the specific screen Display. Click [Reset All] to return to the system's default settings.

- Select the color to use for highlighting Rows that have been modified, during data entry, but not saved. When you click the [Select Color…] button, a dialog is displayed allowing you to select a color palette.
- You may opt for the system to "Remember Screen Size and Column Widths". Any changes you make to the screen's appearance will be saved and applied the next time you launch this application.
- Choose the number of columns (from left to right) you wish to *freeze* on the spreadsheet. A frozen column will remain in place as you scroll to the right.
- Click [OK] to apply any changes you have made or "Cancel" to revert to the previous settings.



Note, these settings are stored in the Windows Registry for each user.

Wildcarding

Wildcarding is a powerful feature that allows you to search using a portion of the field. You tell the system you want to use a wildcard by typing three periods "…" or an asterisk "*" at the beginning or end of your search entry. Here are some examples of wildcard commands and their expected results:

Part Number:	XTR… (or	Returns part numbers that begin with "XTR"

	XTR*)	
Description:	…VALVE… (or *VALVE*)	Returns parts with the word "VALVE" anywhere in the description.
Category:	…A (or *A)	Returns parts with a category ending with the letter "A".