THOSE SUPPORT *People*

Volume 10, Issue 2 **Winter/Spring, 2004**

Adaptable eRP™ System for MANMAN

by Chuck Combs

In November, 2003, eXegeSys and the Support Group, inc. announced that we've signed an agreement to provide functionally rich, but familiar-looking, ERP products and services to the MANMAN community. The customizable eXegeSys Resource Planning Suite provides cutting-edge applications while maintaining and enhancing the look, feel, and functionality you are accustomed to with MANMAN. You can run this application on your existing HP 3000. Then, when you're ready, it will provide a quick and easy way to move to UNIX, Linux, or Windows.

The eRP™ Suite is an interactive, user-customizable solution, providing the functionality you need to manage your entire business or manufacturing enterprise. It provides for financial, marketing, customer order, manufacturing, and maintenance management; and it supports many production techniques including discrete, repetitive, and batch-process operations.

Application modules can be used individually or in various combinations to meet your requirements. Modules can be easily tailored to your unique business processes, using either our Customizer or eXsyst Anywhere technologies. These technologies enable customization, even at the program level, without altering the source code, thus never compromising long-term support.

Ask yourself, "How many ERP applications can actually match my specific business processes right out of the box?" If you're as unique as most businesses, very few. The fact is that some specialized business processes can only be supported through the alteration of the application's program logic or source code. This is true customization, meaning at the program level of the application, where the source code is written. Most software requires this approach. Although most ERP providers can do true customization, when they make these kinds of changes,

(See eXegeSys, page 4)

Trusted Advisor

Who Needs CAMUS?

Vendors think Users Groups are marketing opportunities.

It's not news that vendors consider Users Group meetings marketing opportunities. Here's another obvious one: without vendors, most Users Groups wouldn't have the funds to produce meetings in the first place. So there's a useful symbiosis between Users Groups and Vendors. BUT. There are vendors and there are VENDORS. One LARGE VENDOR, like SSAor HP, supports an entire ecosystem of smaller vendors. Some are friendly to the large, primary vendor; some are competitive because they offer alternatives and extensions to the primary vendor's recommendations and methods. Some feign friendliness while secretly competing. It's safe to say that few, if any, vendors agree on everything.

(See Trusted Advisor, page 3)

From Shaggy's Desk

As the South Central RUG Chairman, let me encourage all of you to attend the CAMUS 2004 Combined Users Group Conference. It is presented by the Independent Users of SSA Global Solutions and will be held May 23-26, 2004 in Chicago. This will be a very informative conference for you to attend, especially to help with your decision-making on what your company will do in the future.

Whether you plan on homesteading or moving to a new ERP package, there will be lots of interesting and educational sessions presented by your peers, software developers and industry experts, all focused on helping you make the right decisions. You can also benefit from talking to other users there about what they are planning to do with their HP3000 and MANMAN in the future. Users helping other users is what this conference is all about.

> Let me encourage all of you to attend the CAMUS 2004 Combined Users Group Conference May 23-26, 2004 in Chicago

This year's CAMUS conference—aka the Combined User Group Conference (CUGC)—is put together in cooperation with ANAUG, EAM, IDIG, Infinium UserNet (IUN), and Masterpiece. You can register online at **www.globalusergroup.org**. Of course, the Support Group, inc. wants to invite you to stop by our Booth (#102) to see what solutions and options we have to offer y'all in the MANMAN community. Whatever your needs are, from MANMAN Support to a new ERP system, EDI, or even a Disaster Recovery "Warm Site", we have a solution to offer.

We also have new and exciting Support information we know you will be interested in, and invite you to come by and say, "Hi!" to Robert Bruce, who has decided to join our great support team. I'm sure many of you are familiar with Robert, who has worked supporting MANMAN for years with CA's InterBiz, and then with SSA Global Solutions. We are very excited to have him join our team of experts!

On Tuesday afternoon, the 25th from 5:00 to 5:30, we will have our South Central RUG meeting. Please come and meet the other members of our RUG. Remember, the more active you are in your local RUG meetings and the more input you give me, the better able I am to plan agendas for our next meetings that will interest you as Users. I need both your input and your help, so please make plans to join us.

For those of you keeping up with my D with C, I have just started my eighth Chemotherapy treatment. You can't keep a good girl down, so I'm dancing on. I hope to dance with you in Chicago! Bye y'all, see you next issue,

Shaggy

Support CAMUS

(continued from page 3)

CAMUS has strong volunteer leaders. MANMAN users need to show solidarity by coming to this particular conference, or risk continuing to be treated like orphans in a Dickens novel.

If users will take the time to learn about what the vendors offer at the conference, they'll find many ways to save their company money. Individual users can also learn about concepts outside of their own discipline, if they'll just take the time. I don't know how many times I've strolled through the aisles of an exhibit area and have seen sales people who have practiced and studied to be able to explain their solutions, but have nobody taking the time to listen. It's very disheartening, and those folks are not likely to come back and help sponsor your event next year.

Users see Users Groups as learning opportunities. We see the world through User-colored glasses.

—Terry H. Floyd, Chairman, Blanket Enterprises

Trusted Advisor

(continued from page 1)

The tension between a Users Group's advocacy for improvements and their need to somehow allow special selling opportunities by "the VENDOR" at conferences creates a tenuous balancing act. It seems that the winter of '04 brought a chill to the SSA / CAMUS relationship, as word of problems in negotiations between the two were openly aired. If CAMUS is truly "independent," that is, not a "single-vendor"-sponsored event, what happens if the primary vendor chooses not to attend?

At issue is whether or not users group meetings are open. And exactly what does "open" mean? It's a battle that's been waged many times as vendors have struggled with how to control what is said about them. Non-Disclosure Agreements (NDA's) are normal at some vendor-sponsored meetings and unheard-of at others. For the first time ever, NDA's were required to attend certain sessions at HPWorld '03. There was an outcry from old-time HP users, but NDA's were common at the COMPAQ ENCOMPASS Conferences where these types of sessions began. COMPAQ's users assured HP's users that it was OK and the issue went away.

NDA's are one response to the question, "How many secrets can a vendor reveal to the insiders who will become early adopters, without tipping off the competition?" The issues between CAMUS and SSA are apparently focused on who can attend the annual conference in Chicago in May, 2004, and perhaps more importantly, who can have a booth? Who can be a Vendor?

I have personally been involved with a users group for MANMAN since I was the Vice President of the first one in 1979. I have been continuously involved through ASKUS and now CAMUS. The example I have always used for the best users group model is INTEREX, the global HP professional association. It is as open as a users group can be. SSA apparently just doesn't want an open users group like CAMUS. They want to completely control who comes to conferences concerning their products and what is said at "their" meetings.

Several years ago, there was an issue at HPWorld about whether Ron Seybold of the 3000 Newswire could attend the 3000 Management Roundtable session. He was allowed to stay because the users overwhelmingly insisted. I'm sure we would have all gotten up and left the room if Ron had been ejected from that meeting. I think now is the time for everyone to rise from their seats and support CAMUS in their efforts to be a truly INDEPENDENT Users Group (as we always have been).

Maybe CAMUS should try an event like the one Interex launched about 10 years ago: an expensive, "no exhibits" symposium. Perhaps more MANMAN users would actually attend an event where there were no vendors at all, especially not the primary vendor. Did you know that in the past, the primary vendor graciously agreed not to attend the annual business meeting at the CAMUS Conference because we wanted the freedom to discuss their actions privately?

What makes a great experience at a Conference? An ideal Users Group meeting for a vendor is doing a co-presentation with a satisfied customer, preferably a Board Member, followed immediately by a 2-hour line of prospects at the booth. An ideal Users Group meeting for a user is learning how to save 10 hours a month from another user during break. The happy median is for users to talk to each other *and* take the time to go to the booths to learn what the vendors are providing.

A nightmare for a vendor is being skewered by a room full of angry users in the presence of a reporter with a voice recorder. A nightmare for a user is being told they can't have an open users group to discuss problems if they exist.

Like "The American Way" means we have to put up with other people's ideas about what constitutes freedom, Open Users Group means that vendors have to be able to sit on roundtable panel discussions with their peers who happen to be competitors. Users are better served when they can hear the people who provide their products defend themselves in public forums.

This year, CAMUS is cooperating with other SSA Users Groups to present the annual "Combined Conference" in order to save money. Now is the time to support CAMUS because you are the users of MANMAN, not just users of "another SSA product." You can learn a lot by talking the members of these other Users Groups and asking what they think about SSA.

(See Support CAMUS, previous page)

The Basic Work Order—Scrap and Corrections

by Rob Gentry

In the last two issues, I have discussed what files are used for a discrete, tracked work order and then gone through the processing of a work order without any exceptions or special processing. This time I will address some of those exceptions, specifically scrap processing, sub-contracted operations, and correcting quantity errors in recording data. Again, you can reference this information in the Planning and Shop Floor sections of Volume I in the HP and DEC versions of the user manuals.

Scrap reporting is that part of manufacturing you could consider a necessary evil. The MANMAN system always prompts, within the work order data collection commands, for scrap information following the 'quantity completed' information. It requests the 'scrap quantity' and then asks for a valid 'reason code' for the scrap operation, a 'percent of this operation completed' and a 'scrap account number.'

The 'reason code' is that abbreviation noted in the Reason Code Table (RTABL) used to identify why the part is being scrapped. Its definition is included in the file and noted on scrap reports as well as displayed during the process noted here.

The "percentage of this operation completed" prompt is used to determine how much labor of the operation where the scrap is occurring is going to be apportioned to scrap. It is the earned hours (standard) multiplied by the standard rate for the work center multiplied by the percentage entered. The default here is 50%. The last prompt is the account number that is being charged with the scrap.

Visibility of scrap is noted on the List a Work Order's Operation Status, MGLI306 screen (example is shown in the example on page 6) and the List a Work Order's Material Status, MGLI307. An example of scrapping 2.0 pieces on a work order is noted below on operation 20. Total scrap costs are broken out on the List a Work Order, MGLI300. There are various Manufacturing Reports that also show scrap information in reference to shop floor and work order processing. All scrap costs are accumulated and stored in appropriate fields in the Open Work Order File (OWOF).

Sub-contracted operations are defined as those processes on the floor that require the shipment of an assembly or set of components to an outside vendor to have some type of process done that cannot be done in-house but is part of the routing process.

The system requires some special rules for sub-contracted operations. The first is to have a work center identified in the outside routing sequence with the first three characters of the work center number beginning with "SUB." Outside processing costs on the Routing are used, along with the Outside Processing Burden Factor, to determine the standard cost of the product when processing a Purchase Order Receipt. System documentation states that if there is only one operation on the routing that is sub-contracted, the cost should be directly entered into the OUTLAB field of the Item Master File record. Otherwise, let the system roll up the outside costs for a part. *(See* SUB, *page 6)*

eXegeSys

(continued from page 1)

they effectively create a unique version of the software, making future upgrades and support much more difficult.

eXegeSys Customizes without compromising future support.

There's only one ERP solution that can truly customize to your unique business needs without compromising support. With its simple and easy-to-use Customizer technology, eXegeSys Resource Planning (eRP™) is unlike any other solution. It lets you customize the application at the program level without ever touching the source code. This means truly fitting the application to your business processes. And when it's time to update to a new version of the software, your customized enhancements stay in place without a burdensome retrofitting process. So while helping you succeed today, we also protect your long-term investment for tomorrow.❖

eXegeSys Resource Planning customizes without compromising future support

Customizable screens and menus
Screens and menus can be customized by adding, deleting, moving, or modifying fields with simple point / click / drag / drop mouse commands. Standard Windows-style populated data fields such as pull-down menus, pop-up boxes, spinners and check boxes, can also be added and customized.

Customizable queries
The custom query wizard helps you access the data you need for text-based screen objects.

Customizable on-line help
Custom on-line help lets you create help files that are specific to a function, department, or organization.

Simple screen-based programming
A BASIC-like scripting language that allows dynamic interfacing with other applications to perform:
External database access and updating
Data validation against external databases and files
Extension of data-editing logic
Complex calculations against a variety of data sources

Operational Customization
The environment in which the application executes can be tailored by:
Defining system values
Scheduling background jobs
Modifying database capacities
Modifying error messages

Process specific customization
An enhancement to an existing transaction, which:
Modifies an existing transaction
Adds, subtracts, multiplies, and divides existing and new fields
Moves data to a data set that is updated by the transaction

Advanced Customizer
For complex source code enhancements, system-level programming can be added to the standard source code functions without compromising the source code or the application's support.
Advanced Customizer features pre-defined exit points that can be used for:
Extension of data editing logic to match company needs
Data validation against external files and databases
Dynamic interface with other application systems

For more information on eXegeSys Resource Planning (eRP™), contact the Support Group, Inc. at 800-798-9862.

SUB

(continued from page 4)

A Purchase Order is created as a sub-contracted PO with a type of SUB. The system then requests the Work Order Number, the current operation sequence number and the next operations sequence number where the assembly moves upon receipt from the vendor. When the assembly is received, the system processes the "SUB" using this work order information. The user is given the work order number destination rather than the inventory location. NOTE: This can be overridden and the material put into an inventory location.

How many times have you looked at an MGLI306 listing, Work Order Operation Status, and seen negative quantities in some of the columns displayed? Sometimes it is a legitimate value, but other times it is not. When an operation is completed, the general process is to subtract the quantity completed from the "Quantity in Operation" column and add it to the "Total Quantity Issued" and "Quantity in Operation" columns of the moved to operation sequence.

When done out of sequence, the process can drive the sequence being completed "Quantity in Operation" negative. An example is noted below on sequence 30. Correction of this situation can be done in two ways. The first method is to complete the sequence immediately preceding the operation with the negative quantity in the normal fashion. In the example below, sequence 20 would be completed for 30 pieces. This would move 30 pieces into the "Quantity in Operation," thereby zeroing the field and incrementing the "Quantity Issued" column by 30.

The second method is to re-enter the erroneous operation, sequence 30, with the negative quantity using a negative "quantity completed." This will reverse the transaction, including the costing process. The negative quantity entered will also correct errors reported in scrap processing.

The intent of this article is to note how data flows through a work order process. It will be continued next time with a discussion covering the effects of some of the other COMIN Variable settings, splitting an order, rework work orders, and the use of consumables.

If you have any questions concerning this article, contact Rob Gentry at 800-798-9862.❖

LI, 306 (*LI,316)*　　　　OPERATION STATUS

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1111　　REV:　　MARKER
WORK ORDER NUMBER: WO123　　WORK ORDER SEQUENCE:
WORK ORDER REVISION:
ORDER QUANTITY: 1000.00　　START DATE: mm/21/yy
SCRAP QUANTITY: 0.00　　DUE DATE: mm/24/yy

TOTAL

OPER SEQ	OPER NUMBER	WORK CENTER	QUANT IN OPER	QUANT COMPLT IN OPER	TOTAL QUANT ISSUED	SCRAP QUANT	START DATE	END DATE	HOURS REMAINING
10	Insert	IN001	900.00	0.00	1000.00	0.00	mm/21	mm/22	7.10
20	Ink	INK	98.00	0.00	100.00	2.00	mm/22	mm/23	8.00
30	Label	LABEL	-30.00	0.00	0.00	0.00	mm/23	mm/24	8.00
40	Stock	STOCK	30.00	0.00	30.00	0.00	mm/24	mm/24	8.00

Back-to-Back B-to-B Sessions in Chicago

by Jim Greeney

Abbott and Costello were internationally famous for their amazing humor. The foundation of most humor is reality. “Who’s on First” not only triggers laughter, it also points out some of the issues that we must deal with every day if we are going to have an effective value, demand, and supply chain. Who’s on first. What’s on second, and I Don’t Know is on third. Tomorrow is pitching, and Today is catching. Why is in left. Because is in center. I Don’t Give A Darn is at short.

Who’s controlling the process? What’s going on? Unfortunately the typical response is I Don’t Know. When are we going to fix it? Tomorrow. Today all we’re catching is flak. Why are we doing this? Because it’s the way it has always been done. And every organization knows that I Don’t Give A Darn is lurking somewhere in the process.

How can we address these issues and improve our performance throughout the value chain? At the Combined Users Group Conference in Chicago, I will be presenting two sessions that address the issues of product tracking, RFID and the ever-changing environment of the Business-to-Business e-Commerce landscape.

On Tuesday, May 2**5,** from 1:15-2:15, I will be presenting *“Outsourcing your e-Commerce, EDI, and EAI Operations—Applying New Technologies to Old Problems.”* With the rapidly changing landscape of Business-to-Business e-Commerce, are you prepared to adapt rapidly to your customers’ needs and requirements? Are they pushing you toward new communications technologies? New messaging standards? New document repositories? New tracking technologies? Do you have the expertise and resources to succeed?

During this session, I will discuss the current state of the e-Commerce landscape, providing you with the foundation you need to determine strategic and tactical direction. This session will include an actual case study of a manufacturer who outsourced their e-Commerce and EAI Operations. Come see what’s new and how it might affect your organization.

On Wednesday, May 2**6**. from 9:15- 10:15, I will be presenting *“Global Regionalization of the Value Chain—Third Party Logistics—Friend or Foe?”* Is your company a candidate for outsourcing your logistics operation? Would you benefit from reduced order to cash application cycle time? If so, please plan to attend. During this session, I will discuss the process you can use to determine whether or not your company should outsource its logistics operation. I will cover several points, including benefits and drawbacks, issues and answers, RFID, and a discussion of the special considerations for global regionalization of your value chain.

Then stop by Booth #102 and learn how you can use applied technology to improve your life and the lives of those around you.

At asp4edi, we bring excellence to your e-Commerce integration initiatives.
Call 800-798-9862 today.

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