

# **FAQ**

Aptean Ltd  
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# 1 FAQ

## Common Queries and Questions

### 1.1 How to Allocate Held Stock

Set up:

The screenshot shows the 'Owner Maintenance' window for Company: JP1, Department: 0000, dated 02-FEB-2012. The Owner is 'XXA' and the client is 'Standard Client (3p)'. The 'Owner Rule' tab is active, displaying a list of rules with their descriptions and flags. The rule 'AHSO' (Allocate Held Stock) is highlighted, and its flag is set to 'H'.

Rule	Description	Flag
AAEU	Auto Allocation	Y
AGPK	Automatic packing	N
<b>AHSO</b>	<b>Allocate Held Stock</b>	<b>H</b>
ANAT	Allow Negative Available Total	N
AREF	Display Act Advice Note No field	Y
CASB	Committed used in Stock Balances Calculation	N
CHOR	Number of days held before order is cancelled	002
CONTN	Contract Number	N
COON	Display Container Details	Y
COORQ	Collection Required	Y

Ensure that the Owner Rule ?AHSO? is set with a value of ?H? This will enable the allocation of held stock functionality to work with line type ?R? orders only.

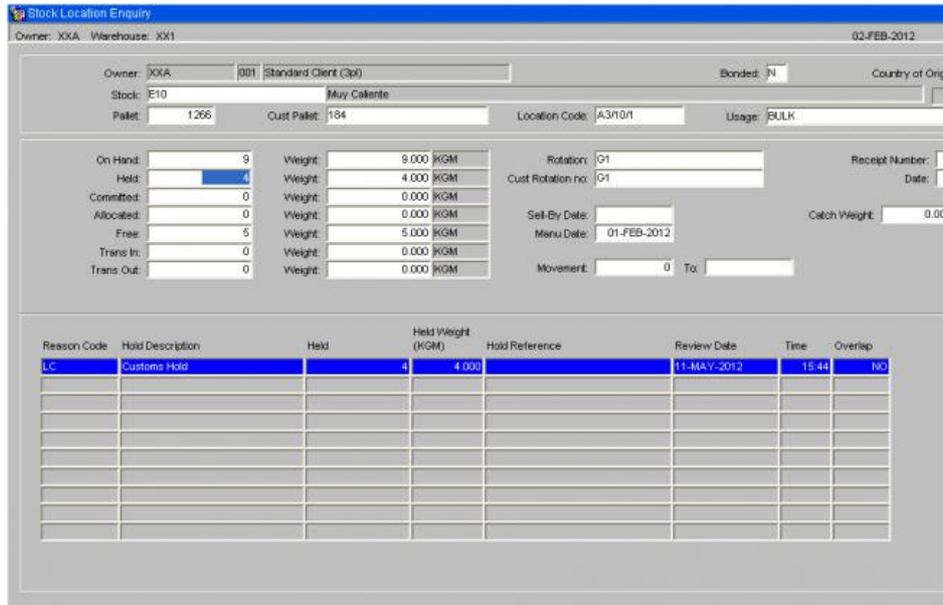
The screenshot shows the 'Customer Wizard' window for Owner: XXA, Warehouse: XX1, dated 02-FEB-2012. The customer is 'Higsons & Sons LTD'. The 'SOP Details' tab is active, showing various configuration options. The 'Allow Allocation of Held Stock' flag is set to 'Yes'.

Field	Value
Partner Code	SD001 001
Full Name	Higsons & Sons LTD
Currency	GBP British Pound
Credit Limit	0.00
Current Order Balance	0.00
Remaining Credit	0.00
Part Of Desp Order	Yes
Part Of Desp Item	Yes
Priority Code	
Payment Set	
Paying Office	
Paying Office Ac No	
Payment Terms	
Package Labels Required	Print Labels
Detail Labels Required	Print Labels
Transport Labels Required	No simplified labels required
Area Manager	
Weekly Invoicing	No
VAT Applied	No
Automatic Charge Code	
Customer Proof of Delivery Required	No
Depot Proof of Delivery Required	No
Only accept Complete Backorder	
Special Pack Message Id	
Last Order Date	
Edi Identifier	
Prevent Entry of Sales Orders	No
Client Account Code 1	
Client Account Code 2	
Client Account Code 3	
SSOC No. Required	No
Allocation Pre-Pass	
Repalette	
Allow Allocation of Held Stock	Yes
Maximum Order Qty	
Credit Limits Apply	
Use Cust Stock AKA	
Dispute Code	

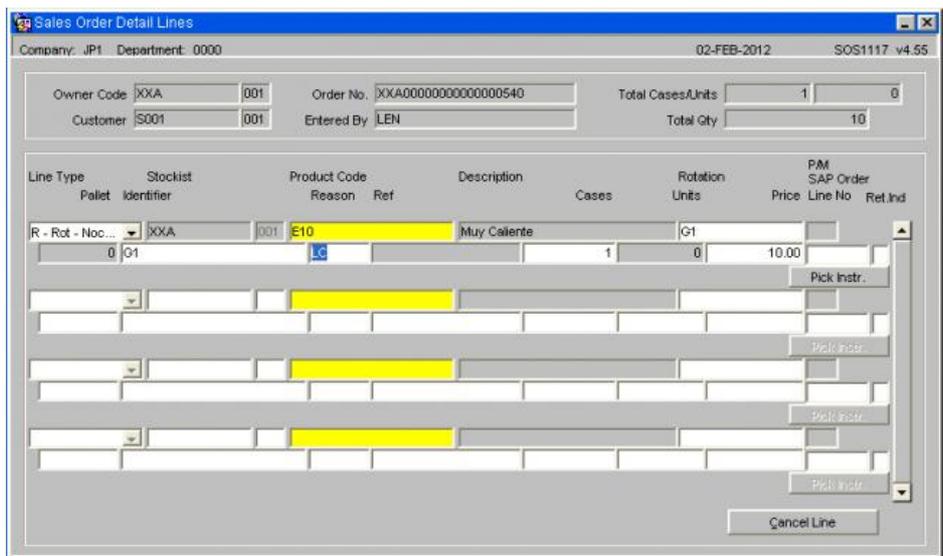
Against the Customer code, within the SOP Details tab ensure the ?Allow Allocation of Held Stock? flag is set to ?Yes?.







Ensure the stock is held with the reason code ?LC?



Enter a new order for a customer which allows allocation of held stock. Select a line type of ?R? select the rotation for the held stock and then enter the reason code and the cases to be allocated. The order is then processed as standard.

## 1.2 How to Control Sell by Dates

1. Min Intake Life is the time that any item will remain in the warehouse, in addition to the time it will be on the shelf in the retail outlet.

2. Issue Life is the minimum time any item can be held in the retail outlet. If the time between today and the ?Sell By Date? is shorter than the ?Issue Life? days entered in the stock Maintenance then the system will not allocate that item

e.g. Time in warehouse = 120 Days

Time in Retail outlet = 60 Days



Therefore ?Min Intake Life? is  $120 + 60 = 180$  Days

And the ?Issue Life? = 60 Days

Any item that is within the ?Issue Life? timeframe (i.e. in the warehouse with less than 60 days to its ?sell by date?) will not be allocated.

3. The ?Max Intake Life? can be set at any figure greater than the ?Min Intake Life? and is designed to give the stock holder some control over having outlandish ?sell by dates? which are too far in the future.

You can set these figures to whatever suits you as a warehouse operator but remember that the difference between the ?Min Intake Life? and the ?Issue Life? has to be long enough to allow you to perform all your normal warehouse operations from receipt to despatch (including allocation).

Incidentally you can always check the state of your ?sell by date? stock by running the ?Out of date Stock report? which is in the Warehouse reports menu. From the above example were you to input a date 60 days in the future it would show you what stock was in the warehouse that had gone into its ?issue Life? and therefore couldn't be allocated.

### 1.3 How to Create a Pick Walk Sequence

Within the WMS there is the ability to configure a specific pick walk sequence through the warehouse to help maximise picking efficiency.

WMS Set Up -

#### Owner Maintenance (STS1000)

Format Tab

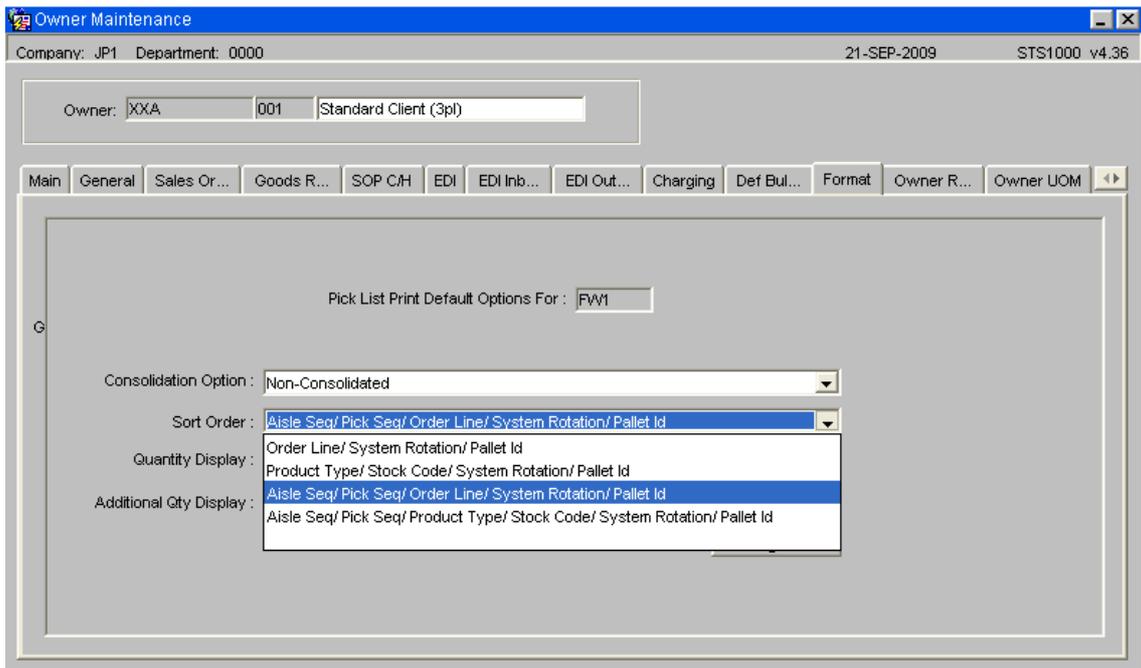
The screenshot shows the 'Owner Maintenance' window for company JP1, department 0000, on 21-SEP-2009. The 'Format' tab is selected, showing configuration options for print and label formats. The 'Print Formats' section includes fields for GRN Checklist (SER), Goods Receipt Note, GRN Putaway Format, Pick List (FW1), Pick By (System Default), Movement Pick List (FWL), Despatch (ASP), and Collection Note (N). The 'Label Formats' section includes Rotation Labels, Pallet Label - PLBC (AVO), Sup Code on Pall Label? (No), Product Label - PROL, Case label - RECL, Picking Label, Picking Label control (Pick labels not required), Shipping Label, Shipping Label control (Ship labels not required), Transport Label (No simplified labels required), and Default Comm Inv Type. The 'Ticket/label at PL' is set to 'Produce ticket & pallet label', 'Despatch Labels at PL' is 'No', and 'Print DNote When' is 'Print document at Despatch'.

#### Key Points

Pick List Format must be set to FW1  
Pick By System Default

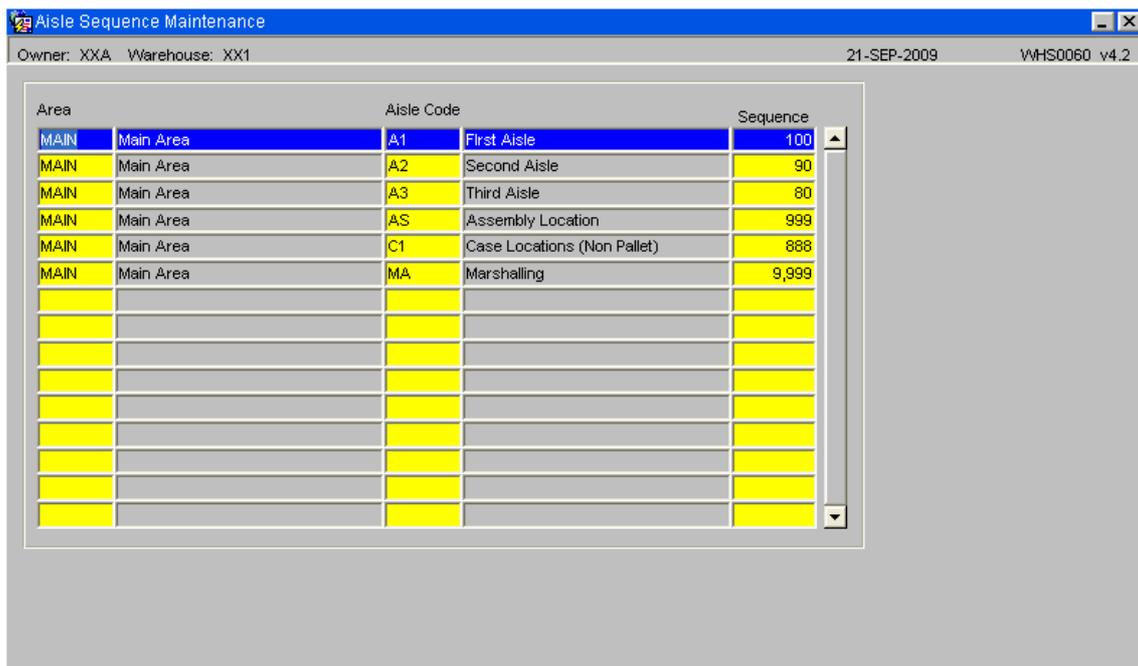


Select the Pick Opt button to call an additional options box



For a greater control and efficiency over the pick walk sequence select either a value of 3 or 4, so that the picking tasks will be sorted by location.

### Aisle Sequence Maintenance (WHS0060)



The sequence set against the aisle will help determine the sort sequence for the pick tasks, in the example above the pick tasks will be sorted in the following sequence A3, A2 and then A1.

**Location Maintenance (WHS0090)**

Location Code	Area	Type	Use	Status	C/D	Bonded	Position	Use	Linked Loc	Pick Seq	Put Seq	Rtt Flag	Max Case
A1.D01/1	MAIN	PCK	2	Full	A1	No				1	1	Yes	0
A1.D01/2	MAIN	BLK	1	Full	D4	No				2	2	Yes	0
A1.D01/3	MAIN	BLK	1	Full	A3	No				3	3	Yes	0
A1.D01/4	MAIN	BLK	1	Full	G6	No				4	4	Yes	0
A1.D01/5	MAIN	BLK	1	Full	A5	No				5	5	Yes	0
A1.D01/6	MAIN	BLK	1	Full	88	No				6	6	Yes	0
A1.D02/1	MAIN	PCK	2	Full	A7	No				7	7	Yes	0
A1.D02/2	MAIN	BLK	1	Full	A8	No				8	8	Yes	0
A1.D02/3	MAIN	BLK	1	Full	A9	No				9	9	Yes	0
A1.D02/4	MAIN	BLK	1	Full	A0	No				10	10	Yes	0
A1.D02/5	MAIN	BLK	1	Full	B1	No				11	11	Yes	0
A1.D02/6	MAIN	BLK	1	Full	B2	No				12	12	Yes	0
A1.D03/1	MAIN	PCK	2	Full	DF	No				13	13	Yes	0
A1.D03/2	MAIN	BLK	1	Full	XX	No				14	14	Yes	0
A1.D03/3	MAIN	BLK	1	Full	CD	No				15	15	Yes	0
A1.D03/4	MAIN	BLK	1	Full	23	No				16	16	Yes	0

The Pick Sequence set against the location code will determine the sort sequence within a aisle for the picking tasks.

**Putaway Re-Sequence Generation (WHS0472)**

Date : 28-AUG-2009    Time : NOW    Resequence

**Question**  
 FWL-17870: Are you sure you wish to re-generate Putaway Sequence ?  
 Yes    No

The Putaway re-Sequence Screen will generate both putaway and picking sequence numbers for the location codes.



**NB:** This will create a basic sequential count beginning at 1 for each individual aisle. It will also overwrite any existing records.

## Free Locations (WHS0091)

Once the Aisle and Location code have been assigned their sequence numbers, then run Free Location Generation which will create the Aisle Pick Sequence which is used to sort the picking tasks.

## 1.4 Printer Setup

### 1.4.1 Obtaining the printer name

Obtain the printer name as held on the print server from either the system administrator or logon on to the print server and execute the 'lpstat' command to list all printers on the server.

```
v770-DEV(lbw)$ lpstat
Queue  Dev  Status  Job Files  User  PP %  Blks  Cp  Rnk
-----
hp1    hp@hp  READY
```

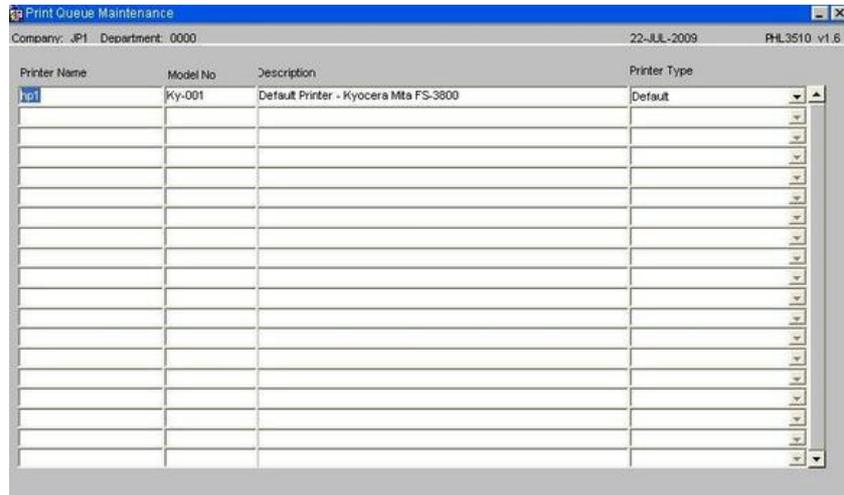
### 1.4.2 Printer configuration and Maintenance

Below are the steps required to set up a printer on the WMS system

#### 1.4.2.1 Print Queue Maintenance (PHL3510)

Used to link printers on the print server to the WMS application

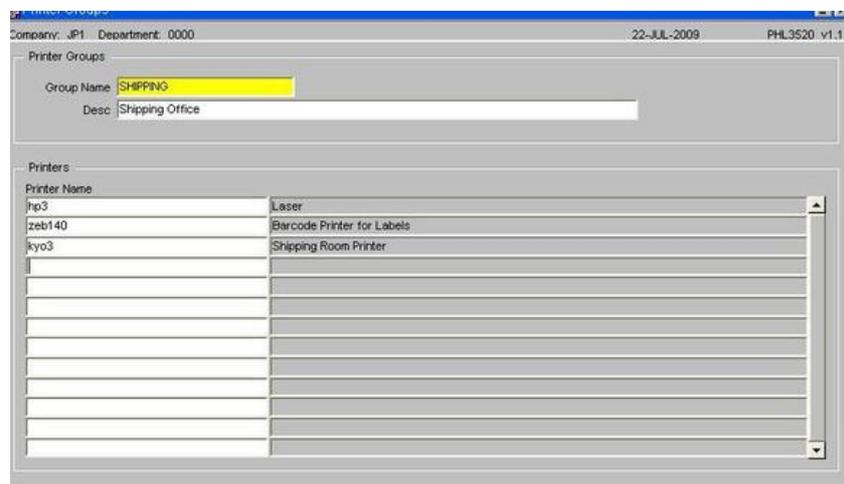




Field Name	Description	Options	Generic Value
<i>Printer Name</i>	Name of the printer as held on the server	The field is case sensitive and must match the name on the server (see below)	Defined by site
<i>Model No</i>	Model Number of the printer	Free text field	Defined by site
<i>Description</i>	Free text field	Printer name as known in the warehouse	Defined by site
<i>Printer Type</i>	As selected from the drop down list		Default - HP Laser Jet - Line Printer

#### 1.4.2.2 Printer Groups (PHL3520)

The screen is used to group printers together, which might be by type, such as all zebra printers or possibly by area such as a warehouse or an area within a warehouse.



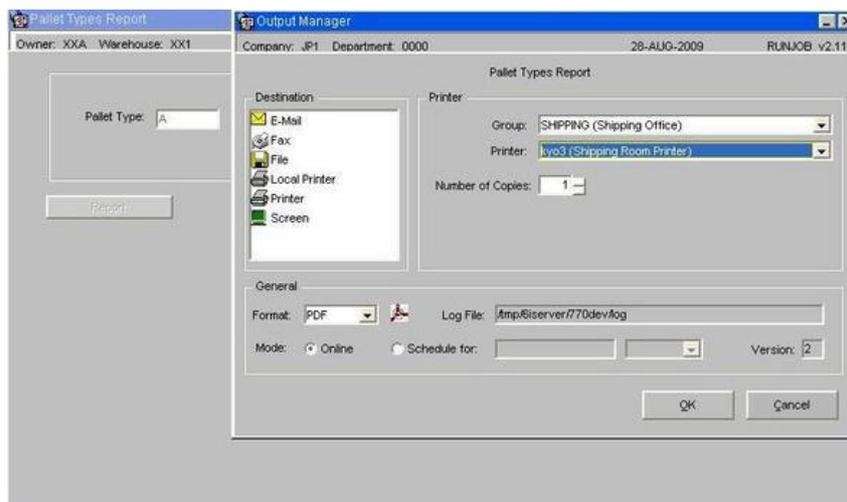
Field Name	Description	Options	Generic Value
<i>Printer Name</i>	Name of the printer as held on the server	The field is case sensitive and must match the name on the server (see below)	Defined by site
<i>Group Name</i>	Specifies the group name for the selected printers	20 character free text field	Defined by site



Field Name	Description	Options	Generic Value
Desc	Descriptive name of the Printer group	180 character free text field	Defined by site
Printer Name	The Printer name as held on the server	Must exist in Print Queue Maintenance	Selection from LOV of existing printers

### 1.4.2.3 Output Manager (Runjob)

This screen allows the user to specify the device the print job is to be sent to, such as to screen or to a printer etc.



The output manger will default in the last Printer Group and Printer used, though there is the option to select an alternative if required.

### 1.4.2.4 Default Printers Maintenance (WHS0002)

The form is used to assign a default printer for specific documentation such as a report or label print to a user.



**Note:** Not all programs, reports and label formats are called from this screen. Below is a list of current programs which use this functionality. Aptean will advise which report and label formats can be used.



Field Name	Description	Options	Generic Value
<i>Owner</i>	Client or owner code as set-up on the system	The user will be able to select from a list of valid owner codes	Defined by site
<i>Program</i>	The calling program that will generate the report or label output	The program id is entered followed by an underscore character and the user id of the person who will require the print option.	Existing program that can call the Output Manager
<i>Description</i>	Description of the process as entered in the program field	Will default from system level information	N/a
<i>Printer</i>	The default printer the print job is to be sent to	As maintained in Printer Queue Maintenance	Defined by the client
<b>Buttons</b>			
<b>SWAP Printer</b>	Allows the user to change a printer for another one without having to change each line		

Table of existing programs that are called by the Default Printer Maintenance Screen

Calling Program	Description
WHS0150	Goods Receipt - Conf
WHS0520	Generated Pallet Movements
WHS0530	Driver Ticket Reprint
WHS0630	Stock Adjustments
WHS0700	Stock Movements
WHS0710	Generate Stock Movements
WHS0915	Pallet Enquiry
WHS1714	Pick List Confirmation
WHS1900	Despatch Print
WHS1910	Despatch by Route/Load
WHS1941	Shipment Label Print
WHS1945	Order Packing
WHS2054	Change Ownership of Stock
WHS7886	Goods Receipt Using RDT
WHR1702	Picking Label Program
WHS1700	Pick List
WHS1710	Pick List Confirmation
WHS1721	Packing List

#### 1.4.2.5 Printer Address Maintenance (PHL3530)

Used to automatically send print jobs to an external 3rd party server for printing, this is achieved by sending a flat file directly via ftp, circumventing the need to run the job through the XF monitor process.



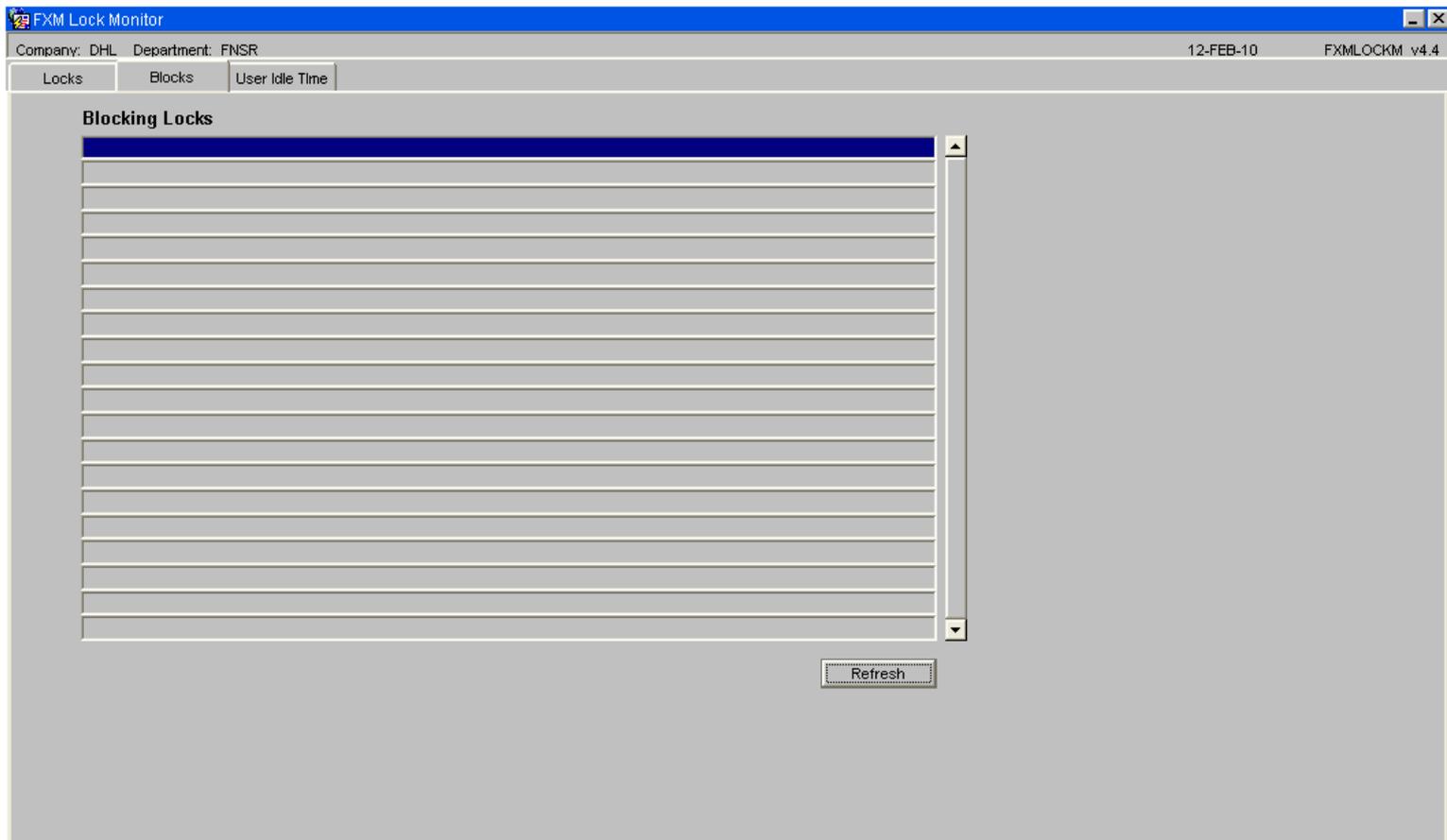












### Third tab page - users on system

This lists the users connected to the system. The initial sort order is by Idle Time (i.e. how long since a user issued a command to the database).

All columns on these page can be used as a sort parameter. Clicking on the heading buttons sorts ascending, then with a second click descending.

Useful columns to site are really Logon Time and Idle Time.



Inst	App Process	App Server	DB Process	Logon ID	SID	Serial#	Logon Time	Idle Time
1	29753386	SPKWMSUK1SVC	24576122	OBS	305	42193	30 JUN 08:36	2:28:45
1	25559186	SPKWMSUK1SVC	36176048	LSTEPHENSON	184	11951	30 JUN 08:32	1:10:52
1	38928538	SPKWMSUK1SVC	34078804	MFLYNN	418	57186	30 JUN 08:06	0:57:17
1	21299408	SPKWMSUK1SVC	36307014	SBETTON	246	18546	30 JUN 07:46	0:56:19
1	11534432	SPKWMSUK1SVC	15466604	SBETTON	9	10891	30 JUN 10:29	0:23:33
1	20775920	SPKWMSUK1SVC	18515090	MFLYNN	423	32468	30 JUN 10:56	0:21:50
1	11927622	SPKWMSUK1SVC	29425736	MFLYNN	244	53493	29 JUN 18:15	0:16:44
1	32647162	SPKWMSUK1SVC	8306132	LSTEPHENSON	420	22604	30 JUN 07:10	0:6:22
1	23724268	SPKWMSUK1SVC	26935456	SJONES	5	53664	29 JUN 17:41	0:4:29
1	25913826	SPKWMSUK1SVC	26345596	LSTEPHENSON	66	11214	30 JUN 07:09	0:3:9
1	35455000	SPKWMSUK1SVC	26146966	MFLYNN	251	51996	30 JUN 10:55	0:2:30
1	38535388	SPKWMSUK1SVC	36962312	MFLYNN	10	47334	30 JUN 10:38	0:1:48
1	37158970	SPKWMSUK1SVC	30990670	SBETTON	70	6964	30 JUN 08:52	0:0:59
1	31457414	SPKWMSUK1SVC	22872302	NCARPENTER	130	28506	30 JUN 10:52	0:0:54
1	27525302	SPKWMSUK1SVC	4259850	OBS	304	39186	30 JUN 08:33	0:0:0

**Fourth tab page - multiple sessions**

The fourth tab page shows if users have multiple sessions logged in under the same username. This isn't an issue as such, but can be useful to ensure users are logged in with the correct usernames and aren't locking themselves out with multiple sessions

Username	Earliest Logon Time	Last Logon Time	Number
LSTEPHENSON	30-JUN-2017 07:09:46	30-JUN-2017 08:32:40	3
MFLYNN	29-JUN-2017 18:15:54	30-JUN-2017 10:56:03	5
OBS	30-JUN-2017 08:33:00	30-JUN-2017 08:36:17	2
SBETTON	30-JUN-2017 07:46:28	30-JUN-2017 10:29:08	3

**Fifth tab - Jobs Running**

The fifth tab page shows any jobs that are running. There are 2 types of jobs that will be seen - EDI runs and the WMS/WCS interface.

In the screenshot below, just the WMS/WCS interface is running - there are always 5 entries for this interface. EDI type jobs will have 1 entry for each - so 1 for products, 1 for orders - but only show when the EDI is actually executing an upload. The interface to WCS is always running.



