



Table of Contents

Infor ERP Swan Module Overview.....	1
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Inventory Management

Inventory Management	2
Stock Take	2
Batch Traceability.....	3
Configurator	3
Advanced Configurator	3
Shop Floor Data Collection	4
Alerts and Triggers.....	4
Enquiry Desk.....	5

Order Processing

Sales Order Processing	6
Scheduled Sales Orders	6
Purchase Order Processing	7
Scheduled Purchase Orders	7
Customer Desk	7
Telesales Order Entry	8
Purchase Requisitions	8
Quotations	8
EDI	8
Returns.....	9
JIT	9
Routings and Capacities	9
Sub Contract	10
Configurator	10
Advanced Configurator	10
Alerts & Triggers	11
Enquiry Desk.....	11

Manufacturing Control

Bill of Material.....	12
Engineering Bill of Material	12
Engineering Change Control.....	12
Works Order Processing	13
JIT	13
Material Requirement Planning (MRP)	14
Master Production Scheduling	14
Job Costing	15
Routings and Capacities	15
Sub Contract	16
Configurator	16
Advanced Configurator	16
Advanced Costing	17
Contract Control	17
Alerts & Triggers	18
Enquiry Desk.....	18

Service Maintenance

Service Maintenance.....	19
Contract Management.....	19
Call Control	19
Inventory Control.....	20
Cognito Cell-Radio Links.....	20
Alerts and Triggers.....	20
Enquiry Desk.....	21



Financial Management

Sales Ledger	22
Purchase Ledger.....	22
Nominal Ledger.....	22
Cash Book.....	22
Fixed Assets.....	23
Alerts and Triggers.....	23
Enquiry Desk.....	23

Utilities and Package Bespoke

Document Amendables.....	24
Data Take On.....	24
Stock Item Description Templates	24
Back to Back Purchase Ordering.....	24
Sales Order Book Report.....	24
Carriage Report Option.....	25
Close Purchase Orders.....	25
Item Rename.....	25
Delete Item Numbers	25
Consolidated Delivery Notes.....	25
JIT Multi Trial Kit	25
Consolidated Standard Invoices	25

3rd Party Functionality

Spindle Professional	26
Seiki Systems - Graphical Scheduler.....	26
Albany Software – E Connect	27
Business Objects – Crystal Report Writer.....	27
Sales Logix.....	28
Modules:.....	28



Infor ERP Swan Module Overview

	Enquiry Desk					
	Alerts & Triggers	Enquiry Desk				
	Advanced Configurator	Alerts & Triggers				
	Configurator	Contract Control				
	Sub Contract	Advanced Costing				
	Routings & Capacities	Advanced Configurator			Consolidated Standard Invoices	
	JIT	Configurator			JIT Multi Trial Kit	
	Returns	Sub Contract			Consolidated Delivery Notes	
	EDI	Routings & Capacities			Delete Item Numbers	
Enquiry Desk	Quotations	Job Costing			Item Rename	
Alerts & Triggers	Purchase Requisitions	Master Production Scheduling	Enquiry Desk	Enquiry Desk	Close Purchase Orders	
Shop Floor Data Collection+	Telesales Order Entry	Materials Requirement Planning	Alerts & Triggers	Alerts & Triggers	Carriage Report Option	
Advanced Configurator	Customer Desk	JIT	Cognito Cell-Radio Links	Fixed Assets	Sales Order Book Report	Sales Logix
Configurator	Sales Order Processing	Works Order Processing	Inventory Control	Cash Book	Back to Back Purchase Ordering	Crystal Report Writer
Batch Traceability	Purchase Order Processing	Engineering Change Control	Call Control	Nominal Ledger	Stock Item Description Templates	E Connect (EDI)
Stocktake	Schedule Purchase Orders	Engineering Bill Of Materials	Contract Management	Purchase Ledger	Data Take On	Graphic Scheduler
Inventory Management	Schedule Sales Orders	Bill Of Materials	Service Maintenance	Sales Ledger	Document Amendables	Spindle Professional

INVENTORY MANAGEMENT	ORDER PROCESSING	MANUFACTURING CONTROL	SERVICE MAINTENANCE	FINANCIAL MANAGEMENT	UTILITIES & BESPOKE	3rd PARTY FUNCTIONALITY
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Inventory Management



Inventory Management

Inventory Management lies at the heart of the Infor ERP Swan system and is accessed by virtually every other module. It performs a number of vital functions including maintenance of the item master file, recording of stock levels and associated costs and the control of issue and receipt for all materials.

Key Points:

- **Inventory Reporting:**
Stock valuations, re-order reports and movement reports etc and are available by part, product group and depot.
- **Multi Depots:**
An unlimited number of depots allow stock to be held in multiple locations with easy transfer between them.
- **ABC Analysis:**
There is available a perpetual inventory sub system.
- **Maintains a full transaction history**

Stock Take

The Stock Take module has been developed to simplify this important process and provide an interface with hand-held input terminals. This module also allows the continuation of stock movement during a stocktake following an initial "snap shot" of the stock file.

Key points:

- **Freeze Stock Quantities:**
This creates a separate file, listing stock and inspection stock quantities by depot.
- **Printing Of Counting Sheets:**
A report is available to print counting sheets from the frozen list, by item, bin & depot. Batch details are included for batch traceable items.
- **ASCII file input:**
The Stock Take module will accept CSV files of a fixed format from a hand held terminal. Multiple files can be imported and their count values against any item will be accumulated.



Batch Traceability

The Batch Traceability module is one of the most comprehensive and powerful modules of its type on the market and has satisfied the demanding requirements of the aerospace, automotive component and pharmaceutical industries.

Key Points:

- **Batch Allocation:**
When issuing stock, to a work orders or sales order, there is an option to issue at FIFO or select individual batches.
- **Batch History:**
Full batch history is kept on the system and one screen enquiry enables a raw material batch to be traced up through multiple levels of works orders to the sales order and the customer to whom the finished product was sold.
- **Use by Dates:**
Each batch may be tagged with a “use by” date. “Out of date” or “nearly” out of date reports can be produced.

Configurator

The Infor ERP Swan Configurator module provides an easy to use menu system for building up configured-for-customer products. It can be installed for use at the quotation stage, at Sales Order Entry, for creation of standard Bills of Material, for Works Order working bills or anywhere where repeated build-up of specific assemblies from a standard set of options is required.

Key points:

- **Simple menu set up:**
There are unlimited sub menu stages available. Each stage can be used to build up a component part number for the final product. Cost roll up to the top level assembly is passed through the quotation or sales order.
- **Easy Menu Updates:**
There is a simple method of updating menus to match changes to products or add new products.
- **Deskilled Order Entry Processes:**
Prompting of possible option suggestions, ensuring only valid combinations can be picked.

Advanced Configurator

The Advanced Configurator module maintains the easy to use functionality of the standard configurator but provides a much more powerful capability behind the scenes. This is a vital tool for all “configure to order” and “design to order” businesses.

Key points:

- **Rules based product configuration:**
Multi-picks, table look ups and validity checks provide the capability to mirror parameters and design rules for even complex one-off products.
- **Automatic price calculations:**
Costings are produced based on component items or parameter calculations, allowing it to be an estimating system in its own right.
- **Roll Over:**
Configured quotations can be converted to sales and works orders.
- **Deskilling of the quotation process:**
This reduces errors and omissions and provides management visibility of outstanding bids.



Shop Floor Data Collection

The Infor ERP Swan SFDC module provides a central collection point for all stock movement transactions and gives complete control over how and when those transactions are presented back into the Infor ERP Swan system. The use of the scanning wand connected into a networked computer ("barcode wedge") minimizes errors when updating stock movement screens and works order completions.

Key points:

- **Transaction Control Console:**
The transaction list may be viewed and filtered by status. Transactions can be submitted individually or in bulk into the system and failed transactions may be edited and re-submitted.
- **Transaction Types:**
The SFDC module can process any system transaction involving stock movement and labour recording transactions.
- **Label Printing:**
A label printing system runs alongside the stock movement tracking, allowing new labels to be printed as appropriate to each new status or storage location. Each successfully submitted transaction can be set to trigger the output of a specific label, generated from the actual post-transaction system data.

Alerts and Triggers

The Alerts module scans the Infor ERP Swan dataset at pre-scheduled intervals, detecting changed data conditions and sending pre-programmed alerts to the appropriate staff. This enables a proactive response to customer critical or production critical actions i.e. stock below minimum, cost exceeds expected, orders exceed X value.

Key points:

- **Alert Type:**
Specify the type of alert for each type of condition i.e. pop-up alerts, emails, to do lists or a combination of these. Email alerts can be constructed to include actual data from the host database e.g. stock item numbers etc.
- **Alert Methods:**
Network pop-up via TCP/IP, e-mail via MS-Outlook, To-do list (text) and/or run a program. The alert may be on every scan or just on the first incidence of a condition and will reset and be ready to trigger again when the condition is corrected.
- **Data Scanner:**
Works against almost any data set (via ODBC) and can also be used against auxiliary databases.
- **Create a basic workflow process:**
In combination with specific order values or sign off requirements, e-mail supply chain messages can be automated to suppliers or customers.



Enquiry Desk

Critical departmental information stored within the Infor ERP Swan system needs to be accessible to staff at all levels and across all modules. Enquiry Desk provides a number of entry points into the system and allows seamless interrogation of the system information via a series of drill-across and drill-down enquiries. This uses multiple cascading windows that trace linked transactions across any module in the system, through specific orders, stock items, contracts and accounts. Enquiry Desk provides a rapid response to customer enquiries and faster investigation of operational anomalies.

Key points:

- **Sales Order Intake Wizard:**
Orders and invoices are displayed graphically with selection by customer, salesman, and product groups etc. This includes archive history and order backlog.
- **Nominal Ledger:**
Displays account details, transactions and graphs. Drill-down to source transactions and display linked postings. A nominal breakdown is available along with other ledger enquiries.
- **Bill Of Materials enquiry:**
This includes trial kit and links to photographs and CAD drawings previewed by drawing number.

Order Processing



Sales Order Processing

Fully integrated with manufacturing, service maintenance and sales ledger, this module comprises of order entry, acknowledgement, despatch and invoicing. A full range of documents can be produced and customised according to parameter settings. Sales analysis is provided via comprehensive reports and full order and invoice history is maintained.

Key points:

- **Fully integrated into accounts**
This module is integrated into the Sage Line 100, Sales Ledger via an online update.
- **Full Multi-currency**
Sales orders are fully integrated into Line 100 Sales Ledger.
- **Customer discount matrix**
Allows pricing flexibility including quantity and value breaks by customer by item.
- **Non stock item processing**

Scheduled Sales Orders

This is a sub module designed for companies whose customers place orders in the form of schedules and call off in daily, weekly or monthly drops i.e. automotive component suppliers.

Key points:

- **EDI Input:**
New schedules may be entered and delivery drops adjusted via the EDI module.
- **Schedule amendments:**
Amendments can be made to schedules to show freeze dates and forward horizons for modifications via EDI.
- **Consolidated Invoicing:**
Multiple-Order Invoice capability allows items from a number of orders to be invoiced together.



Purchase Order Processing

Purchase Order Processing allows orders to be raised, individually or automatically and progressed as “suggested purchase orders” from the MRP module. Goods are received and purchase invoices entered to update prices and supplier performance. This module is fully integrated with batch traceability.

Key points:

- **Supplier Performance monitoring:**

An unlimited number of suppliers may be held per part – each record containing the supplier part number, lead time, expected price, inspection requirements and delivery units. Automatically maintains a record of the delivery profile, price performance, quantity accepted and quantity returned.

- **Goods Received:**

There is a full goods received sub system includes the automatic raising of GRN's and automatically receives stock and updates buying processes.

- **Purchase invoice matching:**

Invoice matching with automatic adjustment of nominal suspense files.

- **Fully integrated with accounts:**

This module is integrated into the Sage Line 100, Purchase Ledger via an online update. Invoices received via purchase order processing may be flagged to prevent payment without authorisation.

- **Non stock item processing.**

Scheduled Purchase Orders

Key points:

- **Delivery Schedules**

These may be set against purchase order lines as blanket, open blanket or fully scheduled deliveries. Different prices may be set against each drop.

- **Invoicing:**

Multiple order invoice capability allows items from a number of orders to be invoiced together.

- **MRP:**

Observes Purchase Order Schedules.

Customer Desk

Key points:

- **A Windows based call and request logging system.**

- **Uses the Windows Enquiry Desk format familiar to Swan Users**

- **Customer facing enquiry system:**

Extended functionality allows customer queries and problems to be recorded and progressed to a satisfactory conclusion.

- **Calls can have enquiry short cuts and call history (date and time stamped) attached to them, as well as possessing its own call master data.**

- **It is a component module of the Infor ERP Swan system**

- **Extensive search facilities:**

When recording calls, it allows the user to rapidly retrieve customer information.



Telesales Order Entry

Fast entry, sales order entry screens for telesales operatives can be customized as required. Direct Sales Module option for full credit card and finance agreement links.

Purchase Requisitions

Key points:

- **Tracking:**
This allows the Control of the creation and sign-off of purchase requisitions, whether for stock items, miscellaneous supplies, or capital plant.
- **Items for Contract:**
Purchase requisitions may be assigned to a contract.
- **Roll-Over to Purchase Orders:**
Signed off requisitions can be rolled over to purchase orders by approved Personnel.

Quotations

Key points:

- **Quotation Control:**
Numbered quotations can be raised against existing customers or new prospects and tracked for progress, including revisions with maintained history.
- **Automatic Price Calculations:**
Costings are produced based on component items or parameter calculations, allowing it to be an estimating system in its own right.
- **Roll-Over to Order:**
Successful quotations can be rolled directly to sales orders and configured items passed to the main stock file.

EDI

Key points:

- **Standard Message Interface:**
The EDI module forms an account standard message interface for the more common messages between the Infor ERP Swan system, and suitable EDI connectivity software e.g. Albany.
- **Delivery Output:**
Users have the option to include instruction text and to print address labels or barcode labels with delivery notes. Information on Package type, mode and means of transport and carrier tables is available.
- **Trading Partner Table:**
Links trading partners and Sales Ledger account with ANA numbers.



Returns

The Infor ERP Swan Returns module provides essential management of post-sales services for any distribution, manufacturing or repair operation. How companies respond to a post-sales problem has been shown to be more important to customer satisfaction than the occurrence of problems themselves and this module provides the tools to address this.

Key points:

- **Returns number:**
A unique RMA is allocated to the return with separate RC (returned component) numbers for each item in the return. This allows for batched returns from agents and distributors. Separate ranges are available for multiple return depots.
- **Tracking & Progress Reporting:**
User configurable status tracking with enquiry selection against account number, customer reference, RMA or serial number.
- **Original Manufacturer & 4th party repair:**
Tracking, including return to original manufacturer or to sub-contract repair.

JIT

The JIT module changes the emphasis of production planning to a direct reflection of sales pull for the required materials and resources, without needing the interim stage of works order processing to push the demand. Companies in flowline or cell manufacturing would see a considerable reduction in administrative overheads and minimise work-in-progress. It also allows for Kan Ban connectivity between sub-assembly cells.

Key points:

- **Back Flushing Of Stock:**
This is triggered on booking in a completed assembly. Generally flat, single level BOMs are used. Assembly can be a finished product or for use as a component to the next process.
- **Work To Lists:**
Produced for individual cells or work centres. Not required if using Kan Ban
- **Schedule Changes:**
These are picked up by Quick MRP which produces exception/shortage reports and changed purchase order requirements.

Routings and Capacities

The Infor ERP Swan Routings and Capacities module is compatible with the modern philosophy of cellular manufacturing. Effectively a header work centre can represent cell and sub works centres and can be used to represent individual facilities or operatives.

Key points:

- **Routings:**
Up to ten routings can be held per part allowing the option of alternative work centres to deflect work away from overloaded areas. Routings may be set to have parallel operations.
- **Operations:**
Extensive, sixteen-line text field per operation plus run time, set up time and scheduling type.
- **Scheduling:**
Infinite capacity scheduling retains due date as sacrosanct. Immediately a works order is raised, the loading shows up on the factory model allowing the production controller to make the very short term planning decisions.



Sub Contract

The Infor ERP Swan Sub Contract module provides true flexibility of make-or-buy within resource planning. Sub-contract operations are considered to be work centres on the routing, but with unit costs included in the materials cost roll up. Links to purchase orders carry forward the costs as prices and carry the appropriate works order operation number.

Key points:

- **Work Centre Maintenance:**

Work centres can be given a “sub-contract” flag with a supplier set up as a work centre. A unit price can be set up for sub-contract work centre operations in Routings Maintenance.

- **Purchase Orders:**

Sub-contract operation line attached to item number, works order number and operation number. Flag to specify if inspection is required. The price will be taken from the operations entry and the due date from the operation finish date.

- **Works Order Costs:**

Costs are available on the works order after the sub-contract purchase order has been received and matched against the operation quantity. Prior to this they will appear as items on the uncosted components report.

Configurator

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- **Bill Of Materials enquiry:**
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Manufacturing Control



Bill of Material

Key points:

- **Multi Levels:**
Twenty levels of bill of material are allowed with 9999 items per level.
- **Component References:**
Extensive component references are available in the form of a whole page of text for each item on the bill which may be printed on the kitting list or on the route card.
- **Trial Kit**
A full trial kit capability by screen enquiry or in a report form is available.

Engineering Bill of Material

For companies with complex products which are subject to design change, it is important to manage the introduction of change build states and to be able to track revised bills of material through to finished units. Whilst not replacing the manual change control system, the Infor ERP Swan Engineering Bill of Material module provides a controlled pre-release environment, smooth into-production release, issue number tracking through production and subsequent build-state history access.

Key points:

- **Effectivity Dates:**
Start and end dates are applied to an engineering bill. If a revised version start date precedes the expiry of the previous version, the option is flagged to revise the end date of the previous version.
- **Engineering Only:**
Bills flagged as engineering only will not be copied to the Production Bill even if its start date passes.

Engineering Change Control

For many companies the engineering change control system is the last remaining paper based business processes. Computerisation can end the paper chase, shorten the change cycle and provide instant visibility of change history. The Infor ERP Swan Engineering Change Control module takes efficient and effective control of the design modification process from proposal, through to sign off, drawings update and manufacturing introduction.

Key points:

- **Engineering Change Request (ECR):**
Create, modify, approve and enquire, archive and report status. ECR contains notes field that can be amended and are stamped with the time, date and author.
- **Approval Routes:**
Multiple approval routes can be set for different types of ECR.
- **ECR History:**
An option is provided to view previous and current ECRs with an associated text page and drill down to the notes.



Works Order Processing

This is the key module in the build cycle. Inventory is issued through Works Order Processing and work-in-progress tracking records detail progress against the due date. An excellent range of screen enquiries allows easy access to progress data including shop floor tracking.

Key points:

- **Material Issues:**
These may be by automatically releasing works orders with no shortages, individual selection or back-flushing after a build is completed.
- **Working Bill:**
This facility allows a bill of material to be amended specifically for one works order only without affecting the master. A “working routing” may also be applied.
- **Stage Kitting:**
With stage kitting it is possible to issue a bill of material a stage at a time.
It is particularly useful for heavy engineering with space constraints or production lines where the bill can be split to represent issue points along the line.
- **Comprehensive Shortage Processing:**
This ensures that any material received can be quickly routed to the requisite works orders.

JIT

The JIT module changes the emphasis of production planning to a direct reflection of sales pull for the required materials and resources, without needing the interim stage of works order processing to push the demand. Companies in flowline or cell manufacturing would see a considerable reduction in administrative overheads and minimise work-in-progress. It also allows for Kan Ban connectivity between sub-assembly cells.

Key points:

- **Back Flushing Of Stock:**
This is triggered on booking in a completed assembly. Generally flat, single level BOMs are used. Assembly can be a finished product or for use as a component to the next process.
- **Work To Lists:**
Produced for individual cells or work centres. Not required if using Kan Ban
- **Schedule Changes:**
These are picked up by Quick MRP which produces exception/shortage reports and changed purchase order requirements.



Material Requirement Planning (MRP)

Batch mode MRP analyses all material requirements expressed as forecasts from MPS, actual sales orders or planned works orders and calculates what material is required and by when to achieve the required due dates. MRP also calculates the production capacity required for planned loads to be scheduled by the Routings and Capacities module.

Key Points:

- **Batch & Jobbing Modes:**

The system may be run in either mode. Batch is the conventional method of grouping together like requirements in the same timeframe. Jobbing mode retains the sales order identity throughout the works and purchase orders suggested by the system.

- **Automatic generation of works and purchase orders:**

In batch mode, the suggested orders remain on the system until selected for build or cancelled by the next MRP run. In jobbing mode, orders will be automatically released ready to be selected for issue.

For purchase orders, all details including details on suppliers, price and quantity can be amended.

- **Order rescheduling:**

When the demand pattern changes, MRP will reschedule works orders and purchase orders or report recommendations for manual rescheduling.

Master Production Scheduling

This module allows sales forecasts to be entered in schedule form together with a factory plan or production schedule. As orders are received through Sales Order Processing or via EDI, the firmed up order book and adjusted forecast are compared against the master production schedule and the "available to promise" quantities can be calculated. A long term view of how sales orders, sales forecasts and planned factory output are keeping pace with each other can be seen.

Key Points

- **Forecasting:**

Forecasts and the master production schedule can be manipulated on screen to perform "what if" variations to plan.

- **Capacity Planning**

Fully integrated with Routings & Capacities so that the effect on capacities of "what ifs" can be seen in real time.

- **Rough Cut Planning**

Summary routings of critical resources can be set in MPS and run through MRP to indicate bottlenecks.



Job Costing

The Infor ERP Swan Job Costing module provides the ability to calculate current and/or standard costs for any assembly. The costs calculated can be used to value stock and current production (work-in-progress).

Key Points:

- **Labour costs can be incorporated from a route if present or from an entered value.**
- **Purchased materials costs can be used at expected or latest cost.**
- **Labour rates can be set for differing work areas.**
- **Costs are broken down into material, labour, and overhead elements.**
- **Forecast costs can be calculated using the projected rates table.**
- **Costing can be done by item type, by part number range, or for a single item.**
- **Reports:**
Summary or detailed reports are produced after every cost roll-up. Selling price to cost comparison reports can be produced.
- **Enquiries:**
The full item enquiry gives details of current costs, standard cost, and average cost, as well as selling price/s.

Routings and Capacities

The Infor ERP Swan Routings and Capacities module is compatible with the modern philosophy of cellular manufacturing. Effectively a header work centre can represent the cell and sub works centres can be used to represent individual facilities or operatives.

Key points:

- **Routings:**
Up to ten routings can be held per part allowing the option of alternative work centres to deflect work away from overloaded areas. Routings may be set to have parallel operations.
- **Operations:**
Extensive, sixteen-line text field per operation plus run time, set up time and scheduling type
- **Scheduling:**
Infinite capacity scheduling retains due date as sacrosanct. Immediately a works order is raised, the loading shows up on the factory model allowing the production controller to make the very short term planning decisions.



Sub Contract

The Infor ERP Swan Sub Contract module provides true flexibility of make-or-buy within resource planning. Sub-contract operations are considered to be work centres on the routing, but with unit costs included in the materials cost roll up. Links to purchase orders carry forward the costs as prices and carry the appropriate works order operation number.

Key points:

- **Work Centre Maintenance:**
Work centres can be given a “sub-contract” flag with a supplier set up as a work centre. A unit price can be set up for sub-contract work centre operations in Routings Maintenance.
- **Purchase Orders:**
Sub-contract operation line attached to item number, works order number and operation number with a flag to specify if inspection is required. The price will be taken from the operations entry and the due date from the operation finish date
- **Works Order Costs:**
Costs are available on the works order after the sub-contract purchase order has been received and matched against the operation quantity. Prior to this they will appear as items on the uncosted components report.

Configurator

The Infor ERP Swan Configurator module provides an easy to use menu system for building up configured-for-customer products. It can be installed for use at the quotation stage, at Sales Order Entry, for creation of standard Bills of Material, for Works Order working bills or anywhere where repeated build-up of specific assemblies from a standard set of options is required.

Key points:

- **Simple menu set up:**
There are unlimited sub menu stages available. Each stage can be used to build up a component part number for the final product. Cost roll up to the top level assembly is passed through the quotation or sales order.
- **Easy Menu Updates:**
There is a simple method of updating menus to match changes to products or add new products.
- **Deskilled Order Entry Processes:**
Prompting of possible option suggestions, ensuring only valid combinations can be picked.

Advanced Configurator

The Advanced Configurator module maintains the easy to use functionality of the standard configurator but provides a much more powerful capability behind the scenes. This is a vital tool for all “configure to order” and “design to order” businesses.

Key points:

- **Rules based product configuration:**
Multi-picks, table look ups and validity checks provide the capability to mirror parameters and design rules for even complex one-off products.
- **Automatic price calculations:**
Costings are produced based on component items or parameter calculations, allowing it to be an estimating system in its own right.
- **Roll Over:**
Configured quotations can be converted to sales and works orders.
- **Deskilling of the quotation process:**
This reduces errors and omissions and provides management visibility of outstanding bids.



Advanced Costing

The Advanced Costing module can produce automatic postings to the ledgers of costs incurred against any cost centre for any element, and of work-in-progress value at any completion stage. This provides vastly improved allocation of costs and a true reflection of added value at any point in time.

Key Points:

- **Automatic Nominal Postings:**

There is available an automatic creation of nominal ledger journals for the movements between Stock and Work in Progress (WIP) together with any labour bookings into WIP. Comprehensive reconciliation reports are available to validate the Nominal Ledger accounts from the manufacturing system transactions.

- **Nominal Account Analysis:**

A hierarchy of default cost allocations to any nominal cost centre and department code can be set up by product group, sales order prefix or customer for any cost category. This supports detailed analysis of the balance sheet.

Contract Control

A contract may be associated with a single sales order, or it may be a “free format” contract to which sales orders or individual lines of sales orders, may be attached. Contracts are identified by a contract number, and contract details can be added such as: description, manager, customer or internal account, planned and actual start dates, quoted price, budget cost, value invoiced to date and sales analysis codes. Contracts may be split into a number of parallel phases, each of which can have its own budget and timescale. A phase may be a line of a sales order, or any other definition, which identifies a logical package of activity or cost. Phases can also drive contract MRP, so breaking the provisioning into the same packages as the budgets.

Key Points:

- **Phase Revisions:**

A contract can have budgets frozen after which no further unrecorded amendments can be made. Amendments can be made as revised phases. Budgets can be retained for comparisons.

- **Contract Cost Roll Up:**

The expected cost of a whole contract or a single phase can be calculated by a cost roll up using the item definitions in Stock Control, Bill of Material and Routings.

- **Cost Collection:**

Transactions generated in Works Orders and Purchase Orders that are associated with contracts are passed into the contract costs as well as general costs like labour bookings and materials issues.

- **Opening Balances:**

For companies wishing to install the system into a current environment to track the balance of existing contracts, facilities exist to set up opening balances.



Alerts & Triggers

The Alerts module scans the Infor ERP Swan dataset at pre-scheduled intervals, detecting changed data conditions and sending pre-programmed alerts to the appropriate staff. This enables a proactive response to customer critical or production critical actions i.e. stock below minimum, cost exceeds expected, orders exceed X value.

Key points:

- **Alert Type:**
Specify the type of alert for each type of condition i.e. pop-up alerts, emails, to do lists or a combination of these. Email alerts can be constructed to include actual data from the host database e.g. stock item numbers etc.
- **Alert Methods:**
Network pop-up via TCP/IP, e-mail via MS-Outlook, To-do list (text) and/or run a program. The alert may be on every scan or just on the first incidence of a condition and will reset and be ready to trigger again when the condition is corrected.
- **Data Scanner:**
Works against almost any data set (via ODBC) and can also be used against auxiliary databases.
- **Create a basic workflow process:**
In combination with specific order values or sign off requirements, e-mail supply chain messages can be automated to suppliers or customers.

Enquiry Desk

Critical departmental information stored within the Infor ERP Swan system needs to be accessible to staff at all levels and across all modules. Enquiry Desk provides a number of entry points into the system and allows seamless interrogation of the system information via a series of drill-across and drill-down enquiries. This uses multiple cascading windows that trace linked transactions across any module in the system, through specific orders, stock items, contracts and accounts. Enquiry Desk provides a rapid response to customer enquiries and faster investigation of operational anomalies.

Key points:

- **Sales Order Intake Wizard:**
Orders and invoices are displayed graphically with selection by customer, salesman, and product groups etc. This includes archive history and order backlog.
- **Nominal Ledger:**
Displays account details, transactions and graphs. Drill-down to source transactions and display linked postings. A nominal breakdown is available along with other ledger enquiries.
- **Bill Of Materials enquiry:**
This includes trial kit and links to photographs and CAD drawings previewed by drawing number.

Service Maintenance



Service Maintenance

Prompt and efficient handling of breakdowns is known to be just as important as initial quality in maintaining customer service perception. Single point control of all the relevant functions – contract management, call control, inventory management and returns, ensures that the business is managed to a fine edge and that the customer perceives a high quality operation.

This Service Maintenance system has been proven to meet the needs of large, service specific operations with call rates up to 500 per day and with over 50,000 accounts. It is very simple to use and could be added to any operation with an after sales requirement for enquiries, returns or repairs.

Contract Management

The Service Maintenance system includes its own sales order screens for setting up and billing contracts. It can be used stand alone or integrated into the Sage Line 100 ledgers, which will automate retrieval of information.

Key Points:

- **Automatic Invoicing:**
A regular monthly run will pick up all renewal invoices due that month.
- **Warranty Expiry:**
Automatic contract invitations are generated on warranty expiry, based on equipment record details.
- **Scheduled maintenance:**
Based on equipment details, preventative visits can be automatically scheduled to any interval or they can be pre-set on the contract.

Call Control

This provides a fast entry screen for telephone support. Performance reports are readily available and further information can be obtained using the Sage Line 100 Windows Reporter and ODBC links to spreadsheets.

Key Points:

- **Status Recording:**
Call status can be updated with a completion detail log and analysis codes.
- **Postcode Allocation:**
Field engineers can be allocated to a geographical area providing a prompt to the call logging operator.
- **Call logging:**
Look up by contract number, account details, post code or equipment serial number.



Inventory Control

The Service module holds a register of equipment types with corresponding serial numbers (added manually). It can, however be used with the Infor ERP Swan Stock module where items can be picked from the stock history list with their original numbers.

Key Points:

- **Site Inventory:**
Stock is held by equipment type and serial numbers. When linked to the Stock and Returns modules, this will provide a lifetime equipment history.
- **Service Stock**
When held as a Stock Depot, it can be ABC analysed and valued. Transfers between geographic or repair depots will be tracked as stock movements.

Cognito Cell-Radio Links

On line linkage to the Cognito Cell Radio network provides downloading of service calls to hand held terminals, with feedback of call status direct to the call log. This provides a major improvement to call desk productivity and greater accuracy of information, whilst considerably reducing mobile telephone costs.

Alerts and Triggers

The Alerts module scans the Infor ERP Swan dataset at pre-scheduled intervals, detecting changed data conditions and sending pre-programmed alerts to the appropriate staff. This enables a proactive response to customer critical or production critical actions i.e. stock below minimum, cost exceeds expected, orders exceed X value.

Key points:

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- **Alert Methods:**
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- **Data Scanner:**
Works against almost any data set (via ODBC) and can also be used against auxiliary databases.
- **Create a basic workflow process:**
In combination with specific order values or sign off requirements, e-mail supply chain messages can be automated to suppliers or customers.



Enquiry Desk

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Financial Management



Sales Ledger

This module of the Line 100 accounting suite provides all the functions to maintain details of the company's different types of customer accounts, Open item, Balance forward and Auto-allocation and to control the outstanding debts. Each customer record is maintained on the ledger through an account maintenance routine. Each record consists of the customer name and address, contact, telephone number and fax numbers as well as e-mail address.

Purchase Ledger

This module of the Line 100 accounting suite provides all the functions to maintain details of your supplier accounts, and to control the outstanding credits.

Each supplier record is maintained on the ledger through an account maintenance routine. Each record consists of the supplier name and address, contact, telephone number and fax numbers as well as e-mail address. In addition to the details of who the suppliers are, the account records contain information with respect to the terms of business, such as defaults for transaction processing, settlement discounts and credit limits.

If the company uses foreign currency customers and suppliers, the Sales Ledger and Purchase Ledger will provide for the posting of foreign currency transactions and maintain the balance of the foreign currency account's balances in both the operating currency and the base currency. For EC VAT analysis purposes, the system can store the country code and VAT registration number for companies in EC member states outside the UK/Eire and the program will accumulate the necessary details for the appropriate boxes on the VAT return relating to acquisition tax. A foreign currency revaluation facility is also provided and you can choose to revalue either all transactions (except for future periods), or only those completed (i.e. fully allocated) since the last revaluation.

Nominal Ledger

The Nominal Ledger is the core of the accounting system. It maintains accounts for revenue and expenditure and accumulates the information from the other Line 100 modules: Sales and Purchase Ledgers, Cash Book and Payroll. The reporting facilities within the Nominal Ledger provide a comprehensive series of management reports, through trial balance to the profit and loss statement and balance sheet.

Cash Book

The Line 100 Nominal Ledger incorporates a simple cash book entry facility with which payments and receipts can be posted directly to nominal bank accounts and appropriate revenue and expense accounts. This is particularly useful for transactions, such as petty cash items, which are not normally entered through the Sales or Purchase Ledgers.

The Cash Book module, on the other hand, provides a much wider range of facilities for posting cash transactions. These include the ability to handle foreign currency transactions, direct debits and standing orders, and a comprehensive bank reconciliation facility which is simple to use and enables you to compare bank statements with the transaction entries in the system's bank accounts.



Fixed Assets

The accurate recording, control and accounting of fixed assets is an extremely important part of most company administration systems. It is widely recognised that fixed asset management can, and often does, make heavy demands on the administrative resources of most companies.

The Line 100 Fixed Assets module provides all the facilities you are likely to need for fixed asset management, and the procedures are provided in a logical and efficient system. This approach results in much reduced demands on your administrative resources while at the same time providing for the accurate asset control and accounting that are so necessary.

The module can be used on a stand-alone basis or it may be integrated with the other Line 100 accounting modules: Nominal Ledger, Cash Book, Sales Ledger and Purchase Ledger.

Alerts and Triggers

The Alerts module scans the Infor ERP Swan dataset at pre-scheduled intervals, detecting changed data conditions and sending a pre-programmed alert to the appropriate staff. This enables a proactive response to customer critical or production critical actions i.e. stock below minimum, cost exceeds expected, orders exceed X value.

Key points:

- **Alert Type:**
Specify the type of alert for each type of condition i.e. pop-up alerts, emails, to do lists or a combination of these. Email alerts can be constructed to include actual data from the host database e.g. stock item numbers etc.
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Network pop-up via TCP/IP, e-mail via MS-Outlook, To-do list (text) and/or run a program. The alert may be on every scan or just on the first incidence of a condition and will reset and be ready to trigger again when the condition is corrected.
- **Data Scanner:**
Works against almost any data set (via ODBC) and can also be used against auxiliary databases.
- **Create a basic workflow process:**
In combination with specific order values or sign off requirements, by directing e-mail messages outside of the company to suppliers or customers supply chain communications can be automated.

Enquiry Desk

Critical departmental information stored within the Infor ERP Swan system needs to be accessible to staff at all levels and across all modules. Enquiry Desk provides a number of entry points into the system and allows seamless interrogation of the system information via a series of drill-across and drill-down enquiries. This uses multiple cascading windows that trace linked transactions across any module in the system, through specific orders, stock items, contracts and accounts. Enquiry Desk provides a rapid response to customer enquiries and faster investigation of operational anomalies.

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Utilities & Package Bespoke



Document Amendables

This facility allows external documents and some internal documents to be customised through, for example, moving positions of fields, amending headings and fixed text and printing additional fields.

Data Take On

This module provides import routines for ASCII file data input into: Stock Master, Stock Opening Balances, Customers, Bills of Material, Prospects, Suppliers and Routings. Only static data can be input, for example, as order transactions could be at a variety of status steps, which are unlikely to match between different systems.

The following modules are bespoke packages that have been developed to fulfil a system need for particular customers. They are readily available to customers providing the listed requirements are met. To find out more about the bespoke packages available please contact John Lee or Kate Fryer.

Stock Item Description Templates

This facility enables the user to formalise the formatting of stock item extra descriptions fields. These can be set up with pre-requisite formatting and/or text and may be printed on documents in the same manner as any standard extra description can at present.

Requirements:

- **Infor ERP Swan Version 4.1.5 or above**
- **Stock Module**

Back to Back Purchase Ordering

Back to Back Orders' automatically creates suggested purchase orders from the sales order requirements on the system. This function will not use the supplier discount matrix but will use the performance details for the main supplier. The Goods Received Note in purchase order processing will print out the sales order allocations and "to follows" against a purchase order line.

Requirements:

- **Infor ERP Swan Version 4.1.5 or above**
- **Stock, SOP, POP**
- **Note: MRP is not expected and cannot be run at the same time.**

Sales Order Book Report

This report shows changes to the sales order book over a user defined period.

2 part process:

- **A program to print the Sales Order Book showing the changes over a date range.**
- **A program to print a summary of the Order Book at the current date.**

Requirements:

- **Infor ERP Swan Version 4.1.5 or above**



Carriage Report Option

This facility will allow the user to add carriage to an order after despatch but before invoicing. This can be done for an individual order or by ASCII input for multiple orders (carriers manifest). An enquiry and report is also available.

Requirements:

- **Infor ERP Swan Version 4.1.5 or above**

Close Purchase Orders

This is a utility that will flag purchase orders as closed which can then be cleared by the next month end run. The user can close purchase orders by date or by order number.

Requirements:

- **Infor ERP Swan Version 4.1.5 or above**
- **Purchase Order Processing**

Item Rename

A utility which gives the option to rename item numbers. All transactions and history files will also be updated.

Requirements:

- **Infor ERP Swan Version 4.2 or above**

Delete Item Numbers

A utility which gives the option to delete obsolete items up to a given date. The item will be deleted from all transactions and history files.

Requirements:

- **Infor ERP Swan Version 4.2 or above**

Consolidated Delivery Notes

This program will produce a consolidated delivery note for a given customer. The customer's sales orders will be despatched as standard using the Ready to Despatch program in the Scheduling menu. The layout of the consolidated delivery note will be similar to the current delivery note except that any order specific details will be printed after each stock item line and not in the header.

Requirements:

- **Infor ERP Swan Version 4.2 or above**
- **Scheduled Sales Orders**

JIT Multi Trial Kit

This is a program run from Stock Parameters to allow the user to include stock in selective depots with MRP Processing.

Requirements:

- **Infor ERP Swan Version 4.2 or above**

Consolidated Standard Invoices

The ability to group several despatches for several sales orders together to provide a single invoice.

Requirements:

- **Infor ERP Swan Version 4.2 or above**

3rd Party Functionality



Spindle Professional



Spindle Professional merges information from a Sage Accounting System with form designs that includes company logos and branding. This produces professional looking documents such as statements, invoices, remittances, delivery notes and purchase orders that can be faxed, emailed or printed directly onto plain paper.

Key Points:

- **Dramatically reduce your costs by delivering your documents via fax and email.**
- **Save money and wastage by using plain paper instead of your pre-printed stationary.**
- **Place your company logo, branding, image, and design on all outgoing documents.**
- **Intelligent delivery means Spindle Professional knows what to fax, what to email and what to print.**
- **Electronically store your documents, so you can retrieve them whenever you need them.**
- **Simultaneously print multiple copies, each with different form designs.**
- **Send documents to multiple destinations at the same time.**
- **Not restricted to specific printer makes or types.**

Requirements:

- **Infor ERP Swan Version 4.2 or above**

Seiki Systems - Graphical Scheduler



The Seiki Systems Graphical Scheduler provides “Real Delivery Dates”, instantly and in real time. It can be used in combination with ERP/MRP systems or standalone. Late jobs are known, bottlenecks identified, stoppages are recognised, and any missing manufacturing data can be identified immediately. It takes actual capacities into account. Once a work order has been planned and released for manufacturing, the order progress can easily be monitored and controlled.

Requirements:

- **Infor ERP Swan Version 4.2 or above**
- **Works Order Processing**
- **MRP**



Albany Software – E Connect



E Connect enables electronic data interchange (EDI) with multiple trading partners. It uses multiple message formats and multiple Value Added Networks to overcome the problems of trading with a variety of organisations, often with different requirements. It can offer major speed, productivity and quality benefits for companies who are part of a supply chain and can be utilised by the smallest organisation to the largest multi-national. It is often a mandatory method for data interchange that has proven to be secure and to strengthen links with partners.

With E connect, high volumes of information can be transferred in seconds. No re-keying is needed, ensuring 100% accuracy, streamlining of administration and associated costs. In addition, a fully featured scheduler means transmissions can be sent at predetermined times or on an ad-hoc basis. Put together, this module increases efficiency by reducing business order cycles, cutting stock holding and facilitating Just in Time (JIT) inventory management.

Key Points:

- **Multiple document types and output formats - offering a wide choice and flexibility in document production**
- **Variety of delivery options including e-document distribution**
- **Status reports/filters - provide visibility of document distribution status**
- **High volume throughput - increasing document processing speed and efficiency**
- **Built-in scheduler - reducing manual processes by automating document distribution**
- **Role-based user security - ensuring confidentiality of information**

Requirements:

- **Infor ERP Swan Version 4.2 or above**

Business Objects – Crystal Report Writer



Key Points:

- **Access many different types of data files at the same time.**
- **Can link together multiple data files as long as there is a common field.**
- **Intricate calculation formulae can be created.**
- **Select data by entering selection parameters manually or from pre-defined drop down lists.**
- **Results can be exported to Windows compatible software e.g. Access, Excel, PDF etc.**
- **Data can be grouped, sorted or summarised in various ways.**

Requirements:

- **Infor ERP Swan Version 4.2 or above**



Sales Logix

SalesLogix®

This is an integrated CRM system which can interface to Sage MMS, Sage Line100, and other systems. It holds Customer and Prospect information and accesses relevant information from other systems.

Key Points:

- **Provides document and messaging tracking.**
- **Provides current sales order and quotation information.**
- **Allows remote user access via web or other methods.**
- **Provides activity and problem reporting.**

Modules:

- **Sales data:**
Complete sales data visibility, opportunity logging, notes logging, product data handling, analysis of sales and quotations.
- **Marketing:**
Groups and analyses activities, campaign task management
- **Customer Service:**
Manages customer support calls and issue handling.
- **Support:**
'Ticket' management, contract management, web customer portal, notification & alerts.
- **Pocket PC interface:**
Remote access to data and controlled synchronisation.
- **Calendar management:**
Interface to MS Outlook. Opportunity logging.



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